

## **Universal Jobmatch – frequently asked questions for jobseekers**

### **Q1. What is Universal Jobmatch?**

Universal Jobmatch will be one of the largest jobsites in the UK. It will be a secure and easy way for jobseekers to search for work. It will be available to all employers and anyone looking for work or seeking a career change, 24 hours a day, 7 days a week. For jobseekers and employers in Wales the service will be available in Welsh and English.

### **Q2. How will Jobseekers get access to Universal Jobmatch?**

It will be accessed through [www.direct.gov.uk](http://www.direct.gov.uk) on a computer and any internet-enabled device or mobile phone. There will also be an app available for smart/android phones and iPhones.

### **Q3. Will jobseekers be disadvantaged if they do not have access to the internet at home?**

The service will be available from anywhere that the internet can be accessed, including internet cafes, libraries, and mobile devices. The most important thing is to help jobseekers to get the training they need, to be confident in using the internet, searching the web and know how to open an email account, so that they can receive the full benefits of the service.

### **Q4. Who can use the service?**

Anyone, as it is a web based service. However, it is primarily aimed at all employers and people in the UK who are looking for work or seeking a career change.

### **Q5. Will there be a charge to use Universal Jobmatch?**

All services offered to jobseekers and employers will be free at the point of contact, but there will be the usual internet provider's charges.

### **Q6. When will Universal Jobmatch be available?**

The service will launch in autumn 2012.

### **Q7. What are the advantages to jobseekers if they register for Universal Jobmatch?**

The advantages are:

- create or upload a CV,
- tailor their job search preferences to suit the jobs they are looking for,
- conduct and save their own job searches
- receive ongoing job matches
- receive alerts via email
- see how they match against the jobs placed
- refine their job search and identify any skills gaps against their preferred job roles
- view employer details of jobs matched to their account
- apply for jobs online
- access to the help and support function

**Q8. Does everyone have to register to search for jobs?**

No, but if not, jobseeker's will not be able to access to all the facilities listed in question 7.

**Q9. What information will a jobseeker's CV hold?**

Jobseekers will create a CV that can include, but not be limited to their name, address, telephone number, email address, skills, competencies, qualifications, salary levels sought, location, job preference, hours sought, (per day/week and flexibilities/working pattern).

**Q10. How will a jobseeker be able to use their CV once it is in place?**

When using a CV, jobseekers will be able to upload an existing CV, create a new CV, view, amend and delete a CV that they have stored on their account. There will also be an interactive help and hints facility to help them in improving their CV content. Their CV, once uploaded can be used to create matches to employer jobs.

**Q11. Will there be a print facility for jobseekers?**

Yes, jobseekers will be able to print "single documents" created within their account e.g. their CV, any web pages and screen prints they may find useful.

**Q12. How will a jobseeker be notified of a job?**

If a jobseeker completes a profile on Universal Jobmatch they can search for jobs and be automatically matched to the wording in the skills section of their profile. If a jobseeker goes on to complete or upload a CV, the service will search through the CV and make a match to suitable jobs when an employer places a job. They will be notified by email and by entry to their account.

**Q13. How can a jobseeker provide feedback if they are unhappy with the service?**

Jobseekers will be able to provide feedback on their experience via the Universal Jobmatch service itself.

**Q14. Is this service also in Welsh?**

Yes the service is available in both Welsh and English.