

# Chapter 01 - Overview

## Background

1. Universal Jobmatch (UJ) is available to all people looking for work whether they are claiming benefits or in work. Although staff in Jobcentres usually deal with people claiming benefits, this chapter uses the term jobseekers throughout to reflect UJ terminology. This terminology also means employers/businesses are called companies and individuals that work in the companies are called recruiters. Therefore:

- Company – the organisation/business that wishes to advertise job postings on UJ.
- Recruiter – the individual employed by the company that performs actions (for example, uploads a job posting) within the service on behalf of that company.

2. The new service is part of DWP's [Digitalisation Programme](#), it forms a key component of our commitment to providing easy online access to Government services. It will be available in English and Welsh and enable:

- individual jobseekers to create a personal account and CV, detailing their work requirements, skills, experience, preferences and job search history;
- companies to have the facility to manage their own accounts online, at a time to suit them, 24 hours a day, 7 days a week;
- an automatic match of jobseekers and jobs, with notification as a minimum by email to companies and jobseekers;
- richer information on job search activity to inform adviser intervention strategies and skills demand;
- feedback on the service by companies, jobseekers and DWP; and
- better information available for jobseekers and DWP staff to understand skills gaps.

3. Monster Worldwide Limited, an experienced market leader in the recruitment sector, has been appointed as the supplier for the delivery of the new web based job posting and matching managed service and the service will go-live on 19 November 2012.

## Objectives/Scope

4. Universal Jobmatch (UJ) is a new web based job posting and matching service. This service will:
- Be a 'managed service' and will be accessed by jobseekers via GOV.UK, by companies via GOV.UK (replaced Business Link, Business Gateway and Business Wales) or by DWP staff via an icon on the DWP desktop.
  - Replace the following existing DWP IT services, ERM, EDon, Job Warehouse, VTS and Jobs & Skills.
  - Modernise the delivery of our employment services, aimed at making us the online job site of choice for companies/recruiters.
  - Improve our credibility with companies by matching suitable jobseekers to their job postings and providing additional HR and recruitment support.
5. It is not a replacement for LMS but it will replace the employer records and vacancy functionality on LMS. All jobs and employer records will be held on the new service. All existing LMS jobseeker functionality will remain.

## Benefits for companies

6. Universal Jobmatch (UJ) will:
- Provide companies with a job matching service which will incur no cost (but usual internet provider's charges will apply) at the point of contact.
  - Be accessed by companies via GOV.UK (replaced Business Link, Business Gateway and Business Wales) and the service will be available 24 hours a day, 7 days a week.
  - Enable companies to post their own jobs, amend closing dates/job details, invite applicants to interviews, which will remove the need for DWP staff intervention. Although companies claiming an exception to the Equality Act when posting jobs will still require DWP intervention.

- Allow companies to run jobseeker searches before they post a live job on UJ to test the labour market. This will provide an anonymised list of candidates that will match their search criteria ranked by best match first.
- Enable companies to invite jobseekers to apply online for their jobs and provide a service that will allow them to manage their recruitment online.

## Benefits for jobseekers

7. Universal Jobmatch (UJ) will allow jobseekers to:
  - Create a personalised account which will allow them to upload their CV and profile, or help them to create one.
  - Receive ongoing job matches to their profile, or their specified job search criteria or run 'anonymous' job searches if they have not created an account.
  - Work more closely with their personal adviser to identify any skills gaps.
  - Apply for jobs online and send their CV to a company through the service.
  - Record any details about other job searches they do so that all their jobsearch activity will be held in one place.
  - Search for jobs in Europe or Internationally.
8. More detailed information on how jobseekers will use UJ can be found in [Chapter 2](#) of this toolkit.

## Benefits for DWP staff

9. Universal Jobmatch (UJ) will provide staff with:
  - A view of the jobseeker's UJ account, enabling advisers with the jobseeker's consent, to check their account history, view actions against matches, view company feedback, review application history and any highlighted skills gaps.
  - Opportunities to focus time with the jobseeker to optimise CVs and identify skills gaps and make best use of the automated job search and matching service.
  - More time to target the help they give to 'harder to help' jobseekers.
  - Improved Management Information to help target support for companies and jobseekers.
10. More detailed information on how DWP staff will use UJ can be found in [Chapter 3](#) of this toolkit.

# Chapter 02 – Jobseekers

## Jobseeker creates an account

11. Universal Jobmatch (UJ) is available to all people looking for work whether they are claiming benefits or in work. Although staff in Jobcentres usually deal with people claiming benefits, this chapter uses the term jobseekers throughout to reflect UJ terminology unless a specific reference to claimants is required. This terminology also means employers/businesses are called companies and individuals that work in the companies are called recruiters. Therefore:

- Company – the organisation/business that wishes to advertise job postings on UJ.
- Recruiter – the individual employed by the company that performs actions (for example, uploads a job posting) within the service on behalf of that company.

12. If the jobseeker already has a Government Gateway account all they need to do is access [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch) and select the 'Login to Universal Jobmatch' link which will launch the 'Universal Jobmatch Login' page. The jobseeker then simply enters their 'User ID' and 'Password' and selects 'Log in'.

13. If the jobseeker does not have a Government Gateway Account, they will need to create one in order to receive the [full benefits](#) of UJ. This means they will need a Government Gateway User ID and password. To do this they will need to access [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch) and select the 'Register with Universal Jobmatch' link. This will launch the 'Register for a Government Gateway account' page.

14. The jobseeker then needs to input their first name(s), surname, email address and enter a password. The email address must be a unique address. For example, two jobseekers in the same house cannot use the same email address.

