

Employers Background Information

Employers currently use a number of channels to place their jobs with Jobcentre Plus. One of these is the email channel where employers send their vacancies by email, in a number of different ways, to the National Email Team in Contact Centre Services.

When Universal Jobmatch (UJ) is introduced, these employers will need to start using this service to post their jobs. Some employers may be happy to self-serve and post their jobs directly onto UJ. Other employers, who post large volumes of jobs, may be interested in the bulk upload option on UJ.

Employers who are interested in bulk uploads will need to register on UJ and express an interest in bulk uploads. They can only do this after go-live.

To ensure these employers have a smooth transition to UJ, Contact Centre Services have agreed to continue to action jobs received via email for a short period after go-live (around 4 weeks). This will allow employers using the email channel time to register on UJ and either start self-serving or to express an interest in bulk upload and take the relevant action to get this set up. Please note that Contact Centre Services have said that their current SLA of 4 hours to upload vacancies will be increased to 24 hours from 19 November. Employer facing staff should manage employer's expectations around the longer turnaround time and should encourage employers to start using UJ as soon as possible.

To support you in your discussions with employers, we have developed the attached communication. This should be shared with employers using the email channel as part of your discussions on UJ.

You will also need to be aware that the bounce back email which employers receive when they send an email to the National Email Team, has been updated to include information about UJ and from 9 November, it will include a copy of this communication. In some cases a third party will email the jobs on behalf of the employer or there may be an automated system in place for emailing the jobs. This means the employer may not see the bounce back email and attachment. To ensure the communication reaches the actual employer, we would encourage employer facing staff to share the communication with employers they know use the email route for placing jobs.

If you have any questions about this communication contact the Universal Jobmatch project using the issues process described on the [TLMS Website](#)