



Clarity Workforce Technology

Clarity Roster

Company Information



Founded in 2011, Clarity Workforce Technology delivers smarter workforce solutions that cut costs and boost efficiency - trusted by 50+ NHS Trusts, healthcare providers and local authorities.

Our solutions serve three core markets: Health and Social Care, Ambulance and Education sectors. Our product suite consists of 4 modules which can be used independently or in conjunction with one another.



In 2025, we became the 'most advantageous' supplier on the NHS Workforce Alliance's Workforce Technology Systems (WTS) Framework

NHS Workforce Alliance

Bringing together
people who care

**Workforce Technology
Systems RM6387**
November 2025 - October 2026

**Approved
Supplier**

Our Modules



Clarity Staff Bank

Clarity Bluelight

Clarity Agency/Direct Engagement

Clarity Roster

Whatever your workforce challenges, we have the solution to fit. Our integrated suite of modules is designed to solve your workforce pain points with flexibility and efficiency.

Clarity Roster



Clarity Roster has been designed specifically for the Health and Social Care sector, yet is flexible enough to be implemented across any organisational structure, staff group or department. It delivers a modern, dynamic approach to e-rostering, addressing the complexities of managing a flexible and diverse workforce through an activity-based model.

The solution focuses on understanding the tasks and activities that a hospital, ward or service needs to deliver, along with the workforce requirements needed to support them. Using this insight, the system automatically allocates available staff to activities based on a range of intelligent variables, including worker preferences, skills, suitability and compliance requirements. It is sophisticated enough to recognise departmental needs and bring together all required staff resources at the click of a button.

Clarity Roster also supports the management of complex reward packages while empowering staff with greater control over their working patterns. This not only enhances operational efficiency but also significantly improves employee satisfaction and engagement.

Creating a marketplace



Clarity Roster has the potential to operate not just as a scheduling tool, but as an open, dynamic workforce marketplace that connects organisations, staff, and agencies in one integrated system. By enabling coordinators to publish available shifts in real time, the platform allows approved candidates and multiple agencies to view, apply for, and be matched to opportunities based on skills, compliance, availability, and performance. Coordinators are also able to see the cost of each candidate per hour or per shift, providing full financial visibility and informed decision-making at the point of scheduling. Built-in transparency, smart matching, and optional dynamic incentives create a fair and competitive environment that improves fill rates, reduces reliance on single suppliers, and empowers workers with greater choice and mobility. In doing so, Clarity Roster transforms traditional rostering into a connected, flexible, and intelligent marketplace that drives efficiency, collaboration, and smarter workforce deployment across the sector

