Employer Direct Agents – Questions from Employers
Desk Aid & questions/technical resolution information

Employer Direct Agents: Desk Aid

Q1. Former National Email Team/Telephony service user contacts Jobcentre Plus via the telephony channel to inform them that they have set up a UJ account. Employer expected to see their existing jobs displayed, which should have migrated from LMS to UJ.
Message to Employer:
You appear to have accessed Gov.UK through the **'Advertise a job with Universal Jobmatch'** and created a new UJ account. This will have created a duplicate account (one new and one migrated).

To Note:- Existing Jobcentre Plus Employers should scroll down on Gov.UK **'Advertise a job with Universal Jobmatch'** page which provides the following information:-

- If you're an approved user of Employer Direct Online you can log in to Universal Jobmatch with your existing Government Gateway ID.
- If you've been using another service to advertise jobs with Jobcentre Plus, contact them and they'll send you a link to access your new account.

Note: GOV.UK page has been updated and now displays as below – message box has been added before 'Start' button

Top half of screen
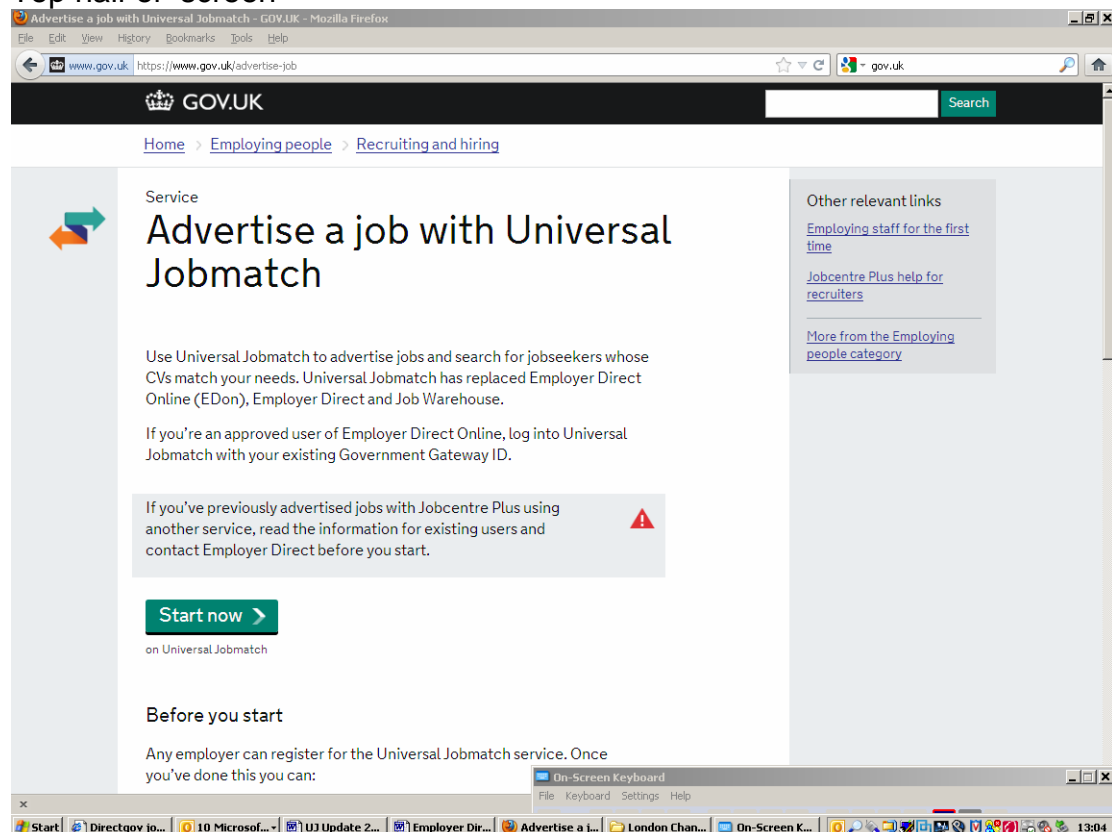
Bottom half of screen
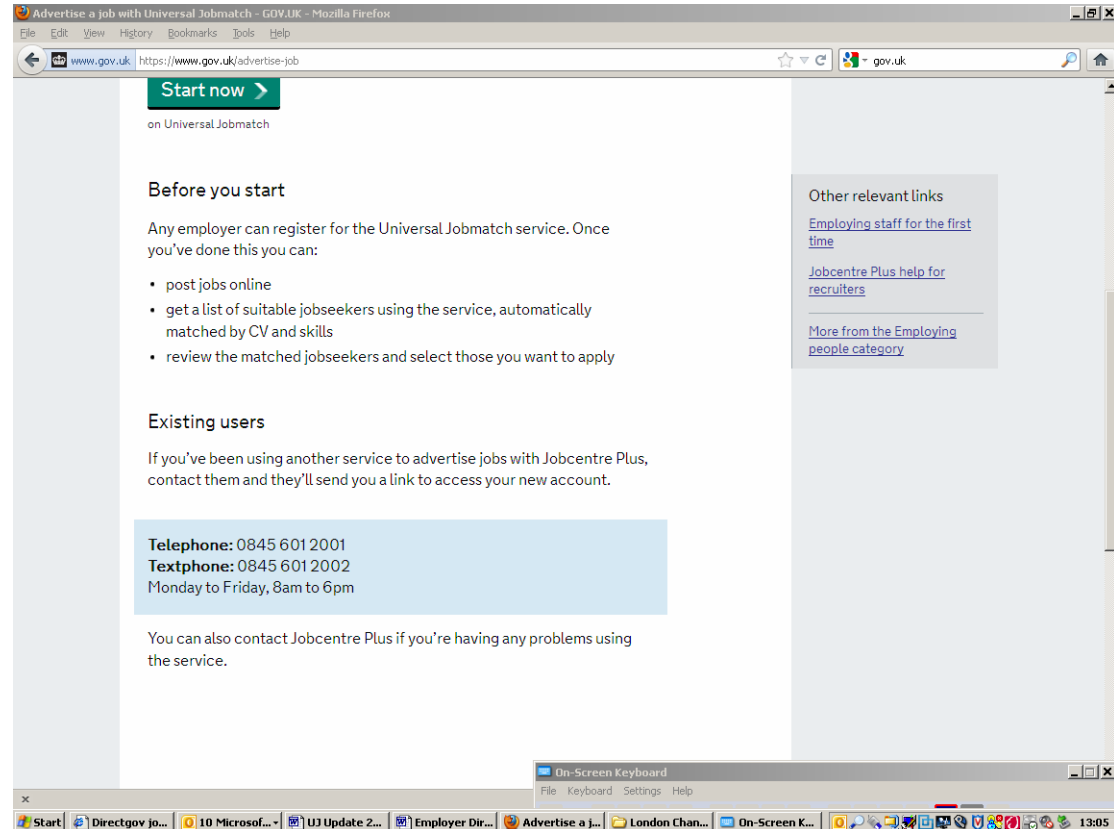
Action for ED - **Revised**

- Find duplicate accounts by accessing UJ Company & Recruiter search page and then select 'company email address' input the email address and carry out the search – this will display the migrated and any new accounts created
- Identify the 'migrated' account which will display jobs
- Remove 'email' addresses from the new' company account created and the recruiter
- Check and Update all company information including 'email' address and amend if appropriate in the 'migrated' account and select Email Known Facts (tickbox)
- Ask employer to login to the account they created and use 'contact us' to arrange for the new account(s) to be closed/withdrawn

Q2. Employer contacts to ask why they are receiving calls from jobseekers that live miles away from the vacancy location
Message for Employer:
This may be due to Jobseekers:
- Not reading the job details correctly and/or
- Not refining search results to their requirements (Smaller radius)

Q3. Details on existing vacancies which have migrated from the legacy systems have changed e.g. application method is changing from email to telephone channel.
Message to Employers:. For migrated vacancies some employer contact details e.g. email address, telephone number and website details previously hidden from jobseekers are now all visible in UJ.

