

10 must-have candidate communication **templates**

Keep candidates engaged at every stage of the hiring process with transparent messaging

Hiring the right talent is only half the challenge. Keeping candidates engaged throughout the hiring process is just as crucial. In the competitive UK talent market, slow or inconsistent communication can lead to candidates dropping out, reputational damage and increased time-to-hire.

24%

of applicants turn down a job offer due to inconsistent communication during the hiring process.*

That's why we've created this set of ready-to-use **candidate communication templates**, designed specifically for busy in-house recruiters, talent acquisition professionals, and hiring managers.

Whether you're hiring at scale or for specialised roles, these templates will help you:

- ✓ Save time with professionally written, editable messages
- ✓ Improve the candidate experience with clear, timely communication
- ✓ Reduce ghosting and maintain engagement from application to onboarding
- ✓ Align hiring teams with a consistent tone of voice and messaging structure

Every email includes suggested subject lines, tone guidance, and placeholders to personalise for your brand and process.

1. Application received – acknowledgement email

Subject: Thanks for applying – here's what happens next

Body: Hi [Candidate Name],

Thank you for your interest in the [Job Title] position at [Company Name].
We've received your application and appreciate you taking the time to apply.

Our hiring team is currently reviewing all applications, and we expect to provide an update within [Number] weeks. If your skills and experience are a strong match for this role, we will reach out to schedule an interview.

In the meantime, you can learn more about our team and culture by visiting
[Link to Company Website/Careers Page].

Thanks again for your interest in joining us.

Kind regards,
The [Company Name] Talent Team

2. Application under review – update email

Subject: Update on your application for [Job Title]

Body: Hi [Candidate Name],

Just a quick note to let you know that your application for the [Job Title] role is still under review.
We've had a great response to this opening and are carefully considering every candidate.

We are working to finalise our shortlist and expect to have another update for you by
[Date or Timeframe, e.g., the end of next week].

We appreciate your patience and will be in touch again soon.

All the best,
The [Company Name] Talent Team

3. Shortlisted for Interview – Invitation Email

Subject: Interview invitation for [Job Title] at [Company Name]

Body: Hi [Candidate Name],

We were very impressed with your application for the [Job Title] position, and we would like to invite you for an interview to discuss your experience further.

The interview will be with [Interviewer Name(s) and Title(s)] and will last approximately [Duration, e.g., 45 minutes].

Please let us know which of the following times work for you:

- [Date and Time Option 1]
- [Date and Time Option 2]
- [Date and Time Option 3]

The interview will take place at [Location/Video Conference Link]. To help you prepare, we recommend reviewing the job description and learning more about our work via: [Link to relevant project/company page].

We look forward to speaking with you.

Best regards,
[Your Name/Hiring Manager Name]

4. Pre-interview reminder email

Subject: Reminder: Your interview with [Company Name] is tomorrow

Body: Hi [Candidate Name],

This is a friendly reminder that your interview for the [Job Title] position is scheduled for tomorrow, [Date], at [Time].

You will be meeting with [Interviewer Name(s)] at [Location/Video Conference Link].

Please don't hesitate to reach out if you have any last-minute questions.
We're looking forward to our conversation!

All the best,
[Your Name/Hiring Manager Name]

5. Post-Interview Update – Status or Next Steps

Subject: Thanks for your time – what happens next

Body: Hi [Candidate Name],

Thank you again for taking the time to speak with us about the [Job Title] role at [Company Name]. We enjoyed our conversation and learning more about your skills and background.

The team is now completing the final interviews, and we expect to make a decision by [Date or Timeframe]. We will be in touch with you then to let you know about the next steps.

We appreciate your patience as we complete this process.

Best regards,

[Your Name/Hiring Manager Name]

6. Offer email (pre-contract)

Subject: Offer for [Job Title] – Congratulations!

Body: Hi [Candidate Name],

Congratulations! Following your recent interview, we are delighted to formally offer you the position of [Job Title] at [Company Name].

We were all very impressed with your experience and believe you will be a fantastic addition to our team.

This is a [Full-time/Part-time/Contract] position with a proposed start date of [Start Date]. The annual salary for this role is [Salary], and you will be eligible for our benefits package, which includes [Highlight 1-2 key benefits, e.g., private health insurance, flexible working hours].

A formal contract with full details will follow shortly. In the meantime, please let us know if you have any questions. We would appreciate a response to this offer by [Offer Expiry Date].

We are incredibly excited about the possibility of you joining us.

Best regards,

[Your Name/Hiring Manager Name]

7. Rejection email – not proceeding after application

Subject: Your application for [Job Title]

Body: Hi [Candidate Name],

Thank you for your interest in the [Job Title] position at [Company Name] and for taking the time to submit an application.

While we were impressed with your background, we have decided not to move forward with your application at this time. This was a highly competitive process, and we had to make some difficult choices.

We appreciate your interest in our organisation and encourage you to apply for other roles in the future that may be a good fit. You can view our current openings here: [\[Link to Careers Page\]](#).

We wish you the best of luck in your job search.

Sincerely,

The [Company Name] Talent Team

8. Rejection email – after interview

Subject: Outcome of your interview with [Company Name]

Body: Hi [Candidate Name],

Thank you again for taking the time to interview for the [Job Title] position at [Company Name]. We genuinely enjoyed our conversation and learning more about you.

After careful consideration, we have decided to move forward with another candidate whose experience more closely aligned the specific requirements of this role. This was a difficult decision, as we met with many talented individuals.

We truly appreciate your interest in our team and the effort you put into this process. We encourage you to keep an eye on our careers page for future opportunities and wish you all the best in your job search.

Sincerely,

[Your Name/Hiring Manager Name]

9. Candidate onboarding introduction email

Subject: Welcome to the team – next steps before your start date

Body: Hi [Candidate Name],

Welcome to [Company Name]! We are all thrilled to have you join us as our new [Job Title]. Your first day will be [Start Date].

To help you get settled in, we've put together a small checklist of items to complete before you start:

- Please review and sign the attached employment contract.
- Complete the enclosed new starter forms ([List of forms, e.g., payroll, IT]).
- Send us a photo for your employee profile.

Your new manager, [Manager's Name], will reach out to you shortly to say hello. In the meantime, your main point of contact for any onboarding questions is [Onboarding Contact Name and Email]. We can't wait for you to start!

Best regards,
The [Company Name] HR Team

10. Keep-warm email (when delays occur)

Subject: Quick update on your application with [Company Name]

Body: Hi [Candidate Name],

I'm writing to provide a quick update on the hiring process for the [Job Title] position. We've experienced a slight delay in our original timeline and are now aiming to finalise next steps by [New Date or Timeframe].

We sincerely apologise for the wait and want to reassure you that you are still being actively considered for the role.

Thank you for your continued patience. We will be in touch as soon as we have another update. If you have any questions in the meantime, please don't hesitate to reach out.

All the best,
[Your Name/Hiring Manager Name]