

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 008 (BDD)

Date: 26 October 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
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Audience:

DWP business areas/job roles responsible for JSA Interventions and Labour Market Conditionality

To: Labour Market Decision Maker Managers

From: [Redacted]
Lead Group Implementation Manager
Universal Jobmatch Project

Cc: [Redacted]

Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

Subject: Supporting Implementation Products for Universal Jobmatch

Action: To provide all staff with a suite of supporting products

Timing: Immediate



Update:

1. To help prepare the business for the launch of Universal Jobmatch, we have brought together a number of key products that can be used to help ensure key messages and activities are undertaken in preparation for go live on 19 November.
2. The aim of these products is to help managers really embed the cultural messages that will be required to help ensure all staff concerned are aware of the work they need to do to encourage employer and claimant take up of the service.
3. These supporting products have been embedded in this memo but for ease, these have been listed below:
 - Universal Jobmatch Activity Timeline
 - Paving the way for Universal Credit – one story
 - Key Messages for Managers
 - Managers' Checklist
 - Universal Jobmatch and Labour Market Conditionality Storyboards

- Messaging for Jobseekers
- How to use UJ – A Guide for Jobseekers
- UJ Guidance & Products at a glance is now published on the UJ website

4. Through this memo can I also ask that you please ensure your Advisers and Decision Makers also undertake Learning Product 1 and in particular Scenario 1. The access levels afforded to Jobseeker Facing (Jobcentre) staff allows access to view employer accounts and manage employer initiatives, this functionality will be essential when checking RE doubts. Unfortunately the Learning Matrix does not currently highlight this.

If you have any queries about this communication, please contact your local change team as follows:

Contact Us	OPD Change Team: Universal Jobmatch Change Implementation Team		
	Team Project Lead		
	Telephone	