

Change Implementation

Implementation Update

Project Name: Universal Jobmatch Service (part of the Transforming Labour Market Services Project)

Reference: [REDACTED]

Date: 02 October 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: Contact Centre Services, Work Service Directorate.

- All DWP Contact Centre staff
- All DWP Work Service Directorate staff

To: Group Implementation Managers (GIMs)
Lead OSN SEO UJ Leads

From: [REDACTED]
Lead GIM for UJ

Cc: [REDACTED]

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

Subject: Universal Jobmatch - Job Roles Impacts

Action: Information and Action

Timing: Immediate

Update

1. The Universal Jobmatch Job Roles impacts product is now available for communication.
2. This document is intended as a guide to explain the impacts on key job roles within operations.
3. Line Managers in WSD and CCS are required to read the product before communicating the impacts to their staff.

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

Contact Us	OPD Change Team		
	Team Project Lead		
	Telephone		