

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 017 WSD

Date: 14 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	Update on Universal Jobmatch Management Information (MI) products	Information
2	Changes to Jobseeker Direct & Employer Direct IVR Messages	Information
3	Universal Jobmatch Terms and Conditions	Information
4	Overseas Vacancy Team- post go live activities	Information
5	Information for employers who currently use the Employer Direct email service	Information

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

1. Update on Universal Jobmatch Management Information (MI) Products

A Universal Jobmatch MI Directory has been published on the intranet on Wednesday 13 November 2012.

In addition, a PowerPoint product is also available on the intranet on Wednesday 13 November 2012 to support the existing Universal Jobmatch learning and development products.

Both the Directory and PowerPoint product will be available from the MI and Audit Requirements Team page which can be accessed [here](#).

In addition, the Directory and PowerPoint product can also be accessed via a link on the Universal Jobmatch Home Page, through the Learning Products link. It can be accessed (insert link).

A copy of the bulletin can be found below:

2. Changes to Jobseeker Direct & Employer Direct IVR Messages

To support the introduction of Universal Jobmatch on 19 November 2012, there will be some slight changes to the messages that customers receive when ringing the Employer Direct and Jobseeker Direct services. The document embedded below shows the messaging structure that will be in place when lines open on 19 November:

3. Universal Jobmatch Terms and Conditions

Companies using both the Universal Jobmatch (UJ) self-service and managed account (formerly ED) routes must agree Terms and Conditions (T&Cs) before a job posting can be displayed.

The T&Cs process has been developed as a result of the introduction of UJ and the need to align with the telephony service.

The process for obtaining a signature of UJ T&Cs by Companies using the Managed Account Service (Telephony) is described in the PowerPoint presentation and the document below.

The T&Cs information will be amalgamated into the [Universal Jobmatch Job Posting Guide](#) for go-live 19 November.

The UJ Telephony discrimination process for job postings will remain the same as the current process for Contact Centre staff. However the paperwork issued to Companies/Recruiters will be slightly amended. The [Discrimination Guidance](#) will be available from the 16th November.

4. Overseas Vacancy Team- post go live activities

Activity Required (Completion date 23 November 2012)

It has been identified that a number of actions need to be undertaken on vacancies to ensure successful transfer from LMS to Universal Jobmatch service. There are a number of actions that need to be undertaken by OVT.

1. All overseas vacancies with their status set to 'EEA' and 'non- EEA' require amendment to the correct country. This can be completed on Day 1 after Universal Jobmatch goes live.
2. Vacancies from Northern Ireland, Channel Islands and the Isle of Man are not recognised by Universal Jobmatch as "overseas" and will migrate to the Universal Jobmatch service.
3. OVT should use the "location" functionality in Universal Jobmatch and update the details from this part of the service.
4. OVT should also ensure that they follow instructions regarding vacancy/partial vacancy "must haves" documented in the Universal Jobmatch Implementation Update UJ001.
5. The report with the information to action will be sent to the team on Monday 19 November 2012.

The attached document referred to in bullet point 4.4 is attached for use as a supporting document.

Completion date for this activity to be completed by is **23 November 2012**.

5. Information for employers who currently use the Employer Direct email service

Employers who use the Employer Direct email service currently receive a 'bounceback' email which includes a Factsheet providing information for employers, introducing them to UJ.

It has been recognised the Employer Factsheet for setting up a UJ Account and Bulk Uploading may be useful for District Employer facing teams, therefore, an English and Welsh version have been developed for use when talking to Employers

The Universal Jobmatch Employer Factsheets can be found at the [Employer related factsheets and information](#) webpage.

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

Contact Us	OPD Change Team : National Change Implementation Lead - Universal Jobmatch		
	Team Project Lead	[REDACTED]	[REDACTED]
	Telephone	[REDACTED]	[REDACTED]