

Change Implementation

Implementation Update

Project Name: Universal Jobmatch (part of the Transforming Labour Market Services Project)

Reference: IU 020

Date: 20 November 2012

Business: *Author to tick (✓) each part of the business affected by the change.*

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

Audience: Contact Centre Services

- Employer Direct

To: **Group SEO Leads**

Cc:

From:

Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

Subject: Universal Jobmatch – Questions raised by Employers

Action: For Information

Timing: Immediate

Update

1. The attached questions have been raised by employers during conversations with Employer Direct staff.

Questions Removed – Updated see imp Memo UJ 024

2. Some questions raised require further analysis and updates will be issued once investigations are complete.

If you have any queries about this communication, please contact your local change team as follows

Contact Us	OPD Change Team : NEE Change Implementation Team				
	Team Project Lead				
	Telephone				