Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch
Reference: IU 030
Date: 07 December 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	FIS	Ni No Provision
		✔					

Audience: Work Services Directorate

- All Jobcentre staff who use the UJ service
- NEST

To: From: ████████████████████
Cc: Group Partnership Managers
       National Partnership Team

	Update	For action/information	Timing
1	**Social Media – Twitter**	Information and Action	Immediate
2	**Employers using UJ Self Service online**	Information	Immediate
3	**Copy / SPAM emails**	Information	Immediate
4	**Jobsearch & Job Expiry Dates not visible**	Information	Immediate
5	**Jobs notified by agencies**	Information	Immediate
6	**National Email Service**	Information	Immediate
7	**MI & Geographies**	Information	Immediate

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

Update

1. **Social Media – Twitter -** A number of calls have been received from Operational staff regarding the message issued in yesterday's Implementation Memo.

   We have asked JCP offices not to use Twitter to promote Universal Jobmatch, but have stated that you can still use it to promote jobs. This has caused much confusion and this note is by way of an explanation with an example.

We do not want you to refer to the words 'Universal Jobmatch' in the actual tweet. This is classed as promoting/marketing the service. You can however refer to a job and put a link to the job in the tweet. This link will open up on the Universal Jobmatch page - but this is not classed as marketing the service.

Please see the attached example from Hounslow as good practice of tweeting a job, please see entries for 4 December.

https://twitter.com/Hounslow_JCP

So there's no marketing message selling the service within the tweet, just a link to the job.

2. **Employers using UJ Self Service online -** From Wednesday 12th December all new self-serve employers will have their first batch of job postings checked by DWP prior to being posted on the UJ service. This will be accomplished by placing their jobs into the View and Approve screen categorised as "New Employer".

   If an employer or their jobs are found to be inappropriate the business must take steps to reject the jobs and refer the employer for suspension/withdrawal action.

   Note: These jobs need to be actioned promptly as any further jobs posted by the employer prior to the initial check being completed will also be placed into a pending state for DWP action.

   This action is being taken to help mitigate the risk of inappropriate/fake jobs being posted on the site.

3. **Copy / SPAM emails -** In order to aid employers with creating or accessing their UJ account a number of changes to the copy (text) on screen and in emails sent to employers were implemented on Wednesday 5th December.

   In order to reduce the likelihood of emails from UJ ending up in SPAM folders the pictures have been removed from the emails, this was implemented on Wednesday 5th December

4. **Jobsearch & Job Expiry Dates not visible –** It has been identified that JD staff are unable to see the closing date on job postings. This has been identified as a fix and should be included in a future release.

   Where the jobseeker provides the Job ID and you are unable to search with it, use the 'Any skills or keywords' search box and enter the Job ID, you should then be presented with the individual job posting on screen.

5. **Jobs notified by agencies -** Since UJ was introduced on 19 November 2012 all companies including agencies, have been required

to accept the Terms and Conditions of the service before displaying job postings or conducting matches on it. See below on action to take -

6. **National Email Service -** The national e mail service will continue to provide employer activities via the e mail channel until March 2013.

7. **MI & Geographies -** Issues have been raised regarding the reporting functionality using the 'geography fields' where only the first 100 towns appear in alphabetical order.

   It appears the functionality is actually working as designed. If you are unable to find the town in the list displayed, you have to use the Geography filter field in conjunction with the Geography parameter field. I attach screen shots which display and highlight the detail to input into each field.

   As mentioned in the memo UJ 09 MI workshops are going to be scheduled in the near future

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

Contact Us	OPD Change Team : NEE CHange Implementation Team		
	Team Project Lead	███████████	████████████
	Telephone	███████████	████████████