

SETTING UP UJ ACCOUNTS – INFORMATION FOR EMPLOYER FACING STAFF

If an Employer is either unwilling or unable to set up a Universal Jobmatch account online they should firstly be referred to the Managed Account Service who will set up the account on their behalf.

In doing so, the employer must be made aware that managed accounts offer a limited service in comparison to the facilities available online i.e. they will not be able to see any matching information or use the apply direct functionality through the Universal Jobmatch service unless they start to self serve.

Employer Facing Staff may, as a last resort, set up a Universal Jobmatch Company Account and post a job on behalf of an employer if, for example, the employer has been unable after numerous attempts to get through to the Managed Account Service.

Please note that this is an interim measure, which will be reviewed in April 2013 to determine whether it is still required.

Action to take when setting up a managed UJ account

- In all cases, the employer must agree to the Terms and Conditions (Ts&Cs) before their job can be posted onto Universal Jobmatch. These are currently held within the [Universal Jobmatch Job Posting Guide](#).
- The Ts&Cs and [covering letter](#) can be emailed or printed off and posted/passed to the employer to sign.
- If the Ts&Cs are e-mailed, agreement to them can be accepted by e-mail, for example, 'I accept the Universal Jobmatch Terms and Conditions.' Signed:
- Once a signed off version (either written or electronic signature) (see above) has been received from the employer, the Employer Adviser can post the job onto Universal Jobmatch on their behalf.
- The Ts&Cs and the covering letter are available in the Welsh language.
- Please note that a verbal or retrospective agreement is **not** acceptable.
- Ts&Cs should be stored locally for audit purposes and receipt noted in the Universal Jobmatch company account 'company/recruiter notes' box. (These instructions mirror the Managed Account Service process.)
- Where a Universal Jobmatch account is created on behalf of a company/recruiter, a dummy/recruiter account is automatically created by the Service. Do not amend or input any details to the 'dummy recruiter' field.

- See the detailed process to follow in these circumstances in Appendix

APPENDIX 1: PROCESS FOR EMPLOYER FACING STAFF SETTING UP A UNIVERSAL JOBMATCH COMPANY ACCOUNT AND POSTING A JOB ON BEHALF OF AN EMPLOYER

1. Company/recruiter calls to post a job

SELF-SERVICE ACCOUNT ALREADY SET UP

2. Check if the company has a Universal Jobmatch account by looking at Recruiter details on the Company page – if this has been completed, the Self-Service Terms & Conditions have already been accepted.
3. If the Self Service account has been set up and the Company has a problem accessing it, take the job details and post onto UJ. Discrimination Issues are covered in the [Discrimination Guidance](#).

MANAGED ACCOUNT ALREADY SET UP

4. If the company has had a managed account previously set up for them, ensure that Terms & Conditions (Ts&Cs) have been accepted and confirmed in the company/recruiter notes.
5. If Ts&Cs have already been accepted, promote benefits of self service; offer to set up a full account and post job. If there are any discrimination issues refer to the [Discrimination Guidance](#).

NO ACCOUNT OR MANAGED ACCOUNT – T&Cs STILL TO BE COMPLETED

6. If an Employer is either unwilling or has been unable or to set up a Universal Jobmatch account, for example, has been unable after numerous attempts, to get through to the to speak to the Managed Account Service to set up their account, create a company account on their behalf.
7. If an account has been created by the company or you have created one on their behalf and Ts&Cs have not been signed, agree arrangements for completion and ask them to check/agree/sign if they are with you or sign and return them either by e-mail or post. Explain that the job posting will only be made live when acceptance of Ts&Cs has been received.
7. Note the issue of the Ts&Cs in the Company/recruiter notes box – date, name and location and save.
8. Take the job posting details. If there are any discrimination issues, refer to the [Discrimination Guidance](#).
9. Make the job posting live but **immediately expire** on the UJ account.
10. When agreed Ts&Cs are returned, note the date of return and where they are to be retained in the company/recruiter notes box. Retain any paper copies as per local arrangements.
10. Unexpire job posting.
11. If Ts&Cs are not returned, the managed UJ account will be purged after 18 months.