

# Change Implementation

**DWP** Department for Work and Pensions

## Implementation Update

**Project Name: Universal Jobmatch**

**Reference: IU 032**

**Date: 11 December 2012**

### Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence	FIS	Ni No Provision
				✓			

### Audience: Work Services Directorate

- Employer Direct (NET)
- Jobseekers Direct
- DWP UJ Helpdesk

To: **UJ Leads**

From:

Lead Group Implementation Manager for Universal Jobmatch

Cc:

	Update	For action/information	Timing
1	<b>Employers using UJ Self Service online</b>	Information and Action	Immediate
2	<b>Partial Vacancies</b>	Information	Immediate
3	<b>Agents &amp; Advisers who speak with Jobseekers</b>	Information and Action	Immediate

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

### Update

- Employers using UJ Self Service online** – In addition to the Implementation memo UJ 030 dated 7 December 2012. This is to give more detailed guidance on action to take on jobs sent to the View and Approve screen noted "New Employer".

This checking will be undertaken by new Super Users who have been set up. Checkers need to complete action in line with that previously taken when an employer phoned Employer Direct

- Does the job appear to be valid
- Is there any inappropriate content
- Does the employer appear to be valid

If there is any doubt against the job or jobs they should be rejected in the same way all other jobs are rejected in the view and approve screen

If there is any doubt against the employer the job or jobs should be rejected and the employer should be immediately suspended and referred to the Employer Complaints team for possible withdrawal from the service.

Guidance is contained within the Monster training material which is available from Middlesbrough UJ Helpdesk

- 2. Partial Vacancies** - A large amount of jobs were migrated into the View and Approve screen within UJ as partial jobs. The jobs were identifiable by their creation date which has 17th November in all cases. We know that many of these jobs were migrated in error due to out of date data within LMS but there is no way to distinguish which are genuine partials still requiring action due to the common creation date. Analytics run by Monster indicates that many of the true jobs have already been re-input via the self service route by employers.

The decision has been taken to remove all partial jobs dated 17 November from UJ in order to allow staff to concentrate on clearing jobs which have been created within UJ since go live. There is a slight possibility that you may receive contact from an employer who placed a job prior to UJ go live which was one of partials affected by this deletion. Should you be contacted by one of these employers you must take the appropriate steps to explain that the original job did not go live on UJ as it was not live on LMS. You should re-input the job onto the UJ service for the employer.

- 3. Agents & Advisers who speak with Jobseekers** - We have reports from the helpdesks that DWP advisers are telling Jobseekers that they need the 6 digit UJ Jobseeker ID before the adviser can help them.

Jobseekers do not have access to that number - it appears on DWP staff search screens for use within the DWP. When searching for a jobseekers account advisers can use the jobseekers first name, last name, email address or telephone number to find them on the service. Obviously the email address is the unique identifier so is the one that should be primarily used for these searches.

Advisers should also be aware that the user id that jobseekers use to access the service is twelve digits long and is not displayed on the service.

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

<b>Contact Us</b>	<b>OPD Change Team</b>		
	<b>Team Project Lead</b>	<b>Enter 1st Lead Name</b>	<b>Enter 2nd Lead name</b>
	<b>Telephone</b>		