15. When they have done this, the service provides the jobseeker with confirmation of successful registration and their Government Gateway User ID. For example, this will look like - 4965 5695 4585. You must advise the jobseeker to make a note of this number because they will need this and the password they entered to access UJ.

16. The service also displays a page which tells the jobseeker they will receive an e-mail in the address they provided which describes how to verify their email address. To complete this process, the jobseeker needs to select the link provided in the email or to paste it into the browser address bar.

17. When they have done this, a confirmation message tells the jobseeker that the email address provided has been verified and is now linked to their Government Gateway Account. All the steps to create a Government Gateway Account and access UJ have now been completed and the jobseeker is now able to select the 'Log in' button from the UJ homepage.

18. The UJ Login page now appears and the jobseeker must enter their User ID and password they created from the Government Gateway registration process. The first time a jobseeker logs into their account they are directed to the 'Profile' page in order set up their Profile. During completion, the jobseeker must accept the:

- Privacy Policy;
- Terms and Conditions; and
- Use of cookies.

19. The jobseeker also has the option to:

- Authorise DWP to view their account; and
- Receive messages from DWP.

20. They must also agree to complete the mandatory EIQ (Equality Impact Questionnaire) although if they do not wish to disclose any information they can select the 'Prefer not to say' option throughout the questionnaire.

21. Once they have completed the questionnaire the jobseeker gets a message on screen to tell them the account set up is complete and when they select the 'Continue' button the jobseeker is now presented with their homepage.

## **Jobseeker does not create an account**

22. Jobseekers that do not create an account will only be able to use Universal Jobmatch (UJ) to conduct anonymous job searches. To do this they will need to access [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch) and enter a Job title and/or Town, place or postcode and/or Skills in the search fields and select 'Search'.

23. JSA claimants will be encouraged to register and create an account by personal advisers and assistant advisers.

## **Jobseeker account set up complete**

24. When the jobseeker has completed their profile and set up their account they can view their Account Homepage which includes screens/pages about their:

- Alerts received.
- Messages from companies.
- Saved Jobs.
- Recommended Jobs.
- Saved Searches.
- CVs created and saved.
- Application History.
- Activity History.

25. The full web page for each of these screens/pages can be accessed by clicking on the 'View All' link.

## **Alerts**

26. This page contains various alerts which tell the jobseeker about actions they need to take such as to:

- apply for a job which is soon to close;
- complete a CV;

- reply about an interview offered by a company;
- update saved searches to enable more results to be returned;
- reply to a job which has been e-mailed to them.

## Messages

27. This page contains messages which include feedback from companies and invitations to apply for jobs. It will also include messages from DWP staff. Messages will expire 91 days after the posted date.

28. Feedback from companies (which is a voluntary action) will, for example, tell the jobseeker:

- They do not have the skills for the job;
- The job is on hold;
- They do not have sufficient experience for the position.

29. Messages from DWP staff may, for example, be from their adviser asking the jobseeker to contact them about their CV. They will do this using the [Caseloading](#) functionality in UJ.

30. Invitations to apply for jobs can be identified from the list of messages as they will have a 'flag' next to the description.

## Saved Jobs

31. This page contains details of all jobs saved by the jobseeker and all jobs saved by DWP staff. Jobs saved by DWP staff can be identified from the list as '*Jobs saved by your adviser*' and they will have a grey circle next to the job to inform the claimant of this.

32. Jobseekers will be able to view the full job details and take action to either apply for or delete the job.

NOTE: Jobseekers will not be able to delete jobs recorded as '*Jobs saved by your adviser*'.

## Recommended Jobs

33. This page contains details of jobs which have been automatically matched by Universal Jobmatch from the information recorded by the jobseeker in the 'Skills I want to be matched against' field from within their Profile page.

## Saved Searches

34. This page contains details of all job searches that the jobseeker has saved so they can be easily accessed later. Up to five possible searches can be saved at any one time. Jobseekers can edit and save or cancel an existing saved search. They can also choose to set up email alerts to let them know when a match has been found from the search criteria they saved. They do this by selecting either 'Daily' or 'Weekly' from the 'Email frequency' field when creating or editing a Saved Search.

## CVs

35. This page contains details of all CVs created by the jobseeker. They can create or upload a new CV and edit or delete their existing CVs. Up to five CVs can be saved by the jobseeker at any one time but they must choose only one CV to be searchable by companies to return matches to them which will then have a status recorded as [Public](#). The status of any other CVs created will be recorded as [Private](#).

36. Jobseekers can:

- Build a CV; or
- Upload a saved CV from their computer; or
- Copy and paste from a CV on their computer.

## Build a CV

37. Jobseekers can build a CV by completing sections on:

- Contact Information;
- Experience;
- Qualifications;
- Job Preferences.

### **Upload a saved CV**

38. Jobseekers can upload a saved CV from their computer which must be an Acrobat PDF or Microsoft Word file of 500 KB or smaller.

### **Copy and paste from a CV**

39. Jobseekers can copy and paste their entire CV from their computer up to a maximum of 20,000 characters.

### **Public CV status**

40. A Public CV will be used to return matches to companies from jobs they have placed and from jobseeker searches they have run. The company may then invite those jobseekers with the closest matches to apply for the job via the jobseeker's [Messages](#) page.

### **Private CV status**

41. A Private CV will not return matches to companies from jobs they have placed or from jobseeker searches they have run. However, the status of a Private CV can be amended to Public at any time by the jobseeker.

### **Application History**

42. This page allows the jobseeker to:

- review their applications;
- check the status of a CV;
- track their application progress;
- request feedback from companies;
- make notes about each application to help them remember details, names and other important information.

