

Change Implementation

Implementation Update**Project Name:** Universal Jobmatch**Reference:** IU 027**Date:** 30 November 2012**Business:** *Author to tick (✓) each part of the business affected by the change.*

| 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: All JC UJ Users
National Employer Services Team
(NEST)

From: [REDACTED]

Cc: [REDACTED]

| | Update | For action/information |
|---|-----------------------------------------------|------------------------|
| 1 | Employer Complaints about UJ and DWP | Information |
| 2 | Company/Recruiter email address | Information and Action |
| 3 | Staff Names appearing on UJ screen - Security | Information and Action |
| 4 | DWP Helpdesk - Email deleted message | Information |
| 5 | Terms & Conditions (revised) | Information and Action |
| 6 | External Communications Update | Information |

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

- 1. Employer Complaints about UJ and DWP** – The guidance issued in Implementation Memo 24 'Complaints from Companies' has been revised. In particular, paragraph 1 has been amended due to a fix being implemented to make the employer journey better if they wish to provide feedback/make a complaint. See attached for full details:-
- 2. Company/Recruiter email address** – it has been identified some operational staff are disclosing details of company/recruiter email addresses to jobseekers, when this is not the stated 'apply method'

Please ensure staff are made aware that they should not be providing the email address to jobseekers when the company/recruiter have stated it is not their preferred application method

- 3. Staff Names appearing on the UJ screen** – front-facing staff have raised concerns about their names appearing at the top of the UJ screen when dealing with jobseekers, as the people concerned have unusual surnames and use an 'office name'.

UJ is built using details held on individual email accounts. If staff wish to make an amendment to the name displayed on the UJ screen they should complete the [Service Desk Contact Us Form](#), guidance is held on the UJ intranet site.

- 4. DWP Helpdesk - Email deleted message** – when logging an incident with the DWP helpdesk using the 'Service Desk Contact Us' form you may receive a message stating 'Email deleted without being read' or similar words. This does not mean your email will not be dealt with.

The helpdesk uses 'auto forwarding' in Outlook to copy emails into specific folders and this may delete the original in the process, which results in the message shown above. Do not resend your 'Contact Us' form as the original will be with the helpdesk and in the process of being actioned.

To Note: In normal circumstances Helpdesk have 24 hours to provide a response. However, due to high volumes we are currently experiencing a backlog and will deal with your request as soon as possible.

- 5. Terms & Conditions (revised)** - It has been found necessary to revise the UJ Terms and Conditions at 10.7 for companies/recruiters and at 9.5.8 for jobseekers. The information was published on the intranet for the Managed Account service on Friday 30.11.12 the same day as the UJ self-service application was updated. A revised copy is attached.

- Product removed superseded see UJ 028

- 6. External Communications Update** - To cascade the attached messages to all staff involved in raising awareness of UJ to jobseekers and companies.

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 | | |