

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 028

Date: 04 December 2012

Business:

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

Audience: Work Services Directorate

- All Jobcentre staff who use the UJ service
- NEST

To: District Managers
Cc: Group Partnership Managers
National Partnership Team Group
Implementation Managers

From: [REDACTED]

	Update	For action/information
1	Employer Initiatives on UJ	Information and Action
2	Searching for Jobseekers on UJ	Information
3	Using Contact Us and User Admin Forms	Information and Action
4	Terms and Conditions (revised)	Information

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

Update

- 1. Employer Initiatives on UJ** – The list of ‘Employer Initiatives’ which Employer Facing Staff should be able to access and update from the ‘Company search results’ page via a link, does not currently hold any Employer Initiatives. It is shown on UJ as: ‘Employer initiatives: Associate/manage employer initiative with this company’. See the attached for ‘action to take’
- 2. Searching for Jobseekers on UJ** – It has been identified staff have raised concerns when a Jobseekers has given DWP access to their account that the Personal Adviser cannot find the account.

To Note: When searching for a jobseeker account, you must input the jobseeker’s email address first to provide the best most accurate search. If you are unable to find the jobseeker’s account and you have been given permission, raise as an incident using the [Service Desk Contact Us form](#)

3. **Using Contact Us and User Admin Forms** – Please only use the forms that are available on the intranet at the time you log an issue. Do not save the forms to your desktop or local drive and re-use them later. The forms are constantly under review, and changes are being made, to enable them to be processed faster.

To Note: You may not be using the latest version if you do not use the current version from the intranet

4. **Terms & Conditions (Revised)** - To confirm the attached T&Cs product issued on 30.11.12 is correct. The paragraphs at 10.7 for companies/recruiters and at 9.5.8 for jobseekers were quoted incorrectly. The paragraph amended is 2.7. A revised copy is attached.

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

Contact Us	OPD Change Team		
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		