Universal Jobmatch – frequently asked questions for employers

1. What is Universal Jobmatch?
Universal Jobmatch is the Department for Work and Pensions (DWP) new job posting and matching service, and replaces Employer Direct and Employer Direct Online services. Our new streamlined service is secure and lets you post and manage your jobs online, making it quicker and easier for you to find jobseekers.

2. When is the new service available?
Universal Jobmatch is available from late Autumn 2012.

3. How do I access Universal Jobmatch?
Access will be via Business Link and the equivalents in Scotland and Wales (Business Gateway and Business Wales). To use our service you'll need access to the internet, either from a computer or a hand held device like a smart phone.

4. Who can use the service?
All businesses and employers can use Universal Jobmatch, no matter what size of company or business.

5. What are the benefits of using Universal Jobmatch?
It will be quicker and easier for you to post and manage your jobs online and find jobseekers that best match your requirements. The service is free* and available 24 hours, 7 days a week. It will also be available in Welsh.

6. What will the changes mean for me as an Employer?
You will no longer need to phone Employer Direct or use Employer Direct Online and will be directed to use the new service on the Business Link (and Business Gateway, Business Wales) websites.

If you use DWP services now we'll automatically create an account for you. New employers will need to follow a simple registration process.
You can create and manage your jobs, receive matches to jobseekers, view and respond to matching results, and invite jobseekers to apply for your jobs online.
Plus you can tell us what you think about the service and the jobseekers who have applied for your jobs by providing us with feedback.

* Your normal broadband charges apply.

7. What if I use Job Warehouse to place jobs?
If you already use this facility, you will have your account details transferred and ready for continued use. You will receive support to ensure you can use the bulk upload facility when the new service goes live.

8. How will jobseekers get access and apply for jobs?
Universal Jobmatch is for anyone looking for work. All jobseekers access the service via Direct Gov using an internet enabled computer or smart phone. They will be able to search and view jobs, set up an account and build and upload their CV. They can receive 'alerts' when new jobs are posted that match their profile.