

## **UNIVERSAL JOBMATCH QUESTIONS/COMPLAINTS FROM EMPLOYERS – LINES TO TAKE**

### **TECHNICAL ISSUES**

#### **Q1: I can't access the new service what are you doing to rectify this ?**

Thank you for your feedback, we have listened to your issue and have made changes to resolve this and are making improvements to the service to rectify them. We appreciate your disappointment I hope that you will try to access the service again in future.

#### **Q2: Issues with error message: "TEMP-COMPANYByP@\$login0".**

Employer Direct agents will need to take the email address from each of the temporary company accounts by removing and updating the email address from both the company and the recruiter ID's.

Once the email address is removed then the employer account can be accessed through Universal Jobmatch.

The only way to get the temporary accounts removed is through the "Contact Us" functionality.

#### **Q3: Issues with email addresses- for example where the email address is incorrect, already being used on the Universal Jobmatch system or has numbers missed.**

This issue will need investigating through the helpdesk.

#### **Q4: Postcode/region issues**

The Universal Jobmatch Project are looking in to this. In the meantime, the following workaround can be used:

- You can find out the correct region by taking the post code from main employer record page.
- Open up create a job page (to use as a tool) paste post code into the post code box on the create job page- this will automatically bring up its own region.
- Use this correct region on the main employer page.
- Select the correct region, put the city in city field and remove any commas etc. This should then allow you to update page with no errors.
- This should now let you put notes onto employer record regarding T&Cs etc and send know facts email.
- If there are already notes in recruiter notes please copy these onto the employer notes and delete from recruiter notes.

#### **Q5: Queries from EDon approved users**

If there are password issues then they can be reset through Government Gateway or through the Universal Jobmatch helpdesk as appropriate.

If it is another issue then the Universal Jobmatch Project will need to have specific details of the issues to investigate. Therefore these queries would need to be raised to the Universal Jobmatch Project team.

**Q6: Queries from employers who are receiving lower than expected volumes of applications.**

As Universal Jobmatch is in its early stages of go live, we are in the process of encouraging and supporting jobseekers to use the service. It will take around 2-3 weeks to work through this as an organisation, but steady progress is being made to get jobseekers signed up to the service.

**Q7: Issues with notes- all notes placed on recruiter notes are showing staff number which may be viewable to employers.**

Use employer notes (eg to advise when T&Cs have been issued). This view is only available in web admin and therefore will not be viewed by the employer. If the system will not allow you to enter notes and/or the function is not working then please raise an incident.

**Q8: What is the profanities list from Monster? The word “Tail” is not permitted, and this is required for a job title as “Tail Lift Operator”. Is there a way to get round this for us and for employers?**

This is actually taken from the Welsh profanities list, but we are now removing it

**Q9 Do we have to send and retain Terms and Conditions?**

The terms and conditions for a company contacting ED must be retained for audit purposes. The retention policy will be decided locally. Using Universal Jobmatch as a self service system should be promoted at every company contact.

## **POLICY/GENERAL COMMENTS/COMPLAINTS EMPLOYERS**

### **Q1: I liked the old system, why did DWP have to change it?**

A1: Universal Jobmatch is the next step in the government's plan for providing easy online access to government services. Universal Jobmatch gives you the flexibility to manage your own online account at a time to suit you, 24 hours a day, 7 days a week.

### **Q2: What's in it for me as an employer?**

A2: Universal Jobmatch allows you to do much more than simply advertise your job. You can:

- Ask for an automatic match of jobseekers CVs to your jobs.
- Create and advertise your jobs online and these can be viewed by anyone looking for work using Universal Jobmatch.
- Invite matched jobseekers to apply for your job.
- Explore the number of potential jobseeker matches before posting a job, and receive an anonymous list of matches.
- Post multiple jobs onto the service in one go.
- Save and re-use your job postings and jobseeker searches.

### **Q3: Why can't I continue to notify vacancies by telephone?**

A3: By setting up your own account you will be able to manage your own jobs online at a time that suits you, and have available to you all the extra functionality (**listed above Q2**).

If you are unable to do this we can set up a basic job posting account on your behalf, but you will not be able to receive applications or manage your job online.