### **Activity History**

43. This page allows the jobseeker to review all job activity, including CV updates, applications and interviews.

44. The jobseeker can also add their own job search notes by typing in the Job Search Note Text Box and clicking on 'Save'. An Icon identifies all notes created this way and refers to them as 'My Notes'.

45. The following activities will be recorded in the list of Activity Details (this list is not exhaustive):

- Requested feedback from a company;
- Created or updated a CV;
- Accepted new Terms and Conditions;
- Declined an invitation to apply for a job.

## **Chapter 03 – Using Universal Jobmatch (UJ)**

### **About this guidance**

46. Universal Jobmatch (UJ) is available to all people who are looking for work whether they are claiming benefits or in work. However, this guidance uses the term claimants rather than jobseekers or customers (except where UJ functions specifically refer to jobseekers).

### **Benefits to DWP staff**

47. The benefits of using Universal Jobmatch (UJ) are detailed in [Chapter 01](#) of this toolkit.

### **Accessing Universal Jobmatch**

48. Universal Jobmatch is accessed by selecting the icon on your desktop. The first time you access the service you will be required to set up your password by selecting the 'Create/Reset your password' link. You will be required to enter your Username which will be your usual login ID to your computer and the system sends you an email. Your login ID is the 8 digit DWP IT number



which can be found when you remove your smartcard. You will then need to check your email and select the hyperlink within the email to 'Reset your Password'. Your password must be a:

- Minimum of 8 and a maximum of 10 characters; and
- Combination of upper and lower case letters and should contain at least one symbol and at least one number.

49. When you have entered your Username and password you will select the 'Login' button. The UJ homepage will then be displayed and from here you will be able to access various functions such as:

- My profile.
- Find jobseeker.
- Caseloading folders.
- GOV.UK job search.

50. However, you will have access to different functions depending on your job role so the homepage will only display the functions that are relevant to your access level.

51. The [Log in presentation](#) also shows how you will do this.

## My profile

52. Selecting 'My profile' will allow you to change your password at any time. You will also be able to view from this screen/page the details used to create your profile on the UJ Application and these are your:

- Email address.
- Username.
- First name.
- Surname.
- Manager email address.
- Location.
- Role.

## Find jobseeker

53. You must select the 'Find jobseeker' link and enter one of the following search types in the 'Enter search details' field:

- Email address.
- Phone number.
- Jobseeker UJ ID (see NOTE below).
- Surname.
- First name.

54. It is not recommended you use either the Surname or First name because this is likely to return multiple returns and it will be difficult to find the correct claimant. In particular, using a common surname (e.g. Smith) or any First name will lead to thousands of returns.

NOTE: The claimant **will not know** their Jobseeker UJ ID number. This will only become known by DWP staff after using any of the other search types listed above to find the claimant.

55. When you have found the claimant, you will be able to select the 'Login' link to access their UJ account. However, you will only be able to do this if the claimant has given DWP permission to do so.

56. [Scenario 14](#) in [Learning Product 05](#) contains further details on how to search for a claimant and login to their account.

## Caseloading folders

57. You can save up to 12 caseloading folders and you can name each folder as you wish and rename these at any time. There is no limit on the number of claimants you can save in each folder. These folders can only be accessed by you and cannot be viewed by other DWP staff.

58. How you use these folders is up to you but you may use them to group claimants for example by:

- Claimants who have not allowed DWP to access their account.
- Client Group.
- Type of work they are looking for.

- Signing Day/Cycle.
59. To create a folder you must select 'Add folder' and give it a name. From here you must select 'Create folder'. You will then be able to click on the 'Select' link to access the folder. To add a claimant to the folder you will need to [find the claimant](#) and when you have done this, you must select the tickbox for the Caseloading folder you created.
  60. To view the claimant in the folder, select the 'Manage caseloading folders' link, then click the 'Select' link for the folder in the main Caseloading folders screen/page.
  61. You will also be able to see how many claimants you have in each folder from the main Caseloading folders screen/page and delete and rename folders from this screen/page.
  62. Within each folder you will be able to send [messages](#) to all or a selected number of claimants. For example you may want to tell:
    - all claimants in a folder about a Jobfair that will be held locally; or
    - one claimant to contact you about their CV as you may be able to advise them on how it can be improved so that it returns more accurate matches to companies; or
    - a selected number of claimants who particularly match jobs posted by a local employer.
  63. If the claimant does not tick the 'I would like to receive messages from DWP' box when they create their profile (although they can amend their profile at any time) any messages you send via this function will not be received by the claimant. However, UJ will tell you which claimant(s) have not received any messages you send.
  64. It is important you manage the claimants in each folder – for example, when a claimant finds work and no longer claims JSA you will need to remove them by selecting the relevant folder, then from the list of claimants you must mark the tickbox for the claimant and then select the 'Remove' link.
  65. [Scenario 14](#) in [Learning Product 05](#) contains further details on Caseloading functionality.

## GOV.UK job search

66. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer or smartphone although access via the mobile app will only enable claimants to run anonymous job searches.
67. They will be able to search and view jobs, set up an account and build and upload their CV. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in UJ. UJ will also search through their CV and make a match back to the company. Therefore, you will no longer routinely submit claimants to jobs or undertake jobsearch.
68. However, this function allows you to search for a job on behalf of a claimant – for example, if they are [not using UJ](#). In these cases you will select the 'GOV.UK job search' link from the UJ application and find a suitable job by:
  - entering data in the Search criteria fields and select 'Search'; or
  - selecting the 'Browse Jobs' link.
69. [Scenario 18](#) in [Learning Product 05](#) contains further details on how to search for a job on behalf of a claimant.
70. UJ brings a shift in the focus from helping claimants search for jobs, to looking instead at the claimant's activity on UJ. This also means you will suggest ways for them to improve the matches they receive from the information they have recorded about their [skills](#) and in their [CV](#). You will also support, motivate and/or challenge them to respond to these matches to help improve their chances of finding work.

