Chapter 02 – Jobseekers

Jobseeker creates an account

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 unless a specific reference to claimants is required. 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. If the jobseeker already has a Government Gateway account all they need to do is access www.gov.uk/jobsearch and select the 'Login to Universal Jobmatch' link which will launch the 'Universal Jobmatch Login' page. The jobseeker then simply enters their 'User ID' and 'Password' and selects 'Log in'.

3. If the jobseeker does not have a Government Gateway Account, they will need to create one in order to receive the full benefits of UJ. This means they will need a Government Gateway User ID and password. To do this they will need to access www.gov.uk/jobsearch and select the 'Register with Universal Jobmatch' link. This will launch the 'Register for a Government Gateway account' page.

4. The jobseeker then needs to input their first name(s), surname, email address and enter a password. The email address must be a unique address. For example, two jobseekers in the same house cannot use the same email address.

5. When they have done this, the service provides the jobseeker with confirmation of successful registration and their Government Gateway User ID. For example, this will look like - 4965 5695 4585. You must advise the jobseeker to make a note of this number because they will need this and the password they entered to access UJ.

6. The service also displays a page which tells the jobseeker they will receive an e-mail in the address they provided which describes how to verify their email address. To complete this process, the jobseeker needs to select the link provided in the email or to paste it into the browser address bar.

7. When they have done this, a confirmation message tells the jobseeker that the email address provided has been verified and is now linked to their Government Gateway Account. All the steps to create a Government Gateway Account and access UJ have now been completed and the jobseeker is now able to select the 'Log in' button from the UJ homepage.

8. The UJ Login page now appears and the jobseeker must enter their User ID and password they created from the Government Gateway registration process. The first time a jobseeker logs into their account they are directed to the 'Profile' page in order set up their Profile. During completion, the

jobseeker must tick a box to confirm they have read the Universal Jobmatch Standards of Behaviour.

9. The jobseeker also has the option to:
- Authorise DWP to view their account; and
- Receive messages from DWP.

10. They must also agree to complete the mandatory EIQ (Equality Impact Questionnaire) although if they do not wish to disclose any information they can select the 'Prefer not to say' option throughout the questionnaire.

11. Once they have completed the questionnaire the jobseeker gets a message on screen to tell them the account set up is complete and when they select the 'Continue' button the jobseeker is now presented with their homepage.

Jobseeker does not create an account

12. Jobseekers that do not create an account will only be able to use Universal Jobmatch (UJ) to conduct anonymous job searches. To do this they will need to access www.gov.uk/jobsearch and enter a Job title and/or Town, place or postcode and/or Skills in the search fields and select 'Search'.

13. JSA claimants will be encouraged to register and create an account by personal advisers and assistant advisers who will explain the benefits to claimants of creating a profile and public CV in UJ. Further guidance on how advisers and assistant advisers will do this can be found in Chapter 3 of this toolkit.

14. However, where attempts to persuade JSA claimants to create a profile and public CV have failed, a Jobseeker's Direction can be used to mandate them to do so in appropriate circumstances. Further guidance on how and when JSA claimants can be mandated to create a profile and public CV can be found in Chapter 3 of this toolkit.

Jobseeker account set up complete

15. When the jobseeker has completed their profile and set up their account they can view their Account Homepage which includes screens/pages about their:
- Alerts received.
- Messages from companies.
- Saved Jobs.
- Recommended Jobs.
- Saved Searches.
- CVs created and saved.
- Application History.
- Activity History.

16. The full web page for each of these screens/pages can be accessed by clicking on the 'View All' link.

Alerts

17. This page contains various alerts which tell the jobseeker about actions they need to take such as to:
- apply for a job which is soon to close;
- complete a CV;

- reply about an interview offered by a company;
- update saved searches to enable more results to be returned;
- reply to a job which has been e-mailed to them.