### **Q4: Why can't I continue to email vacancies to you as I've done in the past?**

A4: We would encourage you to set up your own account on the Universal Jobmatch service in order to get the full advantage of managing your own jobs online. (See Q2 for benefits). You will then be able to input your job requirements and description straight into the service rather than putting in into an email. There is online help to guide you through the process online once you set up your account.

The email service will remain in place for a short period to allow you time set up your account on the service.

### **Q5: I am an employer using my account for the first time - why can't I get into my account?**

A5: *We need to establish if the employer was an approved user on the Edon service.*

If you were previously an approved Edon user this account has been migrated to the new service. You can log in using your existing Government Gateway id and password. This will then guide you through the registration process.

*If the employer was an Edon unapproved account- you will need to access their account to automatically send them an email including information to follow to register.*

Your account has been migrated to the new service and we will issue an email to you that contains a link for you to click on and follow the instructions to complete your registration onto the service.

**Q6: I have received an “activation” email to set up my account but its not working.**

A6: For security reasons you have to complete the creation of your account within 24 hours of receiving the ‘activation’ email. If it has expired then you will need to start the process again.

**Q7: I am having problems with my access - one day my password is working - the next day it isn’t?**

A7: There is no reason why the service should be doing this and this should be reported via the “Contact us” route.

*The “password reset” functionality process has been made easier and clearer to follow for the employer and the jobseeker.*

**Q8: I have set up an account in Universal Jobmatch - but the jobs that I put on before the service changed aren’t showing?**

A8: *This happens when we have migrated an employers account over to Universal Jobmatch, but they have followed the wrong process to access their account.*

You appear to have accessed Gov.uk through the “Advertise a job with Universal Jobmatch “ and created a duplicate account (a new one and a migrated one).

*Action for ED staff*

- Find duplicate accounts by accessing UJ Company & Recruiter search page and then select ‘company email address’ input the email address and carry out the search – this will display the migrated and any new accounts created
- Identify the 'migrated' account which will display jobs
- Remove 'email' addresses from the new' company account created and the recruiter
- Check and Update all company information including 'email' address and amend if appropriate in the 'migrated' account and select Email Known Facts (checkbox)
- Ask employer to login to the account they created and use 'contact us' to arrange for the new account(s) to be closed/withdrawn

**Q9: I have been locked out of my account because of issues with the service not recognising my address and post codes - what can I do?**

A9: There is a technical problem that we are aware of with postcodes not matching regions and this is why you are being locked out of your account.

Workaround until there is a fix installed

The UJ service currently has a number of postcodes associated with invalid regions, which impact employers.

There is a fix due on 11 December to rectify the problem. In the interim see guidance below for action to take:

**Q10: I have posted a job but cannot locate it on the Universal Jobmatch site?**

A10: When you post a job it will be visible immediately in your account and it will show the status of the job. If the job shows as active it may take up to two hours from being posted to being viewable and searchable by a jobseeker.

*A job may show as pending in the employer account and will not be viewable on the live service. This may happen if a Welsh translation is required , or if the employer has asked for an exemption when posting a 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.*

**Q11. I have made an amendment to a job posted on my company account but the change is not showing?**

A11. When you amend any information on your account the update will happen immediately. When you post a job it could take up to 2 hours to be searchable on the service. If you have asked for an exception on your job posting this will need someone to check the information and will take longer before your job is displayed on the service.

**Q12. I have registered and created a job but it has posted this several times. Why is this and how can I fix it?**

A12. You need to go back into your account and edit the duplicate jobs displayed and expire the job by amending the end date.

**Q13. I am an employer and my personal details are now showing on vacancies that have been migrated where previously they were Apply Direct 'no' and apply via the local JC.**

A13. Your personal details are viewable to you when you are in your account, however these will not display to jobseekers.

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

**Q14: I have tried to use the online services but I have not been successful and have received an error message: email address not unique; failed validation; password incorrect. How do I proceed?**

A14: There is a technical problem that we are aware of with postcodes not matching regions and this is why you are being locked out of your account.

*A fix is being put into the service next week, and an implementation memo is being issued with details of a workaround.*

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

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

**Q15: Our national company has centralised recruitment and we want to have more than one recruiter . Can we do this?**

A15: Yes - a National recruiter can set up as many recruiters as they want under one company account. However they can only have one email address per recruiter, and they cannot use the same email address on any other account.