## 'Skills I want to be matched against' field

71. You will only be able to see this field if the claimant has given DWP permission to access their account. It is an important field for claimants because the information they record here will be used by UJ to automatically match them to jobs posted by companies which will be put into the claimant's 'Recommended Jobs' screen/page.
72. Therefore, it is important you understand the type of information that will return accurate matches so you can explain this to claimants and help them to understand the importance of including skills keywords within this field. For example, it **must not** be used to record things such as:
  - Keen.
  - Reliable.

- Eager.
  - Timely.
73. If the claimant is receiving little or no matches in 'Recommended Jobs' this will indicate that the information held in this field needs to be reviewed and updated.
74. You can help the claimant improve the matches they receive by telling them they can review their skills for the types of jobs they are looking for in UJ. To do this the claimant needs to select the 'Review your skills' link from within the 'Job Details' page for any job they were viewing.
75. This will take them to the 'Skills analysis' screen/page. This will provide a list of 'Recommended Skills' for the job they were viewing and compare them to the skills they have recorded in the 'Skills I want to be matched against' field from within their profile.
76. The claimant can then look at the list of 'Recommended Skills' for the job and add any they have to the 'Your Skills' list by entering the skill in the free text field and clicking 'Add Skills'.
77. They can also find 'Recommended Skills' for a different type of job by entering the Job Title in the free text field and clicking 'Find Skills'. Any skills the claimant has can then be added to their skills by again entering the skill in the free text field in the 'Your Skills' list and clicking 'Add Skills'.

## CVs

78. You will only be able see a claimant's CV if the claimant has given DWP permission to access their account. Further information about how a claimant can use this function can be found in [Chapter 2](#) of this toolkit. [Scenario 16](#) in [Learning Product 05](#) contains further details on how a claimant can create a CV.
79. You will need to explain to claimants the importance of including skills keywords in the 'Duties, achievements and related skills field' within their CV when using the 'Build CV' function and that having a CV improves their chances of finding a job because when a recruiter posts a job, Universal Jobmatch will search through their CV and make a match back to the company.

## Explaining the benefits to claimants of creating a profile and CV in Universal Jobmatch

80. Advisory Services Teams will play a crucial role in promoting and encouraging take up of Universal Jobmatch. Therefore, it is important that personal advisers and assistant advisers understand the key features and benefits of using the service so they can tell claimants about this. The messages you should be including in your conversations with claimants are:
- We are improving how you can search and apply for jobs. Our new service, Universal Jobmatch is available from 19 November 2012 and replaces 'Job and Skills'.
  - The new improved service will make your job search quicker and easier.
  - Use the service at a time to suit you, 24 hours a day, seven days a week and it's free (but your usual internet provider's charges will apply).
  - You will be able to log on to your account from a home computer or anywhere with internet access.
  - It uses the latest job search and matching technology to help find jobs that are right for you.
  - Create and manage your own account online, and tailor your preferences to suit the job you are looking for.
  - You can apply for most jobs online, giving you more time to spend on the actual applications.
  - There is help available via a help tool within UJ to create a CV, or you can upload one you already have.
  - Information recorded on your CV will be automatically matched with suitable jobs and used to produce an anonymised list of candidates who match a company's job requirements. The company can then invite jobseekers to apply for their job and will only see the CV if the jobseeker agrees after being invited to apply.
  - You can receive alerts to notify you when new jobs are posted that match your job search.
  - You can also record details about other job searches you do, so that all your job search activity will be held in one place.
  - The service is available in Welsh (if required).



## Explaining the benefits to claimants of allowing DWP access to view their account

81. In terms of the benefits of allowing DWP access to view their account, you will need to explain that if they do so, it will make it easier for their personal adviser (because they will be able view their account information directly) to give them extra help to improve their chances of being matched to a job – for example, their personal adviser can help them:

- Improve the matches they get by reviewing their profile or CV.
- Identify any skills gap and/or training needs.
- Discuss how they can refine their CV.

82. You can also tell the claimant:

- they will not have to provide evidence of their jobsearch activity on Universal Jobmatch each time they attend the Jobcentre at their jobsearch reviews or advisory interviews as we will be able to view all this activity online; and
- if they allow DWP access, they can change it back at any time to not allow DWP access.

## Claimant agrees to create a profile and CV in Universal Jobmatch and allow DWP to access their account

83. In these cases, you will need to:

- Explain how to register for a Government Gateway Account (this will not be necessary if the claimant tells you they already have a Government Gateway Account) and create a profile and CV within Universal Jobmatch. [Scenario 15](#) in [Learning Product 05](#) and [Chapter 02](#) of this toolkit contains full details on how a claimant creates a profile and [Scenario 16](#) contains further details on how a claimant creates a CV.
- Create a [WorkFlow](#) or [Conversation](#) in LMS so we can check they have done this at the claimant's next attendance at the Jobcentre. If using WorkFlow, record in the:
  - 'Description' field ('Details' field if using Conversation), '*Claimant agreed to create UJ account and allow DWP access*;
  - 'Action Type' field, 'JP- Other'; and
  - 'Priority' field, 'High'.

NOTE: You may also issue the 'How to Use Universal Jobmatch' leaflet, which is available in [English](#) and [Welsh](#) if you think it will help the claimant understand how to register and login to their account. If so, you will need to select either the English or Welsh links in this paragraph and print the leaflet.