Action for ED agents: Explain the benefits of UJ to encourage the employer to register for the service so that they can amend their vacancies to select the method of application they would prefer. If an Employer is not willing to do this agent need to amend the vacancies to reflect the employers preferred method. Your UJ learning contains how to amend jobs.

Q4. Employers trying to place a job and entering how many jobs are available are receiving an error message 'integr 1-1000'
Message to Employers:. Report the incident via 'Contact Us' within the employer UJ account as a technical issue

Q5. UJ system is pulling through wrong 'how to apply' details and showing personal work numbers rather than recruitment line number.
Message to Employers: Apply methods should have been mapped across during data migration, but have not done so in all cases. Employers can update their UJ account to reflect the correct details or ED agents can do this for employer managed accounts

Action for ED Agents: Update employer account if employer unable to do so.

Q6. Employers who have not completed creation of account with 24 hours of receipt of the 'activation' email, will expire and employers will have to start process again
Message to Employers: This is for security reasons and the employer is required to register and re-start the registration process

Example questions from employers and UJ technical issues resolution

Q1: Issues with error message: "TEMP-COMPANYByP@$$login0".
Employer Direct agents will need to take the email address from each of the temporary company accounts by removing and updating the email address from both the company and the recruiter ID's.

Once the email address is removed then the employer account can be accessed through Universal Jobmatch.
The only way to get the temporary accounts removed is through the "Contact Us" functionality.

Q2: Issues with email addresses- for example where the email address is incorrect, already being used on the Universal Jobmatch system or has numbers missed.
This issue will need investigating through the helpdesk.

Q3: Requests received to create a new account but the account is already held but there has been a discrepancy between the information.

The account information will need to be amended to the correct information held on the form when it was created.

Q4: Postcode/region issues
The Universal Jobmatch Project are looking in to this. In the meantime, the following workaround can be used:

- You can find out the correct region by taking the post code from main employer record page.
- Open up create a job page (to use as a tool) paste post code into the post code box on the create job page- this will automatically bring up its own region.
- Use this correct region on the main employer page.
- Select the correct region, put the city in city field and remove any commas etc. This should then allow you to update page with no errors.
- This should now let you put notes onto employer record regarding T&Cs etc and send know facts email.
- If there are already notes in recruiter notes please copy these onto the employer notes and delete from recruiter notes.

Q5: Queries from EDOn approved users
If there are password issues then they can be reset through Government Gateway or through the Universal Jobmatch helpdesk as appropriate.

If it is another issue then the Universal Jobmatch Project will need to have specific details of the issues to investigate. Therefore these queries would need to be raised to the Universal Jobmatch Project team.

Q6: Queries from employers who are receiving lower than expected volumes of applications.
As Universal Jobmatch is in its early stages of go live, we are in the process of encouraging and supporting jobseekers to use the service. It will take around 2-3 weeks to work through this as an organisation, but steady progress is being made to get jobseekers signed up to the service.

Q7: Issues with notes- all notes placed on recruiter notes are showing staff number which may be viewable to employers.
Use employer notes (eg to advise when T&Cs have been issued).This view is only available in web admin and therefore will not been viewed by the employer.
If the system will not allow you to enter notes and/or the function is not working then please raise an incident.

Q8: When creating new employer it is coming up "Failed Address Validation…" what does this mean?
This is covered in an Implementation Memo issued on 22/11/12.

Q9: What is the profanities list from Monster? The word "Tail" is not permitted, and this is required for a job title as "Tail Lift Operator". Is there a way to get round this for us and for employers?

This is actually taken from the Welsh profanities list, but we are now removing it

Q10: Do we have to send and retain Terms and Conditions?
The terms and conditions for a company contacting ED must be retained for audit purposes. The retention policy will be decided locally.
Using Universal Jobmatch as a self service system should be promoted at every company contact.