

Day One Messages - Jobseeker Direct agents

Remember – Jobs and Skills has been replaced by Universal Jobmatch (UJ).

Stop using LMS and start using UJ for all job search activities.

You will access UJ via the desktop icon. The first time you access the service you will need to login and set up a password: password set up is quick and easy.

Jobs previously displayed on LMS will be migrated to UJ for Day 1 and will be shown as closed on LMS. National initiatives e.g. Get Britain Working, can be set up on UJ after go-live.

Opportunities and work experience jobs, will continue to be displayed on LMS.

NB: LMS guides will not reflect the UJ changes for go live but will be updated later. You will see error messages displayed on LMS if you select employer/vacancy functionality as you should now use UJ. These messages should not be reported to the help desk.

UJ jobs will also be displayed on Jobpoints following go-live.

You must promote and encourage jobseekers to set up their own account and self serve and [explain how this will benefit them](#).

Once jobseekers have created an account, they will be directed to the Profile page to set up a profile and can upload their CV at the same time. If a jobseeker does not have a CV, they can start getting automatically matched against jobs straightaway using just their profile. They should be encouraged to create and upload a CV as soon as possible to maximise matching opportunities.

You can conduct an anonymous job search on behalf of a jobseeker by selecting the Directgov job search tab on the top of the UJ Application home page. On selection of the Directgov job search tab, the Directgov jobs page will be opened in another browser tab.

If you find a suitable job, remember to give the jobseeker the Job ID number that is part of the URL (shown in the web page address bar).

You should also provide the job reference code where it has been provided by the company/recruiter.

Day One Messages - Employer Direct agents

Remember – ERM, EDon and Vacancy Taking Service are no longer available from go live of Universal Jobmatch (UJ).

In UJ:

vacancies are called jobs;
employers are called companies; and
the individuals who place jobs are called recruiters.

You will access UJ via the desktop icon. The first time you access the service you will need to login and set up a password: password set up is quick and easy.

You will now use UJ to place a job and not LMS.

Jobs previously displayed on LMS will be migrated to UJ for Day 1 and will be shown as closed on LMS and employer records shown as duplicate. National initiatives e.g. Get Britain Working, can be set up on UJ after go-live.

Opportunities and work experience jobs, will continue to be displayed on LMS.

NB: LMS guides will not reflect the UJ changes for go live but will be updated later. You will see error messages displayed on LMS if you select employer/vacancy functionality as you should now use UJ. These messages should not be reported to the help desk.

UJ jobs will also be displayed on Jobpoints following go-live.

You may receive a higher than usual volume of calls from companies and recruiters requesting assistance with and asking questions about UJ. You will therefore need to understand the key functions and features of the service.

You must promote UJ and encourage companies and recruiters to set up their own UJ accounts in order to post jobs, [explaining the benefits](#) of doing so.

You will need to be able to use the service to set up a company account and post jobs for companies that are unwilling or unable to self serve. However, you need to explain that they will not receive the full benefits of the service.

You will be able to view the company and recruiter accounts through the UJ application (permission is not needed from the company to do this).

Need to help manage expectations – the full benefits of UJ will not be available on day one i.e. jobseekers will not yet be registered with UJ.

Existing companies who are approved EDon users will have their accounts automatically migrated to UJ. Recruiters will log in via GOV.UK and be presented with the UJ page instead of EDon.

Existing companies, who used EDon as an unapproved user or companies who previously used the telephone service to post jobs will also have their account details migrated to UJ. You should access the Universal Jobmatch service and select to send an email to the company that will include a link for them to use to access the account already created for them.

New companies will access UJ via GOV.UK.

Recruiters will have access to Help and Frequently Asked Questions via the UJ online service. Contextual help is also available throughout the service.

Signpost companies and recruiters to the online service Contact Us (and not the residual telephony team) if they have a problem in setting up the account that is not covered in the online Help.

Day One Messages - Personal and Assistant Advisers and all front facing staff working with jobseekers

Jobs and Skills, Edon, ERM, Jobs Warehouse and VTS are no longer available from go live of Universal Jobmatch (UJ).

You will access UJ via the desktop icon. The first time you access the service you will need to login and set up a password: password set up is quick and easy.

You will use UJ for all job search activities and stop using LMS.

Jobs previously displayed on LMS will be migrated to UJ for Day 1 and will be shown as closed on LMS. National initiatives e.g. Get Britain Working, can be set up on UJ after go-live.

