

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 016 WSD

Date: 13 November 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
		✓			

Audience:

For all users of the Universal Jobmatch service from 19 November 2012

	Update	For action/information
1	Universal Jobmatch: day one messages	Action and Information
2	Location of 'How to apply' details for display on Jobpoints.	<u>URGENT:</u> Action and information
3	LMS changes: clarifications following UJ 13 memo	Information
4	Vacancy follow up on LMS for DMA purposes	Action and information
5	Communications update	Information
6	Universal Jobmatch: planning and support products.	Action and information
7	Further communications this week	Information

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

1. Universal Jobmatch: day one messages

The attached key Day One messages provide a reminder for Operational staff.

Each section has a different heading and staff should read the section appropriate to them:-

- Jobseekers Direct agents
- Employer Direct agents
- Personal & Assistant Advisers
- Employer Advisers

We have also included key messages for Jobseekers and Companies/Recruiters at Annex A & B which were included in the Learning Products

The messages re-iterate the information already issued previously about Universal Jobmatch to assist in the promotion of the new service for both jobseekers and employers

Further information can be found on the Transforming Labour Market Services (TLMS) website and the Universal Jobmatch (UJ) website

The TLMS website information will be merged with the UJ website in the near future

2. URGENT ACTION FOR WSD AND CCS: Location of 'How to apply' details for display on Jobpoints.

The existing vacancies held on LMS/ERM will migrate on 16th November. It has been identified that some vacancy details will not migrate to the Jobpoints.

In preparation for the migration of new vacancies taken, staff should include the 'How to Apply' instructions at the **start** of the 'Description' field with immediate effect.

The job description field has a limited number of characters, therefore, the 'How to Apply' instructions should be included at the start of this field to ensure the details are migrated on to jobpoints.

The above process was agreed with the Work Services Director- the lead for Universal Jobmatch. .

3. LMS changes- clarifications following UJ 13 memo

Some amendments/updates have been made to the information contained in memo UJ 13 issued last week:

Employer records and vacancies held on LMS prior to 19 November will still be visible and will show as duplicate/closed respectively.

Vacancy information will still be searchable on job points. The 'Other Job Banks' button will be removed from the Jobpoint display.

Front-End Functionality

All front-end functionality in LMS relating to employers and vacancies will be disabled. If a user attempts to access disabled functionality an error message will be displayed. This is intentional and should not be reported as an incident. Please note, speculative submission functionality in LMS will remain.

Management Reports

Reports under the 'Management' icon such as the following should not be used:

- Available vacancy report
- Employer feedback search

Please note new job-broking data from 19/11/12 onwards will no longer be available for inclusion in the following reports:

- CA4
- Detailed Report

System closures

The introduction of Universal Jobmatch means that some current systems will cease to exist from 19 November 2012. These systems are:

- ERM
- Job Warehouse
- VTS
- EDon
- Jobs and Skills

Any shortcuts or links to these systems will need to be removed.

No action should be taken locally to remove icons. This will be done nationally and remotely across the business at a future date.

Do not raise incidents regarding the services named above with helpdesks from 19 November- these systems close on 19 November.

4. Vacancy follow up on LMS for DMA purposes

Following the implementation of Universal Jobmatch all existing employer records on LMS will be marked as duplicate and any associated vacancies will be closed.

However, following go live, staff will need to continue following up any outstanding matched vacancy submissions on LMS with JSA claimants.

Please note that although these vacancies have been closed on LMS, this is a forced closure date, therefore staff will need to refer to the original closing date within the vacancy's "Sub Arr" and/or "Sub Info" windows when following up with the claimant.

Any DMA referrals as a result of this activity can be made in the usual way.

1. Universal Jobmatch will go-live on Monday 19 November 2012.

5. Communications Update

You received a memo (below) on 8 November detailing information and instructions on the supporting marketing products. These can now be issued and displayed once you have received delivery.

Please be aware that if you do issue any products this week the URL (web address) will not be live until the morning of Monday 19th. We suggest that advisers and employer engagement staff make claimants and companies aware of this, when distributing products.

All marketing materials will be delivered to each 'Jobcentre Business Manager'. Please ensure a thorough search of your office is undertaken to locate delivery of the boxes before contacting the communications team directly.

Despatch of the distribution commenced on Friday 9 November and will be completed by close of play on Thursday 15 November.

All products except for the pull up banners will also be placed into stock at Zanzibar for ordering.

Media Launch and local external communications

Universal Jobmatch will be launched in the media during the week of 19 November. The exact date for the external media launch is still to be confirmed, we will notify District Managers of media activity in advance.

Until a media launch has taken place, please limit the use of external communications to disseminate any messages - such as Twitter.

6. Universal Jobmatch: planning and support products

The attached Operational Planning and Support Product has been developed to provide offices with an example of the time it may take to increase claimant take-up of Universal Jobmatch and the types of activities and conversations that may need to occur.

The aim of this product is to illustrate potential claimant behaviours so that districts can consider appropriate mitigation and contingency arrangements to contend with any emerging situations. This is particularly important when considering possible impacts on footfall, appointment timings and resource deployment. For example the potential hotspots identified may be:

- longer Jobsearch Reviews;
- increased flexible interventions;
- congested enquiry points; and
- higher demand for Internet Access Devices.

There is a timeline with supporting scenarios embedded within this product.

7. Further communications this week

A further set of implementation updates will be issued on Wednesday 14 November with updates on: Management Information, IVR messages, update on Universal Jobmatch icons, Universal Jobmatch terms and conditions and planning activities for Overseas Vacancy Teams.

If you have any queries about this communication, please contact your local change team as follows: [Change Implementation Lead for Universal Jobmatch](#)

Team Project Lead: [REDACTED]

Telephone: [REDACTED]