



Resolution

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July 2026
FOI_7955

The following information was requested on 25 June 2026:

Re: Freedom of Information Request – Recruitment and Resourcing Function Benchmarking

Under the Freedom of Information Act 2000, I am writing to request information regarding your trust's resourcing function and setup, specifically concerning Agenda for Change (AFC) recruitment. [1, 2]

Please provide insight and data regarding the following points:

Resourcing Structure and Staffing Levels:

What are the current staffing levels within your recruitment/resourcing team? Please provide the total number of Whole Time Equivalents (WTE) broken down by:

Recruitment/Resourcing Administrators and Coordinators (Bands 3–4)

Resourcing Managers and Team Leaders (Bands 5–7) [1]

If you are a Resourcing Hub - please list each TRUST and include the above info.

Automation:

Do you currently utilise automation or robotic process automation (RPA) within your recruitment/pre-employment processes? If yes, please specify which elements or steps of the pipeline are automated (e.g., automated interview scheduling, pre-employment check reminders).

Certificate of Sponsorship (CoS) Process:

For candidates requiring a Certificate of Sponsorship (CoS), at what stage of the pre-employment pipeline do you assign the certificate? Specifically:

Do you assign the CoS at the very start of the employment checks process?

Or do you wait until all other mandatory pre-employment checks (such as references, DBS, Occupational Health clearances, and Right to Work/ID verification) have been successfully received and cleared?

Our Response

Please find below our response to your request for information relating to recruitment and resourcing arrangements.

Resourcing Structure and Staffing Levels

The current staffing levels within NHS Resolution's recruitment/resourcing team are as follows:

- *Recruitment/Resourcing Administrators and Coordinators (Bands 3–4): **4.2 Whole Time Equivalents (WTE)***
- *Resourcing Managers and Team Leaders (Bands 5–7): **6 WTE***
- *If you are a Resourcing Hub - please list each TRUST and include the above info. **We are not.***

Automation

NHS Resolution does not currently utilise robotic process automation (RPA) within its recruitment or pre-employment processes.

However, we do use an Applicant Tracking System (ATS) (Jobtrain), which supports the process by issuing automated reminders relating to onboarding tasks.

Certificate of Sponsorship (CoS) Process

For candidates requiring a Certificate of Sponsorship (CoS), NHS Resolution applies for the certificate **only after all mandatory pre-employment checks have been successfully completed.**

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
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