

Managers' checklist

As a manager it is your responsibility to help prepare your teams for the launch of UJ. The attached checklist may help to provide you with some assurances.

Activity	Yes	No
<p>Has everyone undertaken the appropriate UJ L&D Products?</p> <p>Note: The learning products have been split into employer facing (Learning Products 1-3) and jobseeker facing (Learning Products 4-5) sessions. However, it is recommended that Assistant Advisers, Personal Advisers and Decision Makers also undertake Learning Product 1 and in particular scenario 1 as this explains how to view companies/recruiters details. Scenarios 13-18 in the learning products are particularly relevant jobseeker facing staff.</p>		
<p>Have your team members been given the correct UJ access levels to enable them to do their job properly?</p> <p>Jobseeker facing roles should be allocated:</p> <ul style="list-style-type: none"> • Jobseeker Facing (Jobcentre) • Manager Jobseeker Facing <p>Employer Advisers should be allocated:</p> <ul style="list-style-type: none"> • Employer Supporting access level. 		
<p>Do your team members know to access UJ through the desk top icon and how to login to the UJ homepage?</p> <p>Chapter 03 - Using Universal Jobmatch Accessing Universal Jobmatch</p>		
<p>Have your team members read all the appropriate guidance products to help prepare them for the new ways of working?</p> <p>In particular the Universal Jobmatch Toolkit for jobseeker facing staff and the Employer Adviser Toolkit and the District SBRS guidance for employer facing staff</p>		

Does everyone understand the cultural shift required to enable claimants and companies/recruiters to fully self-serve?		
Are you confident that your Advisers and Assistant Advisers understand how to sell the benefits of Universal Jobmatch to claimants , including 'selling' the benefits of ticking the box to allow DWP access to the claimant's account .		
Are you confident that your front facing team members can advise claimants about how to create a UJ account, including the need to register with Government Gateway. Further information can be found in Chapter 2 of the Universal Jobmatch Toolkit and in the 'How to use UJ' guide for jobseekers.		
Are you confident that your employer facing staff understand how to sell the benefits of Universal Jobmatch to companies/recruiters? See the Working with Employers presentation for more details.		
Are you confident that your local providers have a good understanding of UJ and how they can support customers to use this service>		
Are you confident that your front facing staff are digitally confident to use U.J effectively themselves? E.g. upload a CV.		
Are your front facing staff confident in using/supporting customers to use our Internet Access Devices?		
Do your Advisers and Assistant Advisers understand that they will no longer <u>routinely</u> submit claimants who are using Universal Jobmatch to jobs? Instead they will utilise the time they have		

<p>with claimants to have more meaningful discussions about their UJ account/activity.</p> <p>For example, are they getting matches, if not why not – have they filled in the skills field properly, is their CV accurate etc.</p> <p>The Universal Jobmatch Toolkit, Chapter 3, paras 25 to 34 explain this in more detail.</p>		
<p>Do Advisers, Assistant Advisers and Decision Makers really understand the new processes that need to be deployed to support labour market conditionality?</p> <p>Chapter 3 of the Universal Jobmatch Toolkit explains in more detail how staff will:</p> <ul style="list-style-type: none"> • issue a Jobseeker's Direction to mandate JSA claimants to create a profile and CV who do not do so willingly; and • assess Actively Seeking Employment and Refusal of Employment. 		