

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference:

Date: 18 November 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
				✓	

Audience:

For all users of the Universal Jobmatch service from 19 November 2012

	Update	For action/information
1	Handling Strategy following Contact Us action by DWP Staff	Information
2	Discrimination Cases	Information
3	Terms and Conditions	Information
4	Partial Vacancies on Migration	Information and Action
5	Business Continuity Process	Information
6	Marketing Products	Information
7	User 'Set Up'	Information and Action

1. Handling Strategy following Contact Us action by DWP Staff

The DWP Universal Jobmatch handling strategy is now available

2. Discrimination

For Employers who do not self-serve and require assistance by ED agents, these will be handled under the current business process, but using the new forms, with Team Leaders clearing the emails that are returned by Employers to the above email inboxes. You can access the Discrimination Guidance [here](#)

3. Terms and Conditions

From Universal Jobmatch go live the Terms and Conditions must be signed for **all new and existing** ED telephony business calls. The UJ note facility within the Employer Record should be annotated accordingly to state when T&C's have been issued (annotated 'Terms and Conditions awaited - sent on XXX') once returned to the email in boxes (see paragraph 1) you must annotate 'UJ T&C's version X received at X site on X date'.

To establish if the Employer is an online user and electronic T&C's have been signed, select the list of recruiters from the Employer record and if recruiter details are complete (i.e. not a dummy record) we should assume that the electronic T&C's have been signed and agents can complete the job posting. If the information displayed is for a dummy recruiter the employer will not have signed terms and conditions and action must be taken to obtain this before processing the job posting. The guidance can be found in the [Terms and Conditions Guide](#) and the Employer Terms and Conditions Letter can be found [here](#)

If the user is awaiting further information from the employer, the job will be expired. On receipt of the information the user will need to retrieve the expired job from the 'managed jobs', search by Job ID and select renew.

4. Partial Vacancies on Migration

Pre – 5 November

Any partial vacancies displayed in the 'view and approved' jobs screen are being cleared by the UJ Project team. No further action is required.

Post – 5 November

Partial vacancies created from 5 November to 16 November will be actioned as the agreed process with the DWP Helpdesk as these actions are current.

5. Failed Migration Vacancies

There are a number of employer records and jobs that have failed migration. A full report has been received and work will be undertaken to rebuild the employer record and/or job if appropriate.

If the employer contacts Jobcentre Plus we need to explain to the employer that we have had a number of records/jobs where the data did not migrate. Please take appropriate action to input the employer/job details if required.

5. Business Continuity Process

The full Business Continuity Plan is in the final stages of development. 'Sign off' should be achieved next week and distributed via the Change Implementation route. In the meantime, when it is necessary to stockpile vacancies, please see the attached stencil and Aide Memoire to assist with this process.

The BCP is now completed and is with each operational delivery area

6. Marketing Products – PDF

The marketing materials in PDF format have been uploaded onto the intranet and are available for electronic use. They can be found [here](#).

7. User 'Set Up'

The information to enable some user accounts to go-live is corrupt. When you attempt to set your password for the first time and if you receive an error message saying 'you have entered an invalid user name' and you cannot access Universal Jobmatch please follow the guidance in this link.

Universal Jobmatch User Access Form Completion Guidance

	OPD Change Team : National Change Implementation Lead - Universal Jobmatch
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