

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

### **Universal Jobmatch Handling Strategy following Contact Us action by DWP Staff**

Universal Jobmatch is predominantly an online service. Therefore

- the vast majority of users will have an email address that can be used in resolving issues sent via the “Contact Us” route.
- responses back from the Universal Jobmatch Helpdesk will be via email.

Priority will be given by the help desk to incidents raised by Jobcentre staff:

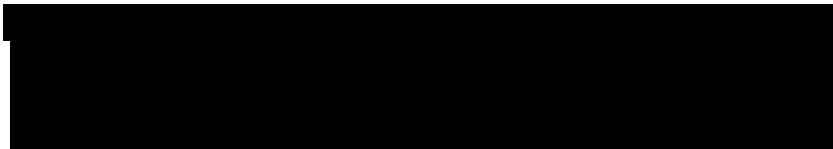
New Universal Jobmatch user accounts for employers and for jobseekers cannot be created without an email account. However, there are some exceptions to this general rule:

1. some employer accounts, without email details, will have been transferred from ERM
2. users accessing the site anonymously may raise an issue, but they have not got an email address.

Responses back from the Universal Jobmatch Helpdesk will be:  
via email to:

- a. either the Employer or
- b. Jobseeker, or
- c. Personal Adviser in the Jobcentre, or
- d. the email address used by SERCO for Jobseeker Direct (JD) customers, or
- e. in the case of an Employer Direct (ED) incident, to the generic email inbox for ED sites as follows.

Annesley  
Southend  
Telford  
Dundee



### **Customers without an email address.**

#### **In Contact Centres**

In exceptional cases where the Employer or Jobseeker does not have an email address, the Team Leader in ED sites will perform the outbound call or the Quality Assessment Team in SERCO will allocate this to a member of staff for a callback.

**JD and ED agents please annotate the Contact Us template to make it clear where a telephone call is required and ensure the customer/employers telephone number is included.**

#### **In Jobcentres**

In exceptional cases where the Employer or Jobseeker does not have an email address, the person working with the customer needs to identify a telephone number the customer can be contacted on and supply the help desk with a suitable DWP user's email address.

The help desk will respond to the jobcentre DWP user's email address provided and local arrangements will be made to call the customer on the number provided.

**Could Jobcentre staff please annotate the Contact Us template to make it clear where a telephone call is required and ensure the customer/employers telephone number is included so the local call back can be made.**

In exceptional cases where there is a risk to the DWP user's health and safety the DWP user can immediately escalate by calling the DWP Universal Jobmatch Helpdesk.