

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

Implementation note contribution – 10.1.13

This note applies to large companies/employers either with multiple branches or records, who do not self-serve on Universal Jobmatch (UJ) and have not accepted the Universal Jobmatch [Terms and Conditions](#). These companies must accept the UJ [Terms and Conditions](#) before jobs can be posted on their behalf by the Managed Account Service (formerly ED).

Companies/employers may wish for each of its branches to accept their own [Terms and Conditions](#). Alternatively they may wish to sign the [Terms and Conditions](#) on behalf of all of its branches. This is possible providing that the person accepting the [Terms and Conditions](#) has the authority to do so on behalf of the whole company/employer. This note details how this may be done.

Once [Terms and Conditions](#) have been signed for the company/employer as a whole, each branch can use its own account to post jobs, once they have confirmed with the Managed Account Service the UJ Employer Reference number under which the [Terms and Conditions](#) have been recorded.

It will be the responsibility of the company/employer to ensure that branches are made aware of their responsibilities under the [Terms and Conditions](#) which have been accepted.

Companies/branches may be approached/dealt with in the following ways by Jobcentre Plus:

- Companies/employers may contact Jobcentre Plus via the Managed Account Service (formerly ED) and, providing that the company/employer representative has the [authority](#) as above, they may accept the [Terms and Conditions](#) on behalf of the company/employer. This must be stated at the beginning of the call or when dealing with e-mails.
- If an contact centre agent is unable to contact an employer to get the [Terms and Conditions](#), please check the list of [NEST](#) (National Employer Service Team) managed accounts and send the Terms and Conditions together with the covering letter to the nominated SERM who will get in contact with the company/employer. If the company is not managed by [NEST](#) follow existing guidance – send out terms and conditions, post job and expire until the terms and conditions are returned.
- Companies/employers who are account managed by [NEST](#) can be contacted by their SERM (Senior Employment Relationship Manager) to get the [Terms and Conditions](#) accepted by an authorised person. The

accepted [Terms and Conditions](#) must then be e-mailed/sent by either the SERM or company/employer to the Contact Centre posting their jobs. The central e-mail address to use is [REDACTED]. E-mails must be marked Terms and Conditions accepted on behalf of whole company – (company name). The [Terms and Conditions](#) are not retained by NEST.

- District employer facing staff may also contact their local companies/employers with branches to get the [Terms and Conditions](#) accepted by an authorised person. The accepted [Terms and Conditions](#) must then be e-mailed/sent by either the District contact or company/employer to the following central e-mail address [REDACTED]. E-mails must be marked Terms and Conditions accepted on behalf of whole company – (company name). The [Terms and Conditions](#) are not retained by Districts. NOTE: Districts should contact the relevant SERM in NEST before taking any action for companies within the [NEST](#) portfolio.

Companies/employers must be informed that where their branches operate as franchises, each franchise must accept their own [Terms and Conditions](#). Single signature acceptance of the UJ [Terms and Conditions](#) only applies to large companies/employers with no franchises.

Companies/employers may choose to change to the bulk uploading or self service facility at any time. This is available through UJ.

#### **Action to take in all cases:**

- Advise the company/employer that branches must quote the UJ Employer Reference number supplied by Head Office when using the Managed Account Service. This ensures that where more than one record is held, a link to the main record showing that the [Terms and Conditions](#) have been accepted can be followed and verified.
- Confirm that the representative has authority to accept the [Terms and Conditions](#) on behalf of the company/employer. Verbal assurance is acceptable and must be recorded in the notes box on the UJ Company Search Results page, together with the person's name, position, the date and the name and location of the agent, SERM, or District contact obtaining confirmation.
- Agree with the company/employer how the [Terms and Conditions](#) are to be accepted, either by e-mail or post. Issue (together with the accompanying letter) and note to who they have been sent, together with the date.
- Record in the notes box on the UJ Company Search Results Page when the [Terms and Conditions](#) have been accepted, by whom and where the acceptance confirmation is stored. The note must also say that the [Terms and Conditions](#) have been signed on behalf of all of its branches. The notes box on the UJ Company Search Results Page should be updated by

the person receiving the signed acceptance and then stored at the relevant Contact Centre.

- Ensure that the company/employer understands that they must inform all branches about the [Terms and Conditions](#) - they can be found at the bottom of every [public facing page](#) of UJ.

Only the acceptance letters need to be retained in accordance with local storage arrangements.