84. When the claimant next attends you will need to follow up the WorkFlow or Conversation as appropriate and ask them if they created a profile and CV in their Universal Jobmatch account and allowed DWP access. If they have, you will be able to check this by searching for the claimant in the UJ application and logging into their account. [Scenario 14](#) in [Learning Product 05](#) contains further details on how to search for a claimant and login to their account.

85. You will need to record the following in the 'Additional Notes' field within the 'More' hotspot on LMS - *Claimant created profile and CV – DWP access by email address/telephone no* (insert the actual address or number given by the claimant). This is required so we do not keep asking the claimant each time they attend at the office.

86. When the claimant has created a profile and CV, you must also agree with them and record within the "*What I will do to identify and apply for jobs*" part of the Jobseeker's Agreement how often the claimant will check their UJ account for jobs.

## Claimant agrees to create a profile and CV in Universal Jobmatch but does not allow DWP to access their account

87. In these cases, you will need to take the action described in [paragraph 38](#). The only exception to this action is the 'Description' field on the Workflow or 'Details' field on the Conversation must say, '*Claimant agreed to create UJ account but will not allow DWP access*'.

88. You will also need to explain, that because the claimant does not wish to allow DWP access to their account (and this is their decision not ours so you **cannot issue** a Jobseeker's Direction to gain access) when they next attend they will need to bring a copy of their CV. This may take the form of:

- Prints of their CV screens/pages from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
  - CV screens/pages from their Universal Jobmatch account if they have access to the internet on a smartphone. Districts will need to consider the guidance on [Restricted Use of Electronic Media in Jobcentres](#) although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.
89. If it is not possible for the claimant to do any of the above, you will need to ask them to login to their account from an available Internet Access Device (IAD) in your office and print off a copy of their CV.
90. When the claimant next attends you will need to follow up the WorkFlow or Conversation and ask them if they created a profile and CV in their Universal Jobmatch account. If the claimant says they have, you will be able to check they have created a profile by searching for the claimant in the UJ application. [Scenario 14](#) in [Learning Product 05](#) contains further details on how to search for a claimant.
91. You will not be able to login to their account to check they have created a CV (you will do this by asking for their CV by one of the methods in paragraphs [43 and 44](#)). However, when you search for the claimant, in the UJ application it will tell you if they have created a profile because your search will return a message which says, “*User has not provided permissions to access account*”
92. You will need to record the following in the ‘Additional Notes’ field within the ‘More’ hotspot on LMS - *Claimant created profile and CV – no DWP access to account*. This is required so we do not keep asking the claimant each time they attend at the office.
93. When the claimant has created a profile and CV, you must also agree with them and record within the “*What I will do to identify and apply for jobs*” part of the Jobseeker’s Agreement how often the claimant will check their UJ account for jobs.

### **Agreeing how often the claimant will check their Universal Jobmatch account for jobs on the Jobseeker’s Agreement**

94. When the claimant has created a profile and CV, you must also agree with them and record within the “*What I will do to identify and apply for jobs*” part of the Jobseeker’s Agreement how often the claimant will check their UJ account for jobs. In doing so, for those claimants using the Jobcentre Plus IAD, take into account:
- the availability of IADs;
  - the ability of the claimant to get into the Jobcentre on a regular basis; and
  - claimants are entitled to travel reimbursements for an appointment outside their normal attendance arrangements.

### **Jobseeker’s Directions**

95. You **cannot issue** a Jobseeker’s Direction to either require a claimant to create a profile and CV in Universal Jobmatch or to mandate a claimant to give us access to their account – this is their decision not ours.

### **Universal Jobmatch and benefit conditionality**

96. Universal Jobmatch will be a key performance enabler in terms of making sure benefit is only paid to claimants who are entitled to receive it.

### **Actively Seeking Employment**

97. We cannot specify to a JSA claimant how they provide us with records of their jobsearch activity and Universal Jobmatch will not change this.
98. Personal advisers and assistant advisers will continue to [review jobsearch activity](#) and [record the outcome on LMS](#) in the usual way for JSA claimants and look at all the evidence provided by claimants to determine if there is an ASE doubt. This may be in various forms and these are explained in the [Labour Market Conditions Guide](#).
99. However, Universal Jobmatch will be a key tool you can use in appropriate cases to review whether a claimant has taken all reasonable steps to have the best prospects of finding work.

100. How you review jobsearch activity will depend on whether the claimant is using Universal Jobmatch and if so, has given DWP access to their account.

### **Reviewing jobsearch activity - claimant using Universal Jobmatch (DWP has access to their account)**

101. You will look at any number or all of the following screens/pages from the claimant's Universal Jobmatch account:
- Activity History.
  - Application History.
  - Alerts.
  - Messages.
  - Saved Jobs.
  - Recommended Jobs.
  - Saved Searches.

### **Reviewing jobsearch activity - claimant using Universal Jobmatch (No DWP access to their account)**

102. You may ask claimants to show:
- prints of any number or all of the screens/pages detailed in the [paragraph 56](#) from their Universal Jobmatch account. However, this will not be possible for claimants who do not have access to a printer or cannot afford to print out copies of these pages; or
  - any number or all of the screens/pages detailed in the [paragraph 56](#) from their Universal Jobmatch account if they have access to the internet on a smartphone. Districts will need to consider the guidance on [Restricted Use of Electronic Media in Jobcentres](#) although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.
103. If it is not possible for the claimant to do any of the above, you must tell them they have to login to their account from an available IAD in your office and provide evidence of the jobsearch activity they have carried out or recorded in their account, e.g. by printing off copies of these screens/pages.

