

Change Implementation

IMPLEMENTATION UPDATE

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|--|----------|---------------------------|-------------------------|-----|-----------------|-----------------|--|---|
| Project Name: | | Universal Jobmatch | | | | | | |
| Go-Live Date: | | 19 November 2012 | | | Project Number: | | J2414 | |
| Update Number: | | IU 039 | Issue Date: | | 08.01.2013 | Version Number: | | 1 |
| Senior Responsible Owner (SRO): | | | Myrtle Lloyd | | | | | |
| Business: DWP | | | | | | | | |
| Pensions | Benefits | Work Services Directorate | Contact Centre Services | FIS | OED | NINO | Contracted Customer Services Directorate | |
| | | | ✓ | | | | | |
| Audience: Contact Centre Services | | | | | | | | |
| <ul style="list-style-type: none">• Employer Direct (NET)• Jobseekers Direct• DWP Helpdesk | | | | | | | | |

| | Update | For action/information | Timing |
|---|---|------------------------|-----------|
| 1 | How to Create an Account for Employers (PDF Guide) | Information | Immediate |
| 2 | Your Call Transcript | Information | Immediate |
| 3 | Twitter – promoting Universal Jobmatch | Information | Immediate |
| 4 | Universal Jobmatch - Implementation Memos | Information | Immediate |

Update:

- How to Create an Account for Employers (PDF Guide)** – Employers who access the Universal Jobmatch Homepage to register and create an account will have access to a step by step PDF guide for further help.

At the recent 'Your Call' employer facing staff requested sight of the PDF guide held on the UJ service, which would help them when dealing with employers.

I attach the step by step PDF guide. In addition there is a 1 page addendum which details the changes to the 'Not Sure' process.

To Note: the email address within the PDF guide is currently incorrect, however, employers who do use this email will have their query re-directed to the correct Monster Helpdesk team

2. **Your Call Transcript (Employer Facing staff)** – The transcript is now available to view on the UJ website, select the Communications link and [Messages](#) to view.
3. **Twitter – promoting Universal Jobmatch** – DWP Comms have confirmed that Twitter accounts can now be used to promote Universal Jobmatch including the benefits of the service as well as posting jobs.

This message supersedes previous updates in IU 023, IU 029 and IU 030

4. **Implementation Memos** – All Implementation Update memos relating to Universal Jobmatch are now loaded onto the UJ website for information. You can access them by selecting the Communications link and [Implementation Memos](#).

If you have any queries about this communication, please contact your Local Change Team as follows:

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|-------------------|--------------------------|--|--|
| Contact Us | OPD Change Team | | |
| | Team Project Lead | | |
| | Telephone | | |