*This is a security measure.*

**Q16 I have raised an incident via “contact us” how long will it take for a response?**

A16 Due to the high volumes of queries it is taking approximately 48 hours to respond

*The usual Service Level Agreement is 24 hours.*

**Q17 I have received lower than expected volumes of applications for my job advert. Why?**

A 17 As Universal Jobmatch is in its early stages of go live, we are in the process of encouraging and supporting jobseekers to use the service. It will take around 2-3 weeks to work through this as an organisation, but steady progress is being made to get jobseekers signed up to the service.

**Q18 Why am I receiving calls from jobseekers that live miles away from the vacancy location?**

A18 This may be due to Jobseekers:

- Not reading the job details correctly and/or
- Not refining search results to their requirements (Smaller radius). This is not something that we can control.
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**Q19: I had some jobs advertised on the Edon service and you have transferred them to Universal jobmatch. Some of the details have changed and I am now receiving telephone calls from jobseekers when I requested email contact. What are you going to do?**

A19:Unfortunately when your job information was migrated to the new service some employer contact details e.g. email address, telephone number and website details previously hidden from jobseekers became visible in UJ.

*Explain the benefits of UJ to encourage the employer to register for the service so that they can amend their vacancies to select the method of application they would prefer. If an Employer is not willing to do this agent need to amend the vacancies to reflect the employers preferred method. Your UJ learning contains how to amend jobs.*

**Q20 UJ system is pulling through wrong 'how to apply' details and showing personal work numbers rather than recruitment line number.**

A20 This information should have been correctly migrated from the Edon service but has not done so in all cases. You can update the apply details in your UJ account to reflect the correct details or we can do this for you if you only have a managed account.

**Q21 I have been trying to place a job and when I entering how many jobs are available I am receiving the error message ‘integr 1-1000’**

A21: You need to report the incident via 'Contact Us' within your employer UJ account as a technical issue.

## **UNIVERSAL JOBMATCH – COMPLAINTS FROM COMPANIES**

This note covers comments/complaints from companies about Universal Jobmatch.

- 1. Company has a technical problem accessing Universal Jobmatch using User ID and password**
  - Go to Universal Jobmatch - <https://www.gov.uk/advertise-job>

- Click on 'Start Now'
- On the 'Welcome to Universal Jobmatch' screen click on 'Help - FAQs' at the bottom of the page'
- Under **How can I request help?** There are instructions to contact the appropriate helpdesk.
- Once these have been followed the appropriate helpdesk will make contact via email to resolve the problem

## **2. Company wants to make a general comment/complaint about quality, functionality or policy decisions around Universal Jobmatch**

Companies may comment/complain through the following routes:

- When they are logged into the service, click on 'Contact Us' on the bottom bar of the Universal Jobmatch page and follow process on screen. If none of the categories on the drop-down list apply, click 'other'.
- Ring or call into the Jobcentre
  - If they have internet access – advise to register their comment/complaint online via the Universal Jobmatch 'Contact Us' (as above)
  - If they don't have internet access – advise to ring the Managed Account Service, where they can also get help to set up a Universal Jobmatch account and post jobs
- Ring the Managed Account Service (formerly Employer Direct)
  - ED agents should respond to the complaint using the existing lines to take if appropriate to resolve the issue;
  - Offer any appropriate help to set up a UJ account and/or take a job posting to assist the company/recruiter
  - Refer the complaint issue to the helpdesk if no other alternative is available using the [DWP Service Desk Contact Us guidance and form](#) (as per the information in Implementation Memo UJ 018 (para. 2) of 16/11), provide full details of the complainant, their complaint and any action taken to resolve the issue.
- If the company wishes to write or email their comment/complaint without logging into the service they should use the 'Help - FAQs' route as [in paragraph 1 above](#).

## **General lines to take for companies and recruiters - benefits of the service.**

- An on line recruitment service with a new web based job posting and matching service free at the point of contact(usual internet charges apply)
- A service available via GOV.UK 24 hours a days 7 days a week



- The ability to manage their own job posting without the need for DWP intervention
- The functionality to run jobseeker searches before they post a live job on Universal Jobmatch to test the labour market. This will provide an anonymous list of candidates who match the jobsearch criteria, ranked by best match first.
- The opportunity to invite jobseekers to apply for their jobs online and a service that will allow them to manage their recruitment needs.