Messages

18. This page contains messages which include feedback from companies and invitations to apply for jobs. It will also include messages from DWP staff.
19. Feedback from companies (which is a voluntary action) will, for example, tell the jobseeker:
    - They do not have the skills for the job;
    - The job is on hold;
    - They do not have sufficient experience for the position.
20. Messages from DWP staff may, for example, be from their adviser asking the jobseeker to contact them about their CV. They will do this using the Caseloading functionality in UJ.
21. Invitations to apply for jobs can be identified from the list of messages as they will have a 'flag' next to the description.

Saved Jobs

22. This page contains details of all jobs saved by the jobseeker and all jobs saved by DWP staff. Jobs saved by DWP staff can be identified from the list as *'Jobs saved by your adviser'* and they will have a blue circle next to the job to inform the claimant of this.
23. Jobseekers will be able to view the full job details and take action to either apply for or delete the job.
NOTE: Jobseekers will not be able to delete jobs recorded as *'Jobs saved by your adviser'*. If they try to do this, a warning message appears in Red which says, *'You cannot delete a job saved by DWP. Ask DWP if you want the job to be removed.'*

Recommended Jobs

24. This page contains details of jobs which have been automatically matched by Universal Jobmatch from the information recorded by the jobseeker in the 'Skills I want to be matched against' field from within their Profile page.

Saved Searches

25. This page contains details of all job searches that the jobseeker has saved so they can be easily accessed later. Up to five possible searches can be saved at any one time. Jobseekers can edit and save or cancel an existing saved search. They can also choose to set up email alerts to let them know when a match has been found from the search criteria they saved. They do this by selecting either 'Daily' or 'Weekly' from the 'Email frequency' field when creating or editing a Saved Search.

CVs

26. This page contains details of all CVs created by the jobseeker. Up to five CVs can be saved by the jobseeker at any one time but they must choose only one CV to be searchable by companies which will then have a status recorded as Public. This CV will then be used to return anonymous matches

to companies from jobs they have placed and from jobseeker searches they have run. The status of any other CVs created will be recorded as Private.

27. Jobseekers can:
    - Build a CV within the service; or
    - Upload a saved CV from their computer; or
    - Copy and paste from a CV on their computer.

Build a CV

28. Jobseekers can build a CV within the service by completing sections on:
    - Contact Information;
    - Experience;
    - Qualifications;
    - Job Preferences.

29. Jobseekers can view, edit, print preview, copy or delete these CVs.

Upload a saved CV

30. Jobseekers can upload a saved CV from their computer which must be a Microsoft Word or an Acrobat PDF file of 500 KB or smaller. Jobseekers can only view, copy or delete these CVs.

Copy and paste from a CV

31. Jobseekers can copy and paste their entire CV from their computer up to a maximum of 20,000 characters. Jobseekers can view, edit, print preview, copy or delete these CVs.

Public CV status

32. A Public CV will be used to return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. The company may then invite those jobseekers with the closest matches to apply for the job via the jobseeker's Messages page and will only see the public CV if the jobseeker agrees after being invited to apply.

Private CV status

33. A Private CV will not return anonymous matches to companies from jobs they have placed and from jobseeker searches they have run. However, the status of a Private CV can be amended to Public at any time by the jobseeker.

Application History

34. This page records all jobs applied for where the method of application is to select one of their CV's in UJ and send it online through the service. It allows the jobseeker to:
    - review their applications;
    - check the status of a CV;
    - track their application progress;
    - request feedback from companies;
    - make notes about each application to help them remember details, names and other important information.

Activity History

35. This page allows the jobseeker to review all job activity, including CV updates, applications and interviews.

36. The jobseeker can also add their own job search notes by typing in the Job Search Note Text Box and clicking on 'Save'. An Icon identifies all notes created this way and refers to them as 'My Notes'.

37. The following activities will be recorded in the list of Activity Details (this list is not exhaustive):

- Where the Job Search Note Text Box is used to record applications for jobs where the method to apply is **NOT** to select one of their CVs in UJ and send it online through the service – e.g. by other means such as via a link to the companies own website; or by e-mail; or post or telephone.
- Requested feedback from a company;
- Created or updated a CV;
- Accepted new Terms and Conditions;
- Declined an invitation to apply for a job.
- Deleted a Saved Search.