Opportunities and work experience jobs, will continue to be displayed on LMS; existing processes will remain.

NB: LMS guides will not reflect the UJ changes for go live but will be updated later. You will see error messages displayed on LMS if you select employer/vacancy functionality as you should now use UJ. These messages should not be reported to the help desk.

UJ jobs will also be displayed on Jobpoints following go-live.

You will no longer need to record job submissions on LMS nor spend time routinely matching and submitting claimants to jobs. If you have submitted a claimant to a job, which has migrated to UJ, you will still be able to update this on LMS, if appropriate.

Remember, on Monday morning there will be no jobseeker accounts to view so [encourage claimants to register and set up an account](#).

You can book claimants in to use the Internet Access Devices in your office to set up their UJ account service if they do not have access to the internet at home or elsewhere.

You can conduct an anonymous job search on behalf of a jobseeker by selecting the Directgov job search tab on the top of the UJ Application home page. On selection of the Directgov job search tab, the Directgov jobs page will be opened in another browser tab.

If you find a suitable job, remember to give the jobseeker the Job ID number that is part of the URL (shown in the web page address bar).

You should also provide the job reference code where it has been provided by the company/recruiter.

Explain the importance of having an up to date profile and CV. If a jobseeker does not have a CV, they can start getting automatically matched against jobs straightaway using just their profile. They should be encouraged to create and upload a CV as soon as possible to maximise matching opportunities. UJ can hold up to 5 CVs but only one will be displayed and matched against at any one time.

Encourage claimants to tick a box to allow DWP permission to view their account.

Day One Messages - Employer Advisers

EDon, ERM, VTS and Jobs Warehouse are no longer available from go live of Universal Jobmatch (UJ).

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employers are called companies; and
the individuals who place jobs are called recruiters.

You will now use UJ to place a job and not LMS.

Jobs previously displayed on LMS will be migrated to UJ for Day 1 and will be shown as closed on LMS and employer records shown as duplicate. National initiatives e.g. Get Britain Working, can be set up on UJ after go-live.

Opportunities and work experience jobs, will continue to be displayed on LMS.

NB: LMS guides will not reflect the UJ changes for go live but will be updated later. You will see error messages displayed on LMS if you select employer/vacancy functionality as you should now use UJ. These messages should not be reported to the help desk.

UJ jobs will also be displayed on Jobpoints following go-live.

You will need to [promote UJ](#) to new and existing companies and recruiters and encourage them to use the full functionality by explaining the process of setting up an account and how they can self serve.

You can view the companies' and recruiters' accounts through the adviser application; permission is not needed from the employer to do this.

You can send messages into the companies' and recruiters' accounts through UJ.

Signpost companies and recruiters to the online service Contact Us (and not the residual telephony team) if they have a problem in setting up the account that is not covered in the online Help.

Annex A

Messages for jobseekers:

We have improved how you can search and apply for jobs.

Use the service at a time to suit you, 24 hours a day, seven days a week and it's free (but your usual internet provider's charged will apply).

You will be able to log on to your account from a home computer or anywhere with internet access.

Create and manage your own Universal Jobmatch account online, and tailor your preferences to suit the job you are looking for.

There's help available to create a CV, or you can upload one you already have.

Your CV will be automatically matched with suitable jobs and sent to the company.

You can receive alerts to notify you when new jobs are posted that match your job search.

You can also record details about other job search you do, so that all your job search activity will be held in one place.

Allowing the adviser to view your account will mean they can give you extra help to improve your chances of being matched to a job. For example, they can help you:

Improve the matches you get by reviewing your profile or CV.

Identify any skills gap and/or training needs.

Discuss how you can refine your CV.

The new service is available in both English and Welsh.

Annex B

Messages for companies and recruiters:

All new companies need to do is set up a Universal Jobmatch account via GOV.UK.

Existing companies should follow the instructions on GOV.UK.

Manage your recruitment at your convenience 24/7.

Test the labour market before posting a job and receive an anonymous list of potential matches, ranked by best match first.

New technology will match your recruitment needs with a supply of suitably skilled, job-ready jobseekers.

Review the CVs matched to your jobs and select the jobseekers you want to apply, all online.

You will now need to post all your jobs online.

With an online account, there is an additional option you can select to upload multiple jobs.

Universal Jobmatch is available in both English and Welsh.