**Companies and recruiters will be able to:**

- Manage their recruitment at their convenience 24/7
- Test the labour market before posting a job and receive an anonymous list of potential matches, ranked by best first.
- New technology will match their recruitment needs with a supply of suitably skilled job ready jobseekers.
- Review the CVs matched to their jobs and selects the jobseekers they want to apply, all online.
- Provide feedback to jobseekers online.
- With the online account there is an option to upload multiple jobs.

## **Universal Jobmatch - Jobseekers**

**Q1: What does Universal Jobmatch do?**

**A1:** The new service is one of the largest jobsites in the UK, allowing employers to directly manage their jobs online, jobseekers can manage their CV online and both can receive automated matches based on their requirements.

**Q2: How do people access the new online service?**

**A2:** Companies and jobseekers access the service via GOV.UK. Claimants who do not have a computer can access Universal Jobmatch via using a computer in libraries, internet cafes, using an IAD in the local jobcentre, or can browse for jobs using Jobpoints.

**Q3: Is there a charge for this service?**

**A3:** All services offered to jobseekers or companies/recruiters are available free of charge at the point of contact, but their usual internet provider charges may apply.

**Q4: Why is DWP doing this?**

**A4:** Universal Jobmatch is the next step in the government's plan for providing easy online access to government services. This service will make it easier and quicker for claimants to jobsearch, and get back to work.

Universal Jobmatch streamlines our existing services for employers and empowers claimants to take more responsibility for their jobsearch and get more targeted support from advisers.

**Q5: What other benefits does Universal Jobmatch offer?**

**A5:** Universal Jobmatch is available to all UK jobseekers and employers, 24 hours a day, 7 days a week.

Jobcentre Plus advisers are able review a Universal Jobmatch account (with permission from the claimant) and look at the claimant's CV and application history. As a result, advisers can give a tailored high quality support service to jobseekers, helping claimants to optimise their CVs and identify any skills gaps.

**Q6: I do not have a computer - what can I do?**

**A6:** If a jobseeker does not have a computer they can access Universal Jobmatch via using a computer in libraries, internet cafes, using an IAD in the local jobcentre, or can browse for jobs using Jobpoints.

**Q7: I am a jobseeker and it's not clear how I do a jobsearch?**

**A7:** To improve your experience we have changed the layout to make it clear how to search for a job. The "search" button will now take you directly into the job search function. We advise you to type the job title and postcode into the relevant fields for your job search; you can also search by town.

**Q8: How will a jobseeker be notified of a job?**

**A8:** After uploading or creating their CV, claimants can be automatically matched to jobs and get email alerts advising them to access their account to see matched results.

**Q9: Will benefit claims be affected?**

**A9:** No, this is a job posting and matching service, which is open to everyone, not just benefit claimants. It is not connected directly to benefit claims -however claimants are required to provide evidence that they are actively seeking work and will be encouraged to register on Universal Jobmatch and set up an account.

(Note - UJ is not mandatory - and Jobseeker Directions should not be issued to mandate the use of Universal Jobmatch until further notice - See Implementation Memo dated 11<sup>th</sup> December)

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**Q10: Will claimants be disadvantaged if they do not have access to the internet?**

**A10:** No, if a jobseeker does not have a computer they can access Universal Jobmatch via using a computer in libraries, internet cafes, using an IAD in the local jobcentre, or can browse for jobs using Jobpoints.

**Q11: Does this new arrangement mean those looking for jobs through Directgov will just be redirected to the Monster website?**

**A11:** No, this is a totally independent service provided through the existing Directgov website, using Monster's best in class 6Sense search technology and will be accessed via GOV.UK

**Q12: Will Monster have access to any jobseeker personal information that DWP currently hold?**

**A12:** No. Universal Jobmatch's database will not be linked to any existing DWP systems that hold jobseekers' personal information. Jobseekers will set up their own online accounts within the new service and input and manage their own personal information.

**Q13: How will Monster safeguard the security of personal details of anyone registered on the new DWP online service?**

**A13:** All jobseeker and company data will be hosted in two government approved secure data centres, which manage confidential data.

