

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 006

Date: 19 October 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
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Audience: All CCS managers and agents working with employers

Universal Jobmatch: Reminder to check employer records

To: CCS managers and staff

From:

Lead Group Implementation Manager

Cc: Group Implementation Managers (GIMs)

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

Subject: Missing employer records in Employer Relationship Manager (ERM) and guidance not being followed.

Action: To ensure that staff working with employer details in ERM and Labour Market Systems (LMS) and Vacancy Taking System (VTS) are following guidance and processes that were stipulated in Gatekeeper memo 9.12.554 (copy at Annex 2).

Timing: Immediate

Update:

1. Universal Jobmatch will go live on 19 November 2012 and existing employer records and vacancies will migrate to the new service.
2. An analysis of information in ERM and LMS found that there are a number of records that are present in LMS but not in ERM. From 18 September 2012 Southend Contact Centre undertook work to align and rectify this and to manage the vacancies that have been attached to incorrect employer records.

3. Contact Centre Services staff dealing with employers should currently be checking the “notes” box in the employer record in LMS and VTS to check if the record and vacancies are being managed by Southend Contact Centre.
4. Further analysis has shown that this check is not being completed against a number of employer records. This will prohibit the migration of details to the Universal Jobmatch system.
5. A table of employers is listed below (annex 1) have had vacancies attached to incorrect employer records. It is essential that all staff dealing with employers do not add vacancies to the incorrect employer records.
6. No new vacancy details should be added to any records with the following information in the notes box in the LMS/VTS employer record:
****DUPLICATE RECORD** Do not attach any vacancies to this record: the correct employer reference number is: (insert correct details).**
7. The information will continue to be monitored up to the launch of Universal Jobmatch.

Annex 1

Employers with records being managed by Southend Contact Centre- these records have had vacancies attached to the incorrect employer record since 18 September 2012.

Employer	Old Employer Reference	New Employer Reference
Axis Business Services	6647740	8302662
Blue Arrow Industrial	4075715	8334198
British Heart Foundation Shops	4322851	8334207
East Ayrshire Council	4072524	8334248
Eden Brown Recruitment Limited	3301971	8334252
Grimsby Institute of further and higher...	1017796	8342228
Hays Montrose	6324413	8334287
ICM	7760250	8334308
Knights Grove Nursing Home BUPA	7453904	8334321
Latif International	7821175	8334323
Lidl UK Ltd	7970642	8334325
Lowestoft College	5052075	8334331
Millennium Home Care Services	7770856	8334340
Orchard Care Homes	7422801	8334361
Orkney Islands Council	4035467	8334362
Pendragon Plc	5371683	8334367
Perth & Kinross Council	4262017	8334372
Premier Community Care	4287058	8334383
Premier Inn and Brewers Fare	4161183	8334384
Randstad Work Solutions	1044104	8334433
Scottish Borders Council	4041483	8334434
Sodexo	1045291	8334435
South Tyneside College	4052623	7668949

Annex 2

Copy of original Gatekeeper memo

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

Contact Us	OPD Change Team		
	Team Project Lead	[REDACTED]	[REDACTED]
	Telephone	[REDACTED]	[REDACTED]