

NHS Property Services Bank FAQs

1. How do I notify NHS Professionals of a requirement?

You can contact the NHS Professionals recruitment team on **0203 006 8113**. The NHS Professionals recruitment team will then guide you through the recruitment and placement process.

2. How do I put a shift on the system?

You can log onto the NHS Professionals' recruitment system which is called [Our:Bank](#) to enter your shifts. Shifts can be booked in blocks and into the future for your convenience.

3. Can I book my current colleagues?

Yes, you can book your current colleagues if they have transferred/are registered with NHS Professionals, they will need to be booked through NHS Professionals' [Our:Bank](#) platform. You can contact the recruitment team to book the colleague into a shift.

4. Can I book someone who is known to me?

Yes, you can book direct someone that is known to you if they are registered with NHSP; they will need to be booked through NHS Professionals' [Our:Bank](#) platform. You can contact the recruitment team to book the person into a shift.

5. How quickly will NHS Professionals respond to a recruitment request?

NHS Professionals will respond to any bookings added before 4pm. We will aim to respond to bookings added after 4pm by 11am the following working day.

6. Do Bank colleagues require DBS?

All Bank colleagues will require a DBS which will be organised and paid for by NHS Professionals. DBS is refreshed annually for Bank Colleagues.

7. What uniform will Bank Members wear?

New Bank colleagues recruited for NHSPS will be offered [NHSPS Uniform](#). Details of sizing will be captured during NHS Professionals recruitment, and a process will be agreed for who at NHSPS this information should be provided to in order that uniform can be made available for the colleague. Also, how it is to be returned if the colleague no longer intends to work at NHSPS sites.

Should uniform not be available immediately the colleague should wear a dark polo shirt and dark trousers. PPE such as gloves and aprons are available at property sites. NHS Professionals will advise colleagues of any requirement for non-slip/safety shoes.

8. Does NHS Professionals pay unsocial hours?

NHS Professionals will pay basic day rates, as well as enhanced night & Saturday rates and Sunday & Bank Holiday rates. Night rates start at 20:00 and runs until 06:00. NHS Professionals are advised of all payrates by NHSPS.

9. Could substantive Bank colleagues work excessive hours?

No, the working time directive limit will be applicable.

10. How much tax will Bank colleagues pay?

This will depend on individual circumstances and tax code, please speak to HMRC for advice.

11. Can substantive NHSPS colleagues still access overtime, or will they be required to work additional hours through NHS Professionals?

There will still be overtime available, however there will be a blended approach to the use of substantive overtime/Bank colleagues working shifts as per the requirements of the business.

12. Will the payrate through NHS Professionals be the same as my substantive role?

Yes, the payrates will be same and consistent.

13. As a hiring manager would it be cheaper to have substantive colleagues complete overtime hours rather than use NHS Professionals?

Depending on the role and working hours it will vary and overall, it could prove to be more cost effective, however the key reason for Bank is to provide support in hard to fill areas.

14. I am a new manager joining NHSPS who needs access to Bank – how do I get set up?

As a new manager your details will need to be provided to NHS Professionals who will set you up on the [Our:Bank](#) system, which is NHS Professionals' system for booking and Bank Recruitment. Also, full training will be given as part of the commencement of go live for the system and on an individual basis thereafter.

15. I am looking to join the Bank – what is the process of joining?

We are currently asking NHSPS colleagues to complete this expression of interest form then NHS Professionals will contact you to provide further joining instructions.

Please find the Expression of Interest link below: [NHS Professionals: Expression of Interest](#)

16. When will NHSPS colleagues be able to submit timesheets until and be approved on POL?

Bank colleagues transferring from NHSPS to NHS Professionals will be able to add timesheets for approval up until the 16th July 2023.

17. I don't have access to authorise timesheets, what can I do?

Please speak to your soft FM manager to authorise the timesheets on your behalf. You will be able to verify that a colleague completed a shift for your Soft FM Manager.

18. Is it only Soft FM Managers that can authorise timesheets?

Yes, for go live it will only be Soft FM Managers who authorise timesheets, however DTL's will be permitted to check and approve before final authorisation by the Soft FM Manager. The process will be under constant review from go live and NHSPS and NHS Professionals will work together to ensure that the most efficient and practicable process is followed.

19. For last minute needs, can we use existing colleagues from other sites?

Yes, you can still use this route.

20. How will we know if Bank colleagues complete their shifts, and no one is around to verify?

Bank colleagues should receive the relevant training associated with the shift/building/site and will fall under the same guidelines that are in place now.

21. I have Bank colleagues working until 10:30pm Monday to Sunday, how can we cover these sites for sickness?

Sickness cover will fall under the same guidelines that are in place now. Unfilled shifts can also be raised on NHS Professionals' [Our:Bank](#) platform so they are visible to all Bank Colleagues with the relevant assignments (job roles).

22. Can shifts be added to the system retrospectively?

Shifts can be added retrospectively, however we do try to keep this to an absolute minimum.

23. What are your operational hours?

The Shift Fill Team and Recruitment Team are available Monday to Friday 9am-5pm. There is also the National Service Centre that can handle bank member queries outside of these hours. The booking system is also available 24/7 to add shifts.

24. Can NHS Professionals Bank colleagues be transferred to permanent positions at NHSPS?

Yes, for the Bank colleague to apply and be part of NHSPS, the role would need to be added and approved to Career Hub and that colleague would need to apply and be interviewed for the role.

25. Our unit is usually self-supporting with cover and would like to continue, is that ok?

Yes, if you already use substantive colleagues for cover, this can continue.

26. Do colleagues raise pay queries to NHSPS or NHS Professionals?

If it relates to work undertaken up until and including the 2nd July then it sits with NHSPS. Anything after the 3rd July would sit with NHS Professionals.