

## Change Implementation

### Implementation Update

**Project Name:** Universal Jobmatch

**Reference:** IU021

**Date:** 20 November 2012

#### Business:

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

#### Audience:

For WSD and Jobseeker Direct staff who use the Universal Jobmatch service

	Update	For action/information
1	Employer Information - Vacancy migration and methods of application in the UJ service	Information and Action
2	Migrated Vacancies – Vacancy Applications	Information and Action
3	Locally Produced Universal Jobmatch Products	Information and Action
4	User Access Guidance and Form - reminder	Information
5	Service Desk Contact Us Guidance and Form - reminder	Information
6	DWP User who has issues accessing the UJ system via the UJ Icon	Information and Action
7	Universal Jobmatch – Time Out Functionality	Information

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

#### 1. Migrated Vacancies on Universal Jobmatch - Employer Contact Information

Following the migration of vacancies from our legacy systems into UJ it's become apparent that:

- all vacancies are displaying the contact telephone number without the 0 prefix included in the national dialling code; and
- some of the vacancies are displaying incorrect telephone numbers of 0111 1111111 (the default that was sometimes used in LMS if the vacancy application method wasn't set as Ring before Submission).

This has therefore resulted in increased communications and footfall from jobseekers. Any staff being contacted by jobseekers about these issues will need to:

- apologise to the jobseeker;

- ask for the vacancy reference number;
- select the legacy vacancy on LMS;
- provide the jobseeker with the correct phone number and/or application process; and
- ensure the vacancy on Universal Jobmatch is amended to reflect the correct method of application.

Any staff who are not able to directly amend vacancies themselves must still take the query, make a note of the Employer's name, vacancy reference number and the employer's preferences and **immediately pass these onto an Employer Adviser or ED Agent.**

## **2. Migrated Vacancies on Universal Jobmatch – Vacancy Applications**

Some vacancies migrated to UJ will tell jobseekers to contact Jobseeker Direct for more information. Staff being contacted by jobseekers should take the following action:-

- ask for the employer reference number;
- select the legacy vacancy on LMS;
- provide the jobseeker with the further information about 'how to apply'

## **3. Locally Produced Universal Jobmatch Products**

We have been made aware of a number of locally produced Universal Jobmatch products that are factually incorrect. Unfortunately this has generated some negative publicity and feedback which we are currently handling. Can all Districts therefore, please refrain from using any locally produced products with immediate effect.

We appreciate that Districts want to offer their customers the best possible service and fully understand that these products may have been produced to help supplement the suite of national products that are already available. However, rather than developing locally produced products, you should be raising any publicity issues you have identified with the TLMS Project for national consideration.

Please send any suggestions and/or copies of locally produced products that you want to be considered for national implementation to [JCP LABOUR MARKET PRODUCTS TEAM](#) inbox.

## **4. User Access Form Completion Guidance & Form**

We have been notified the Service Desk Contact Us Form has been incorrectly used by a number of staff for user access to the UJ service.

Please ensure users/managers select the [User Access Form Completion Guidance](#), it includes the form to add a user 'new/delete/amend'. If the link does not work you can find the guidance and form by accessing the DWP A-Z, select 'U' for Universal Jobmatch then select Guidance/Products/Forms under related links.

## **5. Service Desk Contact Us Guidance and Form**

The Service Desk 'Contact Us' Guidance and Form has been removed from the Universal Jobmatch front page and can be found [here](#).

If the link does not work you can find the guidance and form by accessing the DWP A-Z, select 'U' for Universal Jobmatch, select Guidance/Products/Forms under related links.

## 6. DWP Users accessing the UJ system via the UJ ICON

Laptop and Desktop Users should try the following if they can't access the UJ ICON:

- Step 1 - launch Firefox from the Mozilla Firefox ICON (not the UJ ICON);
- Step 2 - Type in [REDACTED] to the address bar (delete [www.google.co.uk](http://www.google.co.uk)); and
- Step 3 - the UJ 'Log In Page' should now be visible.

## 7. DWP Users – Time Out

It has been identified the Universal Jobmatch service has a time-out facility. DWP users who are logged in to UJ will be timed out after 1 hour if the system is inactive. When DWP staff get timed out they need to close the browser down and log in again.

Contact Us	OPD Change Team : <a href="#">National Change Implementation Lead - Universal Jobmatch</a>		
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