

Transforming Labour Market Services (TLMS)

Frequently Asked Questions

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A. What is the change and why are we doing it?

A1: What is the latest information?

The TLMS project is pleased to announce that the commercial process to select a supplier has now been completed.

Monster Worldwide Limited, (also known as Monster.co.uk - referred to hereafter as Monster) a proven market leader in the recruitment sector, has been appointed to deliver a new web based job posting and matching service which will go-live in autumn 2012.

A2: What will the new service do?

A: The new service will be one of the largest jobsites in the UK, allowing employers to directly manage their vacancies online, jobseekers to manage their CV online and both to receive automated matches based on their requirements.

The service will be modern and innovative using commercially proven, automated vacancy matching against registered jobseekers' CVs, using technology that has been designed to be 'intelligent' and 'semantics' based. Basically, this means instead of using the traditional key word search, they will use technology that understands the meaning and context of the search criteria.

This will allow more accurate matching of jobseekers' skills and a wide range of other relevant criteria, against available vacancies.

We are working with the supplier to ensure that the new service will be attractive, engaging and easy to use in order to drive up usage and increase the number of jobs posted and become the employers' first site of choice.

A3: How will the service be accessed?

A: The managed service is a self-service, commercially proven internet based job matching service and will be accessed via businesslink.co.uk for employers in England, via bgateway.com for employers in Scotland, via businesswales.gov.uk (chif.cymru.gov.uk) for employers in Wales, via Directgov for jobseekers and via a desktop icon for staff.

A4: 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, but the service is open to everybody.

A5: What will the new service be called?

A: Although Transforming Labour Market Services is the name of the project, it will not be the name of the service. We will update this answer when we have more information.

A6: What other benefits will the new service offer?

A: The service will be available to all UK jobseekers and employers, 24 hours a day, 7 days a week, so they'll be able to use one of the largest online jobsites in the UK.

The service will be a secure and easy way to search for work, with access to all the services via computers and any internet-enabled device or mobile phone. There will also be an app available for smart/android phones and iPhones, and vacancy information will still be accessed via Jobpoints.

A7: Will there be a charge for this service?

A: All services offered to jobseekers or employers will be at no additional charge at the point of contact.

A8: What other services will be available?

A: Users of the service will be signposted to other government sites such as Apprenticeships and Training and Skills.

A9: Why are we doing this?

A: It is part of the Department of Work and Pensions digitalisation programme aimed at providing appropriate and safe/secure access for employers and jobseekers to appropriate Government services.

A10: How will the service manage data?

A: All personal data will be held securely. Data about vacancies will be available to selected third parties to reuse.

To ensure only appropriate use of the service, all actions undertaken by any one other than the jobseeker and employer on any data will be audited and copied to DWP.

Monster will also keep a full record of all actions taken on the data.

B. What will the changes mean for Employers?

B1: Which employers can use the service?

A: The service will be available to all employers no matter what size of company or business they are.

B2: What are the benefits for employers?

A: We are introducing this new service to provide a first class service to our employers in order to make this the service of choice for employers to advertise their vacancies.

Employers will have the facility to set up and manage their own online accounts, at a time to suit them, 24 hours a day, 7 days a week, on one of the largest jobsites in the UK.

The service will be secure and effective and employers will have access to see their advertised jobs, post specifications and vacancies, to test the likely response to a job by matching to the pool of candidates

This will help them to attract the right people for their business and match them to the candidates that best meet their specifications.

B3: What will happen to employers that currently use our services?

A: We will determine which employer data will need to be extracted to enable a pre-population of employers' accounts and these will be treated as validated.

Some 40,000 of these employers are already approved EDon users. They will continue to log in using their existing Government Gateway credentials.

All live, suspended or partial vacancies on LMS will be extracted. Only the live ones will be visible and available for searches.

B4: How will the service impact on Employer Direct?

A: We will continue to offer a small residual telephony channel via the existing Contact Centre network for those not willing or able to use online services.

This channel will not be actively promoted.

Whilst accounts and vacancies will be created for employers as a one off activity, the residual telephony service will be used to support and encourage hesitant employers.

