

Employer Direct- frequently asked questions

EDon Approved users directed to log into UJ using their usual details but these will not work and when they telephone us all we can do is escalate the issues with no timescales as to when the problem may be resolved.

We need to establish whether these employers were really approved on Edon. Edon approved employers should be able to log into UJ using their existing GG id and password. This will guide them through the registration process.

If the employer was an Edon unapproved account, they will need to request the link to be sent out to their email address which they need to click on and follow the instructions to register.

Problems with postcodes not matching regions, employers locked out of their accounts because of the address issues - again we cannot advise how long this may take to be resolved

Covered previously in lines to take - there is a workaround whilst this issue is being solved. A meeting is being held on Monday to discuss the way forward with this issue.

Employers posting a job but unable to locate it on the UJ website, we can help with some of these as errors are being made when the job is posted, but then the employers are complaining that the system is too difficult to use and it should be easier to post a job, in other cases we cannot see a reason why the vacancy cannot be found, either us or the employer will escalate but again they want to know when the problem will be fixed

When an employer posts a job, it will be visible in their employer account immediately and it will show the status of the vacancy. If the vacancy shows as active it may take up to 2 hours from being posted, to be searchable by a jobseeker.

Another reason for a job not showing when a jobseeker searches for a job is if the job is pending. This may happen if a Welsh translation is required, or if the employer has asked for an exemption when posting the job. Once these jobs have been reviewed, if they are suitable to be posted on Universal Jobmatch they will be set as active and again it may take up to 2 hours from them to become searchable.

Employers objecting to point 2.7 of the T & C's (where they can't ask any questions around eligibility to work in the UK until they have employed someone, but they need to check it before they are employed)- won't agree to this but then cannot use UJ, we offer to escalate but they want to know when this will be resolved and we cannot advise (advise to reword the T & C's)

The Terms and Conditions section (2.7 for clerical T & C's and section 10.7 for online T & C's) have now been amended to state;

*10.7 You agree not to ask jobseekers for any personal details until they have a conditional offer of employment. This includes a) National Insurance Number; (b) Passport details; (c) Bank Account details; (d) Entitlement to work in the UK documentation/information.
The conditional offer would be made subject to satisfactory checks.*

Complaints that passwords are working one day but blocked the next, again not happy that all we can do is escalate with no SLA re the time to resolve - we are receiving calls from employers who had their problems escalated yesterday and have heard nothing

There is no reason why the service should do this, so would need to look at individual cases and the error messages being given as to why the passwords are 'blocked'.

We are currently working with the Government Gateway to change the 'password reset' self serve functionality to make this easier and clearer for both employers and jobseekers.

Problems when duplicate records have been created as they don't realise that they already had a record with us after migrated. - again no SLA re the time it will take to resolve

This happens when we have migrated an employers' account over to Universal Jobmatch, but they have followed the wrong process to access their account.

We have improved the messaging on the service to make it clearer to employers what they need to do.

There is a known workaround when an employer has created a duplicate account which involves removing the email address from the duplicate account so the employer can access their migrated account, and then using the contact us facility to ask for the duplicate account to be deleted.

We are looking at the possibility of 'daily run' to delete these temporary accounts.

Vulnerable employers personal details are now showing on vacancies where previously they were Apply Direct 'no' and apply via the local JC (migrated vacancies)

The 'protected vacancies' which have migrated will show as 'Company Confidential' in a job search.

If the employer views the job in their account they will be able to see their full details, however these will not display to jobseekers.

We are working on amending the employer view of the job posting, so they can see the job exactly as it would appear to the jobseeker.

Complaints re agents lack of our and their knowledge (we explain we are not a help desk but we are expected to be able to answer technical queries) an additional message on the IVR may help with this

As a project we are unable to answer this question. If we are getting technical queries, these should be handled through the contact us facility.

We are starting to receive complaints re the wait time to get through to us

Project unable to answer

Complaints the system is hard to navigate - especially when trying to input location details and when trying to select the job types (not all job types can be found) - lines to take to find the job types (as found cleaner under industrial maintenance)

We are working on the navigation of the service when inputting location, skills and job types, but this is a larger piece of work. If there are any of these which are causing issues we would like to gather specifics so we can get these corrected?

Fewer (or no) jobseekers applying for the jobs when pre UJ the jobs would be filled the same day, the matching service not returning any jobseekers with the required skills (trying to manage expectations re more jobseekers registering every day) - need to explain what to say to customers

Jobseeker conversion will increase over the coming weeks and as more jobseekers create accounts within the service, employers should start to see more candidates matching to their jobs.

If an employer is concerned that their job is not receiving as any applications they can choose to also place jobs with the apply method external to Universal Jobmatch, allowing jobseekers to search for the job and apply without having an account.

Employers unsure how the system works (advised to use the help buttons) but they expect us to have an in-depth knowledge which we don't have as have only been using the system for the same length of time as them.

Project is unable to answer this one

Employers are calling to place a vacancy, and when we explain the new service they have never heard of it. Even those who placed vacancies last week via ED were not advised of the change. Why is this?

I have tried to use the online services but I have not been successful and have received an error message: post code/ region error; email address not unique; failed validation; password incorrect. How do I proceed?

The postcode/ region error has been covered in previous lines to take

Email address not unique means there is already an account on UJ using the same email address - this has been covered in previous imp memo/lines to take

Failed Validation - this is where the employer's postcode doesn't match the address and cannot validate - this has been covered in previous lines to take

Password incorrect - the employer must have the incorrect password and will have to have their password reset

I have raised an incident via "contact us" – how long will it take for a response?

The SLA is 24 hours but at the moment due to the volumes it is taking approximately 48 hours to respond

How long will it take for an amendment to change on Universal Jobmatch? I have been in to check and it has not updated.

If an employer or jobseeker amends the information on their account, the update will happen immediately.

If a job posting is edited, it can take up to 2 hours for the edited version to appear as searchable

I have registered and posted jobs but I can't find them. Where are they?

If the employer has received the message that the job has been posted, it can take up to 2 hours for the job to be searchable.

The job may have gone into pending for review. This could be because the employer has asked for an exemption, asked for a Welsh translation, or used a word or phrase which could possibly be prohibited. These jobs will be posted following a review.

I have registered and created a job but it has posted this several times. Why is this and how can I fix it?

The employer should be able to expire any jobs which may have been posted more than once.

I have registered but the vacancies I placed last week are not showing in my migrated account. Where are they?

When the employer has registered on UJ they may have set up a new account and not picked up their migrated account. We need to ensure the jobs are visible under their migrated account and then follow the process to close down the duplicate account.

Email address for employer not unique - what action do we take?

This where the employers email address is already being used on UJ

This has been covered in previous lines to take/ implementation memos.