

Transforming Labour Market Services

(NB: This is a working title; the service name may change in the near future)

Frequently Asked Questions

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Q1: What is Transforming Labour Market Services (TLMS)?

A: TLMS will be one of the largest jobsites in Europe. It aims to create an improved and integrated service where employers can directly manage their job vacancies online, jobseekers can manage their CV online, and both can receive automated matches based on their requirements.

TLMS will make job search quicker and easier, providing a modern digital service to jobseekers, who will be able to build and post a personal CV to their account.

More detailed information can be accessed here about what impact TLMS will have on [employers](#), [jobseekers](#) and [Jobcentre staff](#)

Employers

- Employers will have the facility to manage their own accounts online, at a time to suit them, 24 hours a day, 7 days a week, on one of the largest jobsites in Europe. It will allow them:
 - Quick access to see their advertised jobs;
 - To post specifications online to test the likely response to a job by matching to the pool of candidates;
 - Help them to attract the right people for their business; and
 - Match them to the candidates that best meet their specifications.

Jobseekers

- Jobseekers will be provided with a quick and easy way to search for a job to suit them, 24 hours a day, 7 days a week. They will be able to:
 - Browse one of the largest online jobsites in Europe and see how they match against employers' requirements; and
 - Manage their TLMS account online, which will inform them when they have been matched to a job and tailor their preferences to suit the job they are looking for.

Jobcentre Plus Staff

- Appropriate Jobcentre staff will have access to an adviser view of jobseeker accounts, which they can utilise to help jobseekers make the best use of the new service.
- In particular, the service will provide information that will help the jobseeker with their return to work or in identifying training and skills needs. Staff will be able to work with jobseekers on their CV. These will become even more important for jobseekers to be matched with employers' requirements.
- Employers will manage job vacancies themselves, leaving Jobcentre staff time to focus on recruitment support and partnership working. TLMS will allow a snapshot of the national regional and local labour market to inform decisions around flexible support.
- TLMS will also provide management information on areas such as skills gaps so resources can be targeted more quickly and efficiently.
- Digital Champions will play a key part in raising awareness of digital services and the support available locally, encouraging our staff to promote our digital services and helping jobseekers to understand how to access and use digital services.

Q2: Why is TLMS being introduced?

A: TLMS is part of a much wider Government initiative led by the [Martha Lane Fox report](#), which radically transforms Government digital services.

Digital services will change the way our customers, including employers, do business with us and allow them to access our services in a way that is convenient to them. It also allows focus on face-to-face help for those people who need it most.

Our aim is for the digital channel to be the primary route for both customers into work and employers wishing to place vacancies. It is therefore vital that customers develop their digital skills and understand how and where they can access our online services. Making more use of the internet will allow customers to look for and apply for work and employers to take advantage of the full range of online services that the Government and businesses provide.

Q3: When will TLMS be delivered?

A: TLMS is scheduled to go live in March 2012 subject to all the commercial and development activity going to plan. This date will be confirmed once the supplier contract has been awarded in October.

Q4: How will TLMS be delivered?

A: TLMS will be an online managed service provided by a market leader supplier, offering us a modern automated vacancy posting and job matching service. The managed service will sit outside the DWP IT architecture and will be accessed via Directgov for jobseekers, businesslink.co.uk for employers and desktop for staff.

Q5: Who can use the service?

A: Anyone as it is a web based service. However, it is primarily aimed at jobseekers and employers in the UK and DWP staff involved in reviewing claimants' jobsearch activity.

Q6: Can you provide details of what the service will look like?

A: No, because we do not know yet as a supplier has not been chosen. Once we start working with them in September, after contract award, we will have more information which we will share as soon as possible.

Q7: Will TLMS replace LMS?

A: No. TLMS will replace the vacancy viewing facility, job search functionality and employer records within LMS. All other LMS functions remain unaffected.

Q8: What benefits will the new service offer?

A: Some of the key features of TLMS of benefit to employers/recruiters and jobseekers are that:

- The service is available to all UK jobseekers and recruiters, 24 hours a day, 7 days a week, so they'll be able to browse one of the largest online jobsites in Europe;
- Employers can set up an online account and post and manage their own vacancies;
- Employers can post specifications online to test the likely response to a job by matching to the pool of candidates;
- TLMS will be a quick and easy way to search for work with access via a PC, smart phone, iphone App and Job Point;
- Jobseekers will be able to manage their own account online and tailor their job search preferences to suit the jobs they are looking for;
- Jobseekers will be able to upload their CV or create a CV within the service and see how they match against vacancies placed: and
- Jobseekers will be able to refine their job search and identify any skills gaps against their preferred job roles.

A more detailed Frequently Asked Questions will be placed on the TLMS intranet page, and the site will be updated with other products, once more information becomes available.