B5: How will employers be affected by the changes?

A: Employers will no longer phone Employer Direct or use EDon/Job Warehouse, but will be directed to use the new service.

Here they will be able to register and maintain an account, manage their specifications and job vacancies, view and action results from matches to specifications and invite jobseekers to apply for their jobs.

They will also be able to provide feedback on the service and on jobseekers, if they choose to and will have help via online prompts when accessing and using the online services.

B6: How will the system ensure that only valid/genuine employers use the system?

A: When an employer creates an account, there will be minimum validation checks e.g. valid postcode, telephone number, valid address etc.

Monster will contact the employer if the minimum validation checks have not been met and the service could be withdrawn from inappropriate employers.

We will then need to handle any disputes, appeals etc. as now.

B7: How will the service manage employer data?

A: The service will permanently delete an employer account after 2 years of non-use.

B8: How will we know if an employer is satisfied with our service?

A: Monster will ensure that employers are enabled to provide online feedback on the service received or experienced via drop down selections and limited free text.

Employers will be able to provide feedback to jobseekers on a voluntary basis, when requested by a jobseeker.

All the feedback received will be used to improve the service.

C. What the changes mean to Jobseekers?**C1: Who can use the service?**

A: The service is open to everyone 24 hours a day, 7 days a week.

C2: How will the service affect jobseekers?

A: Jobseekers will be able to manage their own account and tailor their job search preferences to suit the jobs they are looking for, upload their CV or create a CV within the service.

They will be able to see how they match against vacancies placed, refine their job search and identify any skills gaps against their preferred job roles.

The service will provide a quick and easy way to search for a job to suit them, browsing one of the largest online jobsites in the UK and see how they match against employers' requirements.

C3: Will a jobseeker need to register in order to use the service?

A: No, but by registering for the service, jobseekers will be able for example to maintain their account, conduct and save their own job searches, create a CV, receive advice on any potential skills gap and support for training and job applications.

They will also be able to access the Help and Support functionality and conduct jobsearches without authentication or registration.

C4: What information will a jobseeker's CV hold?

A: 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) and any barriers to work (e.g. child care requirements).

C5: How will a jobseeker be able to use their CV once it is in place?

A: 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 assist them in improving their CV content.

C6: Will there be a printing facility for jobseekers?

A: Yes, jobseekers will be able to print 'single documents' created within their account e.g. their CV, any website pages and screen prints they might find useful.

C7: How will a jobseeker be notified of a vacancy?

A: The jobseeker can automatically be matched if they complete their personality profile and/or their CV. They will be notified by e-mail and by entry in their account.

The system also has the facility to match specifications against a personality profile and/or CV without the employer placing a vacancy.

In this instance an anonymised match can take place and the employer can contact the jobseeker directly by email.

C8: What are the benefits of using the service for a jobseeker?

A: Jobseekers can register for ongoing job matches and receive alerts via email. They will be able to view vacancies against which they have been matched in ranked order and view employer details for vacancies matched to their account.

In addition, they can complete applications for a vacancy including submitting a CV, apply online and view any notifications.

They will also be able to give information to support their job search activity for benefit purposes and view historical activity taken within their account (this list is not exhaustive).

C9: How will the jobsearch facility benefit the jobseeker?

A: When using the jobsearch facility, jobseekers will be able to record outcomes of searches they have completed and vary the job search criteria.

They can also personalise their job search by including facilities to save search criteria and be able to follow a link from an employer website to apply for a vacancy direct (this list is not exhaustive).

C10: How does a jobseeker know they are using the service correctly?

A: The service will track activity required against the jobseeker account and alert them if action is required e.g. where an incomplete CV exists, only a limited number or no job matches have been received against their profile, no action has been taken on matches received or no action has been taken on invitations received from employer.

The service will enable jobseekers to understand and express their skills and competencies to develop a meaningful CV or job application.

C11: Will benefit claims be affected by the service?

A: No, this is a vacancy and job matching service, which is open to everyone, not just benefit claimants and is not connected to any claims.

C12: Will customers be disadvantaged if they do not have access to the internet at home?