### **Reviewing jobsearch activity - claimant not using Universal Jobmatch**

104. In cases where a claimant is not using Universal Jobmatch, they will show the steps they can be reasonably expected to take to actively seek work that can give them the best prospects of employment, through other means.
105. In these cases, you will review a claimant's jobsearch activity using the evidence they provide as described in [paragraph 53](#).

### **Referral to a Decision Maker required**

106. Any doubts identified as a result of the evidence provided (however presented) will need to be [referred to a Decision Maker](#) in the usual way.

### **Action required by Decision Maker**

107. You will make your decision in [the usual way](#).

### **Refusal of Employment**

108. Universal Jobmatch will transform how claimants access and apply for jobs. They can access the full service via GOV.UK using an internet enabled computer or smartphone although access via the mobile app will only enable claimants to run anonymous job searches.
109. They will be able to search and view jobs, set up an account and build and upload their CV. Claimants will receive automatic matches to employers jobs from the 'Profile' they created. These job matches will be put into their 'Recommended Jobs' page in Universal Jobmatch.
110. However, this does not mean you will no longer be able to notify claimants of suitable jobs and where appropriate take RE action. Universal Jobmatch will change how you identify suitable jobs for claimants and identify where RE action may need to be taken.

111. How you will find, notify, follow up a job and where appropriate refer to a decision maker if the claimant has not applied, will depend on whether the claimant is using Universal Jobmatch and has given DWP access to their account.

### **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (DWP has access to their account)**

112. You will view the claimant's Homepage and find a suitable job by:
- selecting a job from the list in the 'Recommended Jobs' section; or
  - entering data in the Search criteria fields and select 'Search'; or
  - select the 'Browse Jobs' link.
113. Whichever way you choose, you must then select the 'Save' link from the 'Job Details' page. This will put the job in the claimant's 'Saved Jobs' page and place a grey circle next to the job, which tells the claimant it is a *'Job saved by your adviser'*.
114. Claimants must apply for any jobs you save for them. However, you must formally notify the claimant of their obligation to apply for the saved job by either telling them:
- face to face; or
  - by telephone; or
  - by letter.
115. You must also record you have notified the claimant and Job ID number in 'LMS Conversations' – e.g. "Claimant told by telephone to apply for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12." It is important you do this in case the claimant later indicates they were not informed of their obligation to apply.
116. The Job ID number can be found in the URL from the 'Job Details' page. It is important you record this number because this will help DMA staff find the job if the claimant subsequently did not or refused to apply for the job.
117. It is also good practice to make clear to the claimant, that refusal or failure to apply for the job, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.
118. Additionally, if the method of application is not to select a CV in UJ and send it online through the service – e.g. by other means such as email, post or telephone, then tell them they may wish to record details of their application by completing the 'Job search notes' free text box in UJ so that we can see they have applied for the job. Alternatively, suggest to the claimant they may supply other evidence to show they applied for the job such a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful.

### **Following up a job - claimant using Universal Jobmatch (DWP has access to their account)**

119. You will do this by looking for any *'Jobs saved by your adviser'* in the claimant's 'Saved Jobs' page.

#### **Claimant says they have applied for the job**

120. If they have applied for the job, the 'Application History' page will show they have applied if the method of application was to select a CV in UJ and send it online through the service.
121. If the saved job is not shown in the 'Application History' page you will need to check if the claimant has:
- recorded that they applied for the job by completing the 'Job search notes' free text box in UJ, if the method of application was not online through the service as detailed in paragraph 75. If so, an Icon identifies all notes created this way and refers to them as 'My Notes' in 'Activity History'; **or**
  - supplied other evidence that they applied for the job – i.e. a copy of an email or letter which shows they applied, or a copy of an email or letter from the employer that says their application was unsuccessful. In this case you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."

122. The follow up questions you ask will depend on the information recorded in all these pages or any additional information the claimant supplies.

**Claimant says they do not intend to apply for the job**

123. If the claimant says they do not intend to apply for the job they may have also given a reason why from the drop down menu in the 'Job Details' page in UJ. However, selecting a reason why from this drop down menu is optional.

124. Whether they have recorded a reason from the drop down menu or not, you must continue to ask the claimant for a full explanation of why they do not intend to apply and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).

**Claimant says they do not intend to apply for the job but restrictions on availability or an RE discretion applies**

125. If the claimant says they do not intend to apply for the job and you determine that a referral to a Decision Maker is not required because any [restrictions on availability](#) or one of the [discretions](#) apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

**Claimant says they were offered the job but decided not to start**

126. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).

**Claimant says they have not yet applied for the job but still intends to**

127. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in [paragraph 87](#). If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).

128. If the expiry date has not yet been reached it is good practice to make clear to the claimant, that refusal or failure to apply for the job by this date, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.

129. It is important you carry out all the action described in paragraphs 74 to 83 as appropriate to ensure compliance with the [Performance Measurement Labour Market Check](#).

**Referral to a Decision Maker required - claimant using Universal Jobmatch (DWP has access to their account)**

130. If a referral is required, you will do this in [the usual way](#). The only difference is you will need to:

- Record "*Job ID 133234 – see Conversation dated 26/11/12.*" in the 'Notes' field in the 'New Referral/Decision Details' window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
- Select 'Yes' to the 'New Referral/Decision Details' prompt which will appear after you have saved the referral in LMS.
- If the hours/days of the job were not recorded by the company you must contact them to find these out and record this information in DART.

