

Change Implementation

DWP Department for
Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 034

Date: 12.12.12

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:

- DWP business areas/job roles responsible for requiring JSA claimants to use Universal Jobmatch

To: **UJ OSN SEO Leads**

From:

Lead Group Implementation Manager
Universal Jobmatch Project

Cc:

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

Do not mandate claimants to use Universal Jobmatch

Action: Information and Action

Timing: Immediate

Update:

1. It has always been our intention to require some claimants to register with Universal Jobmatch and create a profile and CV to assist their job search.
2. However, before we can do this some changes need to be made to the service and until these changes are made you **must not** issue any further Jobseeker's Directions to require JSA claimants to register with Universal Jobmatch until further notice.

Urgent Action Required:

Advisory Service Teams

- Continue to encourage claimants to use Universal Jobmatch and stress its importance as part of Actively Seeking Work by including within the Jobseeker's Agreement.
- Do **not** issue Jobseeker's Directions until further notice.
- When following up a Jobseeker's Direction with a claimant, cancel the direction and explain why using the embedded lines to take.
- If known, details of any claimants who have already been sanctioned as a result of refusing to create a profile and CV in Universal Jobmatch must be urgently emailed (marked as RESTRICTED – UJ PERSONAL DATA) to the [Employer Vacancies and Submissions Team](#) inbox.

Labour Market Decision Makers

- **Cancel any outstanding Universal Jobmatch related Jobseeker's Directions that are awaiting a decision.**
- If known, details of any claimants who have already been sanctioned as a result of refusing to create a profile and CV in Universal Jobmatch must be urgently emailed (marked as RESTRICTED – UJ PERSONAL DATA) to the [Employer Vacancies and Submissions Team](#) inbox.

Lines to Take

See Product

Guidance Amendments

- Urgent revisions have been made to both the Universal Jobmatch Toolkit, in particular chapter 3 and the Labour Market Conditionality Storyboards. Please ensure that all staff refer to the latest versions of these products which will be available on the intranet from Thursday 13 December.

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		