A: No, the service will be available from Internet cafes, Libraries etc. indeed anywhere that the internet can be accessed from.

C13: How many jobseekers will be able to use the service?

A: As many as want to. Monster has been asked to accommodate 9 million accounts (jobseeker and employer), but as the service is aimed at those in and out of work there will be no measure of current benefit customer activity on the service.

There is an assumption that 80% of the volume that currently flows through Jobseeker Direct will make the switch to the online self service channel within the first year.

Services for those 20% unwilling to use the online facility are to remain available and whilst jobseekers will be encouraged to use the service it will not be mandatory.

C14: 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 service to both Monster and DWP to help improve the service quality.

They will also be able to request voluntary feedback from employers or register a complaint about any employer.

D. What the changes mean for our People

D1: What will the introduction of the service mean for me?

A: The service will provide information that will help the jobseeker with their return to work or in identifying training and skills needs.

Personal Advisers will have more opportunity to work with jobseekers to improve their CVs. This will become even more important for ensuring that jobseekers are matched with employers' requirements.

Employers will manage job vacancies themselves, leaving Jobcentre staff time to focus on recruitment support and partnership working.

D2: How will staff be able to assist customers?

A: We will be providing detailed, targeted information for individual job roles, when this information becomes available. However, we can provide an overview of the access for [staff in Jobcentres](#), [Managers](#), [Contact Centre Agents](#) and [staff supporting employers](#).

Staff in Jobcentres

Staff in Jobcentres that currently support customers in their job search will be able to access the online Help function for users, view or annotate a jobseeker account and 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.

Managers

Managers will be able to view information that has been accessed or annotated by staff for supervisory and qualitative purposes. They will also be able to complete a job search, view employer information, view staff activity, view or annotate a jobseeker account and access online Help function for users.

Contact Centre Agents

Contact Centre Agents will be able to support both customers and employers. To assist employers to use the online service, Contact Centre staff will be able to create and amend a job vacancy, view employer account information and access the online Help function for users.

To assist jobseekers, staff will be able to do a one off job search on their behalf.

Staff supporting Employers

Staff that support Employers and Performance, Service Delivery and Policy teams, will be able to promote the service to employers, create, amend and view notes on employers, update and amend a job specification or vacancy, view employer account information and access online Help function for users. MI will be available from the service to support local employer engagement

D3: Will Digital Champions be involved in supporting the service?

A: Digital Champions will play a key part in raising the 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.

We will be providing Digital Champions with the support and information they need to be able to do this

D4: What Management Information will be available from the service?

A: The service will allow a snapshot of the national regional and local labour market to inform decisions around flexible support.

The service will also provide MI on areas such as skills gaps so resources can be targeted more quickly and efficiently.

D5: Will there be any increase in footfall at Jobcentres?

A: It is envisaged that as jobseekers can access the online service from various sources, there will be a decrease in footfall in the Jobcentres.

D6: Have the Trade Unions been consulted of these changes?

A: The Trade Unions have been and will continue to be kept informed throughout this process.

E. How will the service affect our current systems?

E1: Will the service replace LMS?

A: No, the service will replace the vacancy viewing facility, job search functionality and employer records within LMS.

All other LMS functions remain unaffected by this new service.

E2: Are any other systems affected by the introduction of the service?

A: The functionality within the service will result in the reductions to LMS outlined in E1, the removal of the interfaces with Jobs and Skills as well as the Internet Job Bank, the closure of EDon, ERM, Vacancy Taking Service and Job Warehouse. The Audit Trail Analysis System will be amended. Associated MI will be phased out as each existing service ends and new appropriate MI will be delivered direct from this new service.

E3: How will the existing users of systems be affected e.g. EDon

A: Monster will work co-operatively with Government Gateway to provide a smooth transition of service for existing employers who are registered users of EDon.

They will ensure the registration process is simple to follow, in a user friendly format and layout and with no duplication/re-entry of the same data.

E4: How will the service link with our current IT?

A: The service will interface with Government Gateway throughout the Contract Period. Government Gateway will administer registration, authentication and enrolment for all jobseekers and employers.

These Frequently Asked Questions will be updated on this intranet page as and when more information becomes available.