Connectivity is through the government secure network managed by BT. Monster also has a dedicated team working on preventing fraud by both external and internal sources.

**Q14: What safeguards are in place to ensure that my information is safe?**

**A14:** Personal data about jobseekers on Universal Jobmatch is held securely and in line with the Data Protection Act.

**Q15: What kind of personal information is on the service?**

**A15:** You are not asked to put any sensitive personal information onto the service e.g. You should **not** include your National Insurance numbers or bank account details. This information should only be given to the employer if you have a firm job offer. If you have any doubts about whether the employer is genuine contact your local Jobcentre.

**Q16: Will employers be able to see all the information in my account and CV if I am matched against their job?**

**A16:** It is not possible for an employer to access jobseekers' personal data or CVs unless the jobseeker applies for a job or replies to an invitation to apply. Prior to that point only very high level, anonymous jobseeker information around skills and qualifications is available to employers when they have conducted a jobseeker search.

**Q17: Who at Monster will be able to access the information on the new DWP database?**

**A17:** Only those Monster employees directly involved in the development and maintenance of the service will have access to the database. All those involved will undergo detailed security checks before commencement of the contract.

**Q18: Will jobseekers who register on GOV.UK also be registered on the main Monster site or database?**

**A18:** No. Universal Jobmatch will be accessed via GOV.UK and will function independently of the Monster site.

**Q19: Do I have to use Universal Jobmatch?**

**A19:** Universal Jobmatch (UJ) is not mandatory but is a key enabler for helping jobseekers find work so it has always been our intention to mandate some JSA claimants to register with UJ and upload a CV to make full use of the service.

We expect that the majority of claimants who are genuinely looking for work will want to use UJ and will willingly choose to register with the service and upload their CV.

Further messages on mandation will be issued in an implementation memo to be issued shortly.

**Q20: Is there a set number of hours that I am expected to use Universal Jobmatch?**

**A20:** There are no current plans to require claimants to spend a particular minimum number of hours on Universal Jobmatch.

However, claimants will be required to provide evidence that they are actively seeking work. This requirement means that the claimant must take such steps as are reasonable each week to have the best prospects of securing employment. The claimant's advisor may record on the claimant's Jobseeker's Agreement an expectation that the claimant will look at UJ a particular number of times each week to help meet the requirement to be actively seeking work. When assessing whether a claimant has satisfied this requirement, all of the claimant's circumstances will be taken into account.

**Q21: I have read about bogus jobs and employers - how are potential employers vetted?**

**A21:** Built into the service are monitoring tools which help to detect, deter and remedy inappropriate use of the site. All new employers are being now being checked to ensure that they are genuine employers before they can post a job. In addition all employers are obliged to sign up to our Terms and Conditions, agreeing that the jobs they advertise on the service are available to jobseekers on a fair and open basis, and that all jobs comply to employment related legislation including Equality Act 2010 and Health and Safety legislation and Working Time Legislation. If you have any doubts about whether an employer is genuine contact your jobcentre.

**Jobseeker messages - benefits of Universal Jobmatch****Messaging for jobseekers**

These are the messages that you should be including in your conversations with jobseekers:

We are improving how you can search and apply for jobs. Our new service, Universal Jobmatch is available from November 2012.

This new improved service will make your job search quicker and easier.

Use the service at a time to suit you, 24 hours a day, seven days a week and it's free (but your usual internet provider's charged will apply).

You will be able to log on to your account from a home computer or anywhere with internet access.

It uses the latest job search and matching technology to help find jobs that are right for you.

Create and manager your own account online, and tailor your preferences to suit the job you are looking for.

You can apply for most jobs online, giving you more time to spend on the actual applications.

There's help available to create a CV, or you can upload one you already have.

Your CV will be automatically matched with suitable jobs and sent to the company

You can receive alerts to notify you when new jobs are posted that match your job search.

You can also record details about other job search you do, so that all your job search activity will be held in one place.

Allowing the adviser to view your account will mean they can give you extra help to improve your chances of being matched to a job. For example they can help you:

Improve the matches you get by reviewing your profile or CV.

Identify any skills gap and/or training needs.

Discuss how you can refine your CV.

The new service is available in both English and Welsh.