**Action required by Decision Maker - claimant using Universal Jobmatch (DWP has access to their account)**

131. You will make your decision in [the usual way](#). However, you will need to view the job. To enable you to do this you will access Universal Jobmatch and you will use the Job ID number and Job Details recorded in DART to help you find the job.

132. To view the job you will need to select the 'Find company/recruiter' link from the UJ application homepage which will open the 'Company and recruiter search' screen/page. You will then enter the Job ID number in the 'Enter search details' field and select the 'Job ID' radio button and select 'Go'.



## **Finding and notifying the claimant of a job - claimant using Universal Jobmatch (No DWP access to their account)**

133. You will select the 'GOV.UK job search' link from the UJ application homepage and find a suitable job by:
- entering data in the Search criteria fields and select 'Search'; or
  - select the 'Browse Jobs' link.
134. [Scenario 18](#) in [Learning Product 05](#) contains further details on how to search for a job on behalf of a claimant.
135. When you have found a suitable job you will select 'Print' from the 'Job Details' page and give the print of this page to the claimant so they know the details and how to apply for the job. You must also copy the URL of this page on to the print and tell the claimant they will need to type the URL into their browser so they can easily find the job later, i.e. '<http://jobsearch.direct.gov.uk/GetJob.aspx?JobID=254666>'. To save time handwriting the URL each time you do this, it is good practice to have slips of paper printed with the static part of the URL - i.e. '<http://jobsearch.direct.gov.uk/GetJob.aspx?JobID=>' so you can simply add the JobID number to the end - i.e. '254666'. This can then be attached to the print of the 'Job Details' page.
136. You must also take the action described in paragraphs [69 to 72](#).
137. You must also explain to the claimant that because they have not given us access to view their account, they will need to confirm to us that they applied for the job at their next jobsearch review by:
- bringing in prints from their 'Saved Jobs'; 'Activity History' and/or 'Application History' screens/pages from their Universal Jobmatch account. However, this will not possible for claimants who do not have access to a printer or cannot afford to print out copies of these screens/pages; or
  - showing these screens/pages if they have access to the internet on a smartphone. Districts will need to consider the guidance on [Restricted Use of Electronic Media in Jobcentres](#) although paragraph 7 in this guidance enables offices to allow claimants to use their mobiles for this purpose.
138. If it is not possible for the claimant to do any of the above, you must tell them they have to login to their account from an available IAD in your office and provide evidence that they have applied for the job in their account, e.g. by printing off copies of these screens/pages.

## **Following up a job - claimant using Universal Jobmatch (No DWP access to their account)**

139. You will do this by checking 'LMS Conversations' for any jobs we have required the claimant to apply for. If there are, you will use the Job ID number to find the job (see [paragraph 87](#)).

### **Claimant says they applied for the job**

140. Ask the claimant to show you they have applied for the job by one of the methods described in paragraphs [92 or 93](#). If they show you they have applied for the job, you must record in 'LMS Conversations' - e.g. "Claimant applied for admin assistant, Job ID 133234 at GX Recruitment posted 26/11/12."

### **Claimant says they do not intend to apply for the job**

141. Any reason(s) given by the claimant for not applying will need to be included in the [RE referral to a Decision Maker](#).

### **Claimant says they do not intend to apply for the job but restrictions on availability or an RE discretion applies**

142. If the claimant says they did not apply for the job and you determine that a referral to a Decision Maker is not required because any [restrictions on availability](#) or one of the [discretions](#) apply you must record in 'LMS Conversations' - e.g. "RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter) for Job ID 133234 at GX Recruitment posted 26/11/12."

### **Claimant says they were offered the job but decided not to start**

143. If the claimant says they were offered the job but decided not to start you must ask why and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).

### **Claimant says they have not yet applied for the job but still intends to**

144. If the claimant says they have not yet applied for the job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in [paragraph 87](#). If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).

145. If the expiry date has not yet been reached it is good practice to make clear to the claimant, that refusal or failure to apply for the job by this date, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.

146. It is important you carry out all the action described in paragraphs 94 to 100 as appropriate to ensure compliance with the [Performance Measurement Labour Market Check](#).

### **Referral to a Decision Maker required - claimant using Universal Jobmatch (No DWP access to their account)**

147. If a referral is required, you will do this in [the usual way](#). The only difference is you will need to:

- Record “*Job ID 1332348 – see Conversation dated 26/11/12.*” in the ‘Notes’ field in the ‘New Referral/Decision Details’ window in LMS and also in DART. This will ensure the Decision Maker will know which job within Universal Jobmatch the doubt refers to.
- Select ‘Yes’ to the ‘New Referral/Decision Details’ prompt which will appear after you have saved the referral in LMS.
- If the hours/days of the job were not recorded by the company you must contact them to find these out and record this information in DART.

### **Action required by Decision Maker - claimant using Universal Jobmatch (no DWP access to their account)**

148. You will make your decision in [the usual way](#). However, you will need to view the job. To enable you to do this you will access Universal Jobmatch and you will use the Job ID number and Job Details recorded in DART to help you find the job. [Paragraph 87](#) describes how you will do this.

### **Finding and notifying the claimant of a job - claimant not using Universal Jobmatch**

149. You can still require JSA claimants who have chosen not to use Universal Jobmatch to apply for jobs. You will need to find these jobs through:

- other sources such as other job sites, newspapers or magazines; or
- using the [‘GOV.UK jobsearch’ link](#) from the UJ application to find jobs that the customer can apply for outside of the service – i.e. the arrangements allow for applications to be made to an external website address or by post or by telephone.

