

Managers' checklist

As a manager it is your responsibility to help prepare your teams for the launch of UJ. The attached checklist may help to provide you with some assurances.

Activity	Yes	No
<p>Has everyone undertaken the appropriate UJ L&D Products?</p> <p>Note: The learning products have been split into employer facing (Learning Products 1-3) and jobseeker facing (Learning Products 4-5) sessions. However, it is recommended that Assistant Advisers, Personal Advisers and Decision Makers also undertake Learning Product 1 and in particular scenario 1 as this explains how to view companies/recruiters details. Scenarios 13-18 in the learning products are particularly relevant jobseeker facing staff.</p>		
<p>Have your team members been given the correct UJ access levels to enable them to do their job properly?</p> <p>Jobseeker facing roles should be allocated:</p> <ul style="list-style-type: none"> • Jobseeker Facing (Jobcentre) • Manager Jobseeker Facing <p>Employer Advisers should be allocated:</p> <ul style="list-style-type: none"> • Employer Supporting access level. 		
<p>Do your team members know to access UJ through the desk top icon and how to login to the UJ homepage?</p> <p>Chapter 03 - Using Universal Jobmatch Accessing Universal Jobmatch</p>		
<p>Have your team members read all the appropriate guidance products to help prepare them for the new ways of working?</p> <p>In particular the Universal Jobmatch Toolkit for jobseeker facing staff and the Employer Adviser Toolkit and the District SBRS guidance for employer facing staff</p>		

Does everyone understand the cultural shift required to enable claimants and companies/recruiters to fully self-serve?		
Are you confident that your Advisers and Assistant Advisers understand how to sell the benefits of Universal Jobmatch to claimants , including 'selling' the benefits of ticking the box to allow DWP access to the claimant's account .		
<p>Are you confident that your front facing team members can advise claimants about how to create a UJ account, including the need to register with Government Gateway.</p> <p>Further information can be found in Chapter 2 of the Universal Jobmatch Toolkit and in the 'How to use UJ' guide for jobseekers.</p>		
Are you confident that your employer facing staff understand how to sell the benefits of Universal Jobmatch to companies/recruiters? See the Working with Employers presentation for more details.		
Are you confident that your local providers have a good understanding of UJ and how they can support customers to use this service>		
Are you confident that your front facing staff are digitally confident to use U.J effectively themselves? E.g. upload a CV.		
Are your front facing staff confident in using/supporting customers to use our Internet Access Devices?		
Do your Advisers and Assistant Advisers understand that they will no longer <u>routinely</u> submit claimants who are using Universal Jobmatch to jobs? Instead they will utilise the time they have		

<p>with claimants to have more meaningful discussions about their UJ account/activity.</p> <p>For example, are they getting matches, if not why not – have they filled in the skills field properly, is their CV accurate etc.</p> <p>The Universal Jobmatch Toolkit, Chapter 3, paras 25 to 34 explain this in more detail.</p>		
<p>Do Advisers, Assistant Advisers and Decision Makers really understand the new processes that need to be deployed to support labour market conditionality?</p> <p>Chapter 3 of the Universal Jobmatch Toolkit explains in more detail how staff will:</p> <ul style="list-style-type: none"> • issue a Jobseeker's Direction to mandate JSA claimants to create a profile and CV who do not do so willingly; and • assess Actively Seeking Employment and Refusal of Employment. 		