

Change Implementation

Implementation Update**Project Name:** Universal Jobmatch**Reference:** IU 027**Date:** 30 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 (NET)
- Jobseekers Direct
- DWP Helpdesk

To: Employer Direct
Jobseeker Direct
National E Mail Team
DWP Helpdesk

From: [REDACTED]

Cc: [REDACTED]

	Update	For action/information
1	Employer Complaints about UJ and DWP	Information
2	Company/Recruiter email address	Information
3	DWP Helpdesk - Email deleted message	Information
4	Terms & Conditions (Revised)	Information
5	External Communications Update	Information

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

- 1. Employer Complaints about UJ and DWP** – The guidance issued in Implementation Memo 24 ‘Complaints from Companies’ has been revised. In particular, paragraph 1 has been amended due to a fix being implemented to make the employer journey better if they wish to provide feedback/make a complaint. See attached for full details:-
- 2. Company/Recruiter email address** – it has been identified some operational staff are disclosing details of company/recruiter email addresses to jobseekers, when this is not the stated ‘apply method’

Please ensure staff are made aware that they should not be providing the email address to jobseekers when the company/recruiter have stated it is not their preferred application method

- 3. DWP Helpdesk - Email deleted message** – when logging an incident with the DWP helpdesk using the 'Service Desk Contact Us' form you may receive a message stating 'Email deleted without being read' or similar words. This does not mean your email will not be dealt with.

The helpdesk uses 'auto forwarding' in Outlook to copy emails into specific folders and this may delete the original in the process, which results in the message shown above. Do not resend your 'Contact Us' form as the original will be with the helpdesk and in the process of being actioned.

To Note: In normal circumstances Helpdesk have 24 hours to provide a response. However, due to high volumes we are currently experiencing a backlog and will deal with your request as soon as possible.

- 4. Terms & Conditions (revised)** - It has been found necessary to revise the UJ Terms and Conditions at 10.7 for companies/recruiters and at 9.5.8 for jobseekers. The information was published on the intranet for the Managed Account service on Friday 30.11.12 the same day as the UJ self-service application was updated. A revised copy is attached.

- Product removed superseded see UJ 028

- 5. External Communications Update** - To cascade the attached messages to all staff involved in raising awareness of UJ to jobseekers and companies

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

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