Our benefits



Bespoke



Mobile enabled



Streamlined



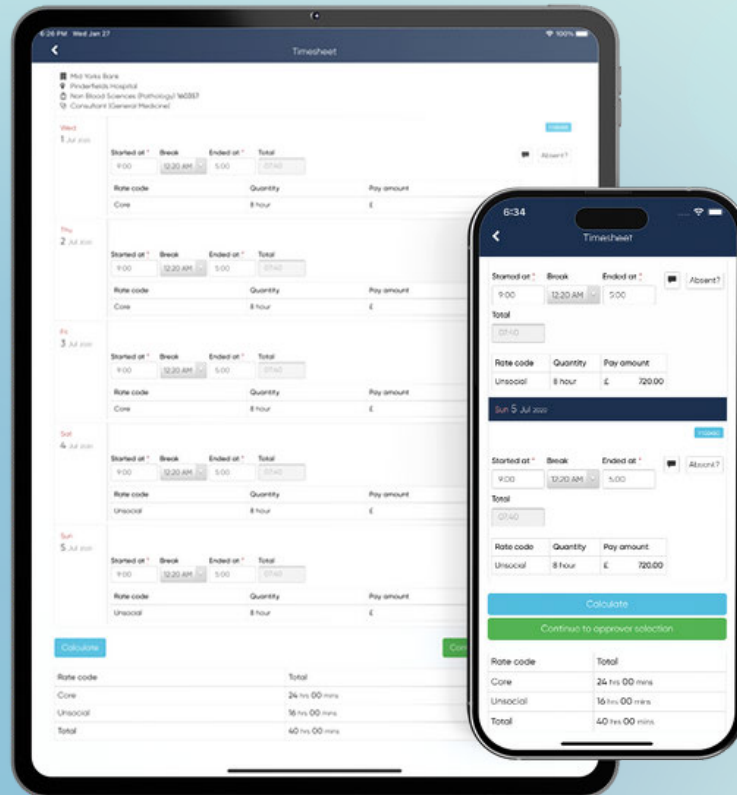
Compliance



Accurate invoicing



Real time reporting



Mobile-first workforce management

All Clarity modules are fully mobile and tablet enabled, ensuring your teams can manage workforce tasks anytime, anywhere. Whether it's approving shifts, viewing rosters, or tracking agency engagement, everything is accessible on the go.

A dedicated mobile app

Our dedicated mobile app takes convenience to the next level. Designed for speed and simplicity, it allows staff and managers to stay connected, receive real-time updates, and complete essential actions from their smartphone or tablet—empowering a truly agile workforce.

Product functionality

Clarity Roster is made up of three portals, each designed to give users tailored access to the system and streamline a range of workforce management tasks. From creating rota plans and managing staff schedules to handling annual leave and engaging agency support, Clarity Roster simplifies workforce management across the board. Below is an overview of the permission levels and key capabilities within the system.

Roster Coordinator

- Reviewing CVs from the recruitment desk and shortlist suitable candidates for relevant vacancies; search and retrieve historical CVs, timesheets, and candidate records.
- Organise and respond to interview request, conduct candidate profile reviews, and provide interview feedback
- View confirmed assignments and manage candidate offers
- Approve, deny, or adjust timesheets as required.

Roster Approver

- View candidate allocations, manage candidate compliance, and shortlist/send relevant CVs to hiring managers; search and retrieve historical CVs, timesheets and candidate records.
- Search and view confirmed candidate assignments, organise and respond to interview requests, and provide/view interview feedback.
- Create and view candidate offers
- Approve, deny, or adjust timesheets as required
- View permission-based reports and generate invoices and payroll files.

Candidate

- Search historical timesheets and manage candidate profile
- Set availability
- Benefit from automatic on-boarding and contract generation.



Back office functionality

Clarity Roster is built on an activity-based model that enables organisations to clearly define the operational activities and demand within each ward or department, while planning staffing around the specific skills required to deliver safe and effective care.

Rota plans are created using historical demand data, allowing clients to map departmental activities to the exact mix of skills needed. For example, a Theatre department may require a combination of Theatre Assistants, Anaesthetists, Consultant Surgeons and Junior Doctors across a 24-hour period. Traditionally, these disciplines are often managed as separate teams, which can create complexity, misalignment and potential gaps in cover. Coordinating schedules across multiple individuals and teams can be time consuming and challenging.

Clarity Roster provides Rota Coordinators with a single, unified view of all staffing requirements based on skills rather than roles. This ensures full visibility across all teams, enabling services to be planned efficiently and safely, while highlighting any potential shortfalls at an early stage.

When used alongside Clarity Agency and Clarity StaffBank, Clarity Roster can automatically publish any staffing gaps to internal bank workers or preferred agency suppliers. This seamless integration provides real time updates on fulfilment, helping organisations maintain optimal staffing levels while controlling costs.

Implementation

Our structured implementation plan ensures all necessary data is captured while minimising disruption to your organisation. Using robust project management methodologies, we carefully manage every stage of system integration. Each phase is closely monitored and documented, providing clear visibility of timelines, responsibilities, and potential issues for all stakeholders. Our detailed documentation ensures a smooth, transparent transition and keeps your team fully informed throughout the entire process.

