

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 025 CCS

Date: 27 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
- Jobseekers Direct
- DWP Helpdesk

To: All CCS staff who use UJ

From:

Cc:

	Update	For action/information
1	Vacancy Taking Rules	Information
2	Job Adverts on the UJ Service	Information
3	'Accept Cookies' on the UJ Service	Information
4	Contact Us for Anonymous Jobseekers	Information
5	SOC Codes	Information
6	Temp Company	Information

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

Update

- Vacancy Taking Rules** – have been amended to:-
 - remove the following word 'tail'
 - include the following words 'kill', 'hitman', 'murder' and assassin – see updated memo UJ 026
- Job Adverts on the UJ Service** – any embedded files in a job advert will not be accessible through the UJ service. Users can cut and paste embedded documents onto their PC if required
- 'Accept Cookies' on the UJ Service** – the 'accept cookies' box has been removed from the Jobseekers page on the UJ service. **To Note:**
 - There is a new orange bar at the top of the page for cookies

- The 'accept cookies' button has been removed from the cookies page
- The tick box will still display 'cookie policy' but there will not be a hyperlink to the policy from that box
- A simplified message stating 'This website uses cookies to make the site simpler'.
- Find out more about cookies" This is a link to cookie content should the jobseeker choose to view it.

4. Contact Us for Anonymous Jobseekers – anonymous jobseekers who select 'Contact Us' will be returned to the page with a message stating 'If you are having problems with registering/logging into your account, resetting your password/User ID or searching for jobs please email [REDACTED] the email will be sent to the DWP Helpdesk to resolve.

5. SOC Codes - Advice for Jobseekers conducting Jobsearch – the UJ service does not use SOC codes to search for jobs. DWP advisers should not advise jobseekers to use SOC codes.

Jobseekers should be advised to type a job title (e.g. teacher) in the search field. As they type the field will 'suggest' possible job titles, which they can select from or continue using their own words.

6. Temp Company – when searching for an employer/company the UJ service is frequently displaying 'TEMP-COMPANY@SSlogin0' as the company name, but all other details held are duplicated from another company. It appears the TEMP account is set up when an employer starts to register in the UJ service but does not complete the journey.

Staff will need to remove the email address from the company and recruiter details. Once the email address is removed from both areas The known facts can be re-issued for the company to complete registration again.

In order to withdraw the TEMP account ('T' reference number e.g.'T3abefbmsf') from the UJ service complete [the Service Desk Contact Us form](#) once completed the form is submitted to the DWP Helpdesk to withdraw the duplicate account

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

Us			
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		