150. In these cases you will use the Spec Sub functionality on LMS and record a submission.

151. However, if a Spec Sub is being used for a job you have found from the UJ application, you may find all the information recorded in UJ about the job does not allow you to complete all the required Spec Sub fields in LMS. In these cases you must record the Spec Sub as follows:

Step	Field	Action
1	Employer	Insert details held in Universal Jobmatch
2	Address	Insert ‘UJ VAC’
3	Postcode	Insert ‘UJ VAC’
4	Notes	Insert the UJ Job ID number – e.g. ‘UJ Job ID 254666’
5	Contact	Insert ‘UJ VAC’
6	Tel No	Insert ‘0111 111111’
7	Job Title	Insert details held in Universal Jobmatch

8	SOC	Insert from SOC Hotspot function as appropriate in LMS
9	SIC	Insert from SIC Hotspot function as appropriate in LMS
10	Type	Select 'Employment' option from the drop down list
11	Bus Proc	Select appropriate option from the drop down list

152. You will not need to print a Spec Letter from LMS as you will select 'Print' from the 'Job Details' page in UJ and give the print of this page to the claimant so they know the details and how to apply for the job. You must also copy the URL of this page on to the print and tell the claimant they will need to type the URL into their browser so they can easily find the job later, i.e. '<http://jobsearch.direct.gov.uk/GetJob.aspx?JobID=254666>'. To save time handwriting the URL each time you do this, it is good practice to have slips of paper printed with the static part of the URL - i.e. '<http://jobsearch.direct.gov.uk/GetJob.aspx?JobID=>' so you can simply add the JobID number to the end - i.e. '254666'. This can then be attached to the print of the 'Job Details' page.
153. You must also take the action described in paragraphs [69 to 72](#).

### Following up a job - claimant not using Universal Jobmatch

154. You will do this in the usual way – i.e. by looking at any Spec Subs recorded via the [Hist] button on LMS. You will then need to ask the claimant if they have applied for the job and record the outcome by clicking on the [AmSub] button and then entering the details in the 'Notes' field within the 'Amend Spec Sub' details window. For example, if the claimant says they:
- applied for the job including the date and by what method.
  - did not apply for the job including any reason(s) given for not applying.
  - did not apply for the job and you determine that a referral to a Decision Maker is not required because any [restrictions on availability](#) or one of the [discretions](#) apply you must record *"RE action not needed – Permitted Period or RE Discretion (followed by the relevant scenario letter)."*
  - were offered the job but decided not to start you must ask why and any reason(s) given will also need to be recorded.

### Claimant says they have not yet applied for a Universal Jobmatch job but still intends to

155. If the claimant says they have not yet applied for a Universal Jobmatch job but still intends to, you must check the job has not expired in UJ. You can find the expiry date of a job by taking the action described in [paragraph 87](#). If the job has expired you must ask them why they did not apply before the expiry date and any reason(s) given will need to be included in the [RE referral to a Decision Maker](#).
156. If the expiry date has not yet been reached it is good practice to make clear to the claimant, that refusal or failure to apply for the job by this date, or subsequent non-acceptance of the job if offered, may result in the loss of JSA. This ensures the claimant can make their decision about whether to apply in the full knowledge of the possible consequences.
157. It is important you carry out all the action described in paragraphs 109 to 111 as appropriate to ensure compliance with the [Performance Measurement Labour Market Check](#).

### Referral to a Decision Maker required - claimant not using Universal Jobmatch

158. If a referral is required, you will do this in [the usual way](#).

### Action required by Decision Maker - claimant not using Universal Jobmatch

159. You will make your decision in [the usual way](#).

## Chapter 04 – Quick Reference Links

160. The purpose of this chapter is to highlight some of the key activities that Personal Advisers, Assistant Advisers and claimants may be required to undertake as a result of Universal Jobmatch.

161. Each activity listed in the table below includes a useful link to the appropriate Learning Products, Learning Scenarios, Desk Aids or the relevant paragraphs from the Universal Jobmatch Toolkit to help Personal Advisers and Assistant Advisers quickly and easily find further information.

ACTIVITY	PRODUCT/GUIDANCE
<b>How a claimant creates a Universal Jobmatch account – i.e. a profile</b>	<ul style="list-style-type: none"> <li>• <a href="#">Scenario 15 in Learning Product 05</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 02</a></li> <li>• How to use Universal Jobmatch leaflet – <a href="#">English</a> or <a href="#">Welsh</a></li> </ul>
<b>Creating a CV</b>	<ul style="list-style-type: none"> <li>• <a href="#">Scenario 16 in Learning Product 05</a></li> </ul>
<b>Explaining the benefits to claimants of using Universal Jobmatch</b>	<ul style="list-style-type: none"> <li>• <a href="#">Learning Product 05</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Explaining the benefits to claimants of giving DWP access to their account</b>	<ul style="list-style-type: none"> <li>• <a href="#">Learning Product 05</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Logging in to Universal Jobmatch (DWP staff)</b>	<ul style="list-style-type: none"> <li>• <a href="#">Log in presentation Learning Product</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Searching for and logging in to a claimant's account</b>	<ul style="list-style-type: none"> <li>• <a href="#">Universal Jobmatch Desk Aid 5</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Using Caseloading functionality</b>	<ul style="list-style-type: none"> <li>• <a href="#">Scenario 14 in Learning Product 05</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Searching for a job on behalf of a claimant</b>	<ul style="list-style-type: none"> <li>• <a href="#">Scenario 18 in Learning Product 05</a></li> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Actively Seeking Employment – reviewing jobsearch activity</b>	<ul style="list-style-type: none"> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>
<b>Refusal of Employment action</b>	<ul style="list-style-type: none"> <li>• <a href="#">Universal Jobmatch Toolkit, Chapter 03</a></li> </ul>