

Gatekeeper Memo / Information Alert

To: CCS Group Managers
District Managers
Work Services Directors
Operational Excellence
Directorate

From: [REDACTED]
DWP Digitalisation Programme

Cc: Group Implementation
Managers

Tel: [REDACTED]

Mob: [REDACTED]

Email: [REDACTED]

Date: 18th September 2012

Admin Use: Gatekeeper Number	
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Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

Universal Jobmatch- Pre migration work in Contact Centre Services.

Issue

Missing employer records in Employer Relationship Manager (ERM)

Action

To ensure that staff working with employer details in ERM and Labour Market System (LMS) are aware of the work being undertaken and follow guidance when adding/updating vacancies in ERM/LMS

Timing

Immediate

Update

1. Universal Jobmatch launches in late Autumn 2012. Employer records and vacancies will migrate onto the Universal Jobmatch system when it goes live.
2. An analysis of information in ERM and LMS has been undertaken and found a number of employer records are present in LMS but not in ERM.
3. A team from Southend Contact Centre will be undertaking the work to align and rectify this and manage the vacancies that have been attached to the incorrect employer record.
4. Between now and go live, staff must ensure that the “notes” box in the employer record in LMS is checked at every intervention with an employer.
5. Colleagues in Southend Contact Centre will have annotated the notes box of an employer record that should not be used with the following information:
****DUPLICATE RECORD** Do not attach any vacancies to this record: the correct employer reference number is: *(insert correct details)*.**
6. Colleagues in Southend Contact Centre will be managing the closure and movement of vacancies to correct employer records from 18 September to Universal Jobmatch go live.

Queries

Please direct any queries to [REDACTED]