

Manage Jobs and Opportunities Overview

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Overview

In addition to existing self-service job channels, agents need to promote jobs they have sourced locally through employer relationships.

It is a complementary tool which will:

- enable agents to conduct effective job broking, quickly connecting claimants to locally