

Chapter 01 - Overview

Background

1. Universal Jobmatch (UJ) is available to all people looking for work whether they are claiming benefits or in work. Although staff in Jobcentres usually deal with people claiming benefits, this chapter uses the term jobseekers throughout to reflect UJ terminology. This terminology also means employers/businesses are called companies and individuals that work in the companies are called recruiters. Therefore:

- Company – the organisation/business that wishes to advertise job postings on UJ.
- Recruiter – the individual employed by the company that performs actions (for example, uploads a job posting) within the service on behalf of that company.

2. The service is part of DWP's Digitalisation Programme, it forms a key component of our commitment to providing easy online access to Government services. It is available in English and Welsh and enables:

- individual jobseekers to create a personal account and CV, detailing their work requirements, skills, experience, preferences and job search history;
- companies to have the facility to manage their own accounts online, at a time to suit them, 24 hours a day, 7 days a week;
- an automatic match of jobseekers and jobs, with notification as a minimum by email to companies and jobseekers;
- richer information on job search activity to inform adviser intervention strategies and skills demand;
- feedback on the service by companies, jobseekers and DWP; and
- better information available for jobseekers and DWP staff to understand skills gaps.

Objectives/Scope

3. Universal Jobmatch (UJ) is a web based job posting and matching service. The service:

- Is a 'managed service' and is accessed by jobseekers via GOV.UK, by companies via GOV.UK (replaced Business Link, Business Gateway and Business Wales) or by DWP staff via an icon on the DWP desktop.
- Replaced the following existing DWP IT services, ERM, EDon, Job Warehouse, VTS and Jobs & Skills.
- Modernises the delivery of our employment services, aimed at making us the online job site of choice for companies/recruiters.
- Improves our credibility with companies by matching suitable jobseekers to their job postings and providing additional HR and recruitment support.

4. It is not a replacement for LMS but it replaces the employer records and vacancy functionality on LMS. All jobs and employer records are held on the new service. All existing LMS jobseeker functionality remain.

Benefits for companies

5. Universal Jobmatch (UJ):

- Provides companies with a job matching service which incurs no cost (but usual internet provider's charges apply) at the point of contact.
- Is accessed by companies via GOV.UK (replaced Business Link, Business Gateway and Business Wales) and the service is available 24 hours a day, 7 days a week.
- Enables companies to post their own jobs, amend closing dates/job details, invite applicants to interviews, which removes the need for DWP staff intervention. Although companies claiming an exception to the Equality Act when posting jobs still require DWP intervention.
- Allows companies to run jobseeker searches before they post a live job on UJ to test the labour market. This provides an anonymised list of candidates that match their search criteria ranked (out of a score of 10) by best match first.
- Enables companies to invite jobseekers to apply online for their jobs and provides a service that allows them to manage their recruitment online.

Benefits for jobseekers

6. Universal Jobmatch (UJ) allows jobseekers to:

- Create a personalised account which allows them to upload their CV and profile and cover letter, or help them to create one.
- Receive ongoing job matches to their profile, or their specified job search criteria or run 'anonymous' job searches if they have not created an account.
- Work more closely with their Work Coach to identify any skills gaps.
- Select any one of their CVs saved in their UJ account and send it online through the service where this is the company's preferred method of application.
- Record any details about other job searches they do so that all their jobsearch activity is held in one place.
- Search for jobs in Europe or Internationally.

7. More detailed information on how jobseekers use UJ can be found in Chapter 2 of this toolkit.

Benefits for DWP staff

8. Universal Jobmatch (UJ) provides staff with:

- A view of the jobseeker's UJ account, enabling Work Coaches with the jobseeker's consent, to check their account history, view actions against matches, view company feedback, review application history and any highlighted skills gaps.
- Opportunities to focus time with the jobseeker to optimise CVs and identify skills gaps and make best use of the automated job search and matching service.
- More time to target the help they give to 'harder to help' jobseekers.
- Improved Management Information to help target support for companies and jobseekers.

9. More detailed information on how DWP staff use UJ can be found in Chapter 3 of this toolkit.