

Change Implementation

DWP Department for Work and Pensions

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 035

Date: 13 December 2012

Business:

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: **UJ Leads**

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

	Update	For action/information	Timing
1	Employer Advisers	Information	Immediate
2	Dummy Recruiters	Information	Immediate
3	Your Call – Additional Questions	Information	Immediate
4	DWP access to the Universal Jobmatch service when working remotely	Information	Immediate
5	Jobseeker 'Contact Us' enquiries	Information	Immediate
6	New Employers checks	Information & Action	Immediate

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

Update

1. **Employer Advisers (EAs)** - EAs can post jobs on behalf of companies who are unwilling or unable to set up a Universal Jobmatch account online or may be experiencing difficulties in accessing the UJ service. In these type of circumstances EAs may support companies/employers in the most appropriate way to maintain company/employer relationships.
2. **Dummy Recruiters** – When creating a 'managed account' on behalf of a company/recruiter, a 'dummy recruiter' is automatically created by the service.

Do not take any further action to amend the 'dummy recruiter' details, the 'The recruiter field must remain blank'.

3. **Your Call – Additional Questions** - The UJ Employer facing 'Your call' was held on Wednesday 12 December at 10.30am to 11.30am.

If you missed it or want to listen to it again please use the dial in details below:-

- Call - [REDACTED]
- Pin number - [REDACTED]

The replay will be held until Friday 11 January 2013

If you were unable to ask your question or have further questions, please can you raise via the Digitalisation Implementation Resolution process using the [non-IT Issues Template](#) which can be found on the Implementation Strand Homepage.

To Note: Please note that any UJ incidents must be reported via the [Service Desk Contact Us](#) process.

4. **DWP access to the UJ service when working remotely** – DWP staff who do not work within a DWP building should launch the UJ service (webadmin) as follows:-
- Step 1 – Launch Firefox from the Mozilla Firefox ICON (Not the UJ ICON on your desktop);
 - Step 2 – Delete Google and Type in DWP.Monster.co.uk to the address bar; and
 - Step 3 – The UJ 'Log In' page should display 'Welcome to Universal Jobmatch' screen, where you are able to enter your usual log in details.
5. **Jobseeker 'Contact Us' enquiries** – If you receive a telephone call from a Jobseeker who has raised an incident via 'Contact Us' within the UJ service you need to inform them:-
- Helpdesk have 24 hours to respond, we are experiencing a high volume of incidents and yours will be dealt with as quickly as possible, please bear with us.
6. **New Employers checks** – Implementation Memo dated 6 December explained new self-serve employers will have their first batch of job postings checked by DWP prior to being posted on the UJ service.

To note: If you do receive a telephone call from a new Employer whose job does not display immediately, it may be waiting for the 'job posting' to be checked which will show as 'pending'. The check will be carried out by a dedicated team and actioned promptly.

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		