Mobilisation phase

Committee needs analysis meetings to define user system requirements

Project initiation meetings to outline implementation process

Assignment of project resources and identification of project team members

Project kick-off meeting to present aims and objectives

Discovery phase

Introduction of subject matter experts (SMEs)

Project team meetings to define roles and responsibilities

Documentation of current 'as-is' processes (Visio process maps)

Analysis phase

Gather and review business/system requirements

Document and validate 'to-be' processes (Visio process maps)

Confirm system integration, workflows, and future user stories

Agree development timescales and milestones

Implementation

Design phase

- Development of the system based on agreed user stories
- Ongoing communications and updates to the project team
- Highlight any requirement changes (change management)
- Conduct internal (QAT) and client (UAT) testing

Implementation phase

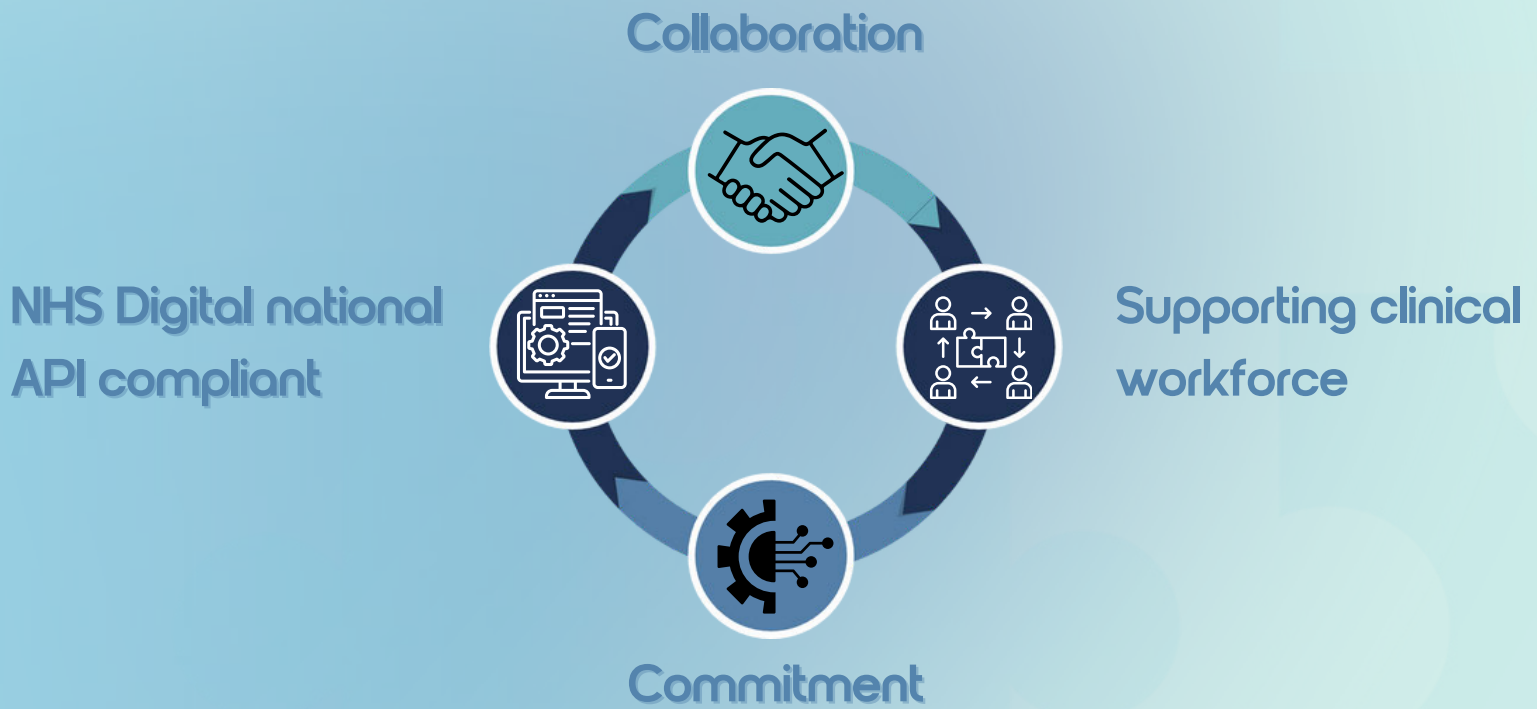
- Supply of training documentation, user manuals, and release notes
- Train users to ensure smooth adoption
- Upload data to live site and deploy system into production

Managed service phase

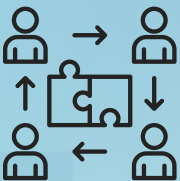
- Post-deployment support activities
- End-of-project reporting
- Project sign-off and formal closure



Genuine Interoperability



We collaborate with existing suppliers and can slot in neatly with existing up and downstream systems



Through collaboration and integration, we support Trusts in achieving their levels of attainment for their workforce deployment systems.



We are committed to integration with new or legacy systems, supporting organisations in delivering best fit and best value



Compliant to NHS Digital Supplier Reference Group National API Standards.

Service management

Clarity provides end-to-end cloud services, from solution design through to deployment and ongoing support. We work in partnership with our clients to maximise value, supported by clear communication, regular reviews, and structured transition management.



Account manager

The Account Manager is responsible for the overall success of the client relationship, ensuring smooth delivery and ongoing optimisation of the solution. This includes regular client engagement, feedback reviews, continuous improvement, and strategic planning for future enhancements.



Project manager

The Project Manager acts as the primary point of contact for implementations and change initiatives. They work closely with clients to define requirements and ensure the controlled, efficient delivery of new functionality and system enhancements.



Development team

Our Development Team translates business requirements into robust, scalable solutions. Highly experienced and commercially focused, they actively challenge and refine requirements to deliver streamlined, cost-effective outcomes.

Service management



Service desk

Our Service Desk provides responsive, SLA-driven support to resolve the majority of user issues promptly. Where required, issues are escalated efficiently to development, operations, or account management—ensuring system reliability and minimal disruption.



Service level agreement

Clarity Roster operates to clearly defined Service Level Agreement (SLA) standards. All system support issues are managed by our dedicated in-house support team, ensuring consistent, high-quality service delivery.

We proactively monitor system performance and security, with real-time alerts identifying any service degradation or potential vulnerabilities. Monitoring is delivered through Quest Big Brother, alongside native operating system security and performance tools.

Priority	Impact	Response Time	Resolution Target
P1 – Critical	System down or major components non-operational, halting business-critical work.	Within 1 business hour	4 business hours* – continuous effort with client cooperation
P2 – High	Severe degradation or non-critical components unavailable, limiting work.	Within 2 business hours	1 business day* after initial response
P3 – Medium	Non-essential features impaired, core functionality remains.	Within 8 business hours	5 business days* after initial response
P4 – Low	Minor or cosmetic issues with little operational impact.	Within 24 business hours	Next software release

System Security

Accessibility

Clarity Roster is a bespoke, web-based workforce demand management system that supports all aspects of the workforce lifecycle. Designed for ease of access, the platform is available from any internet-enabled computer, enabling secure global access at any time.

Built on a Java-based interface, Clarity offers full cross-platform compatibility and retrieves data from a robust Oracle database to ensure reliability and scalability. Access is controlled via individual usernames and passwords through a secure browser connection protected by up to 256-bit SSL/TLS encryption. Each client environment is hosted on dedicated Intel-based servers within a certified and accredited hosting facility, ensuring consistent performance and high availability.

Information assurance

Clarity is classified at Impact Level IL0, reflecting the nature of the data held and the platform on which it operates. Information security is further assured through our technology partner, Skillstream, which is ISO 27001 certified, ensuring adherence to industry best practices for information security management.