



Universal Jobmatch and Labour Market Conditionality Storyboards

Introduction

- This product is aimed at Assistant Advisers, Personal Advisers and Decision Makers
- It has been developed for managers of these job roles to use as a communication tool with their staff and to also provide these job roles with a high level desk aid about Universal Jobmatch and what it means for them.
- This product should not be viewed in isolation. Universal Jobmatch will help claimants find work and keep a record of their activities within the service making it a key enabler to help ensure benefit is only paid to claimants who are entitled to receive it. People need to recognise that it is therefore at the heart of the new Conditionality and Sanctions regime and ultimately Universal Credit.
- This product currently refers to the processes that will need to be deployed for JSA claimants who are looking for work. Further guidance about the processes that need to be deployed to support Universal Credit claimants will be provided in advance of the UC Pathfinder rolling out.

Universal Jobmatch Overview

- Universal Jobmatch is a new web based job posting and matching service that will:
 - enable jobseekers and employers to access vacancies and their accounts 24 hours a day via GOV.UK
 - enable DWP staff to access the service via a Desk Top Icon
 - replace existing DWP vacancy taking and jobsearch services (with the exception of Jobpoints)
 - modernise the delivery of our employment services, aimed at making us the online job site of choice for companies and recruiters.
 - improve our credibility with companies by matching suitable jobseekers to their job postings and providing additional HR and recruitment support.

Personal Advisers – What does this mean for you? (1)

- You will play a crucial role in proactively selling the benefits of Universal Jobmatch to claimants, using the key messages that will be available from early November.
- In addition to this you will also need to explain to claimants, the benefits of allowing DWP advisers to access their account and key messages will be provided to support you with this from early November
- As a result, we expect most JSA claimants will register to use the service willingly. However, in certain circumstances, you may need to issue a Jobseeker's Direction to claimants who do not willingly create an account.

Personal Advisers – What does this mean for you? (2)

Issuing a Jobseekers Direction

- Claimants who refuse to create a profile and CV can be issued with a Jobseeker's Direction as long as it is reasonable in terms of improving their chances of finding work.
 - You must make sure the Jobseeker's Direction makes it clear to the claimant that they can either register using their own personal computer (PC), or if they do not wish to accept cookies on their own PC then they must use one of our Internet Access Devices (IAD).
- In exceptional cases you may deem it unreasonable for a claimant to use Universal Jobmatch and record the reason why in the 'Additional Notes' field within the 'More' hotspot in LMS.

Personal Advisers: What does this mean for you (3)

Refusal of Employment (RE)

- You can still formally notify claimants to apply for jobs where appropriate and take any necessary RE action. How you do this will depend on the claimants use of the service.
 - **Access to claimant's account** - you will save the job in their account. If the claimant does not apply/does not start, record details about the job, including the Job ID in LMS and DART when you refer the doubt to a Decision Maker.
 - **No access to the claimant's account** - find a job through the anonymous jobsearch in Universal Jobmatch, tell the claimant they must apply for the job and issue them with a printed copy of the job. Details of the job and the fact that the claimant has been told to apply must be recorded in LMS Conversations. If the claimant fails to confirm they have applied, raise a doubt as you do now but ensure you include the date and details of the conversation.
 - **Claimant not using Universal Jobmatch** you can still require the claimant to apply for jobs you find through an anonymous jobsearch on Universal Jobmatch and/or through other means such as other job sites and newspapers. In these cases record the job details as a Speculative Submission on LMS. If the claimant does not apply, make reference to the Spec Sub in LMS and DART when you refer the doubt to a Decision Maker.

Assistant Advisers – What does this mean for you?

- To help sell the benefits of Universal Jobmatch you may be asked to issue leaflets at the claimant's Jobsearch Review from early November to help raise awareness of this service.
- You will need to follow-up on any Universal Jobmatch Jobseeker's Directions.
- You will continue to check JSA conditionality and follow up on any jobs that the claimant has been told to apply for: How you do this will depend on claimant use of Universal Jobmatch.
 - **Access to claimant's account** - you will use Universal Jobmatch to see what they have been doing to look for work and follow up on any vacancies that have been saved by DWP.
 - **No access to claimant's account** – claimant will need to demonstrate actively seeking as they do now and you will need to ask the claimant to demonstrate that they have applied for UJ jobs we told them to apply for.
 - **Claimant not using Universal Jobmatch** – claimants will need to demonstrate what they have been doing to look for work by other means, as they do now.

Decision Makers – what does this mean for you?

- Doubts will still be referred to you through DART and LMS and advisers/assistant advisers must clearly record their reasons for the referral in DART along with references to LMS conversations where any additional information will be held.
- There may be instances when you will need to view a claimants account and/or vacancy information in Universal Jobmatch. If this is the case the adviser/assistant adviser will have recorded details of the job in LMS conversations.

Further Information?

- Further detailed information and supporting guidance about these processes can be found in Chapter 3 of the Universal Jobmatch Toolkit which has now been published on the guidance shelf.
- A new Labour Market Decision Makers Procedural Guide is currently being developed to help standardise the labour market decision making processes across the business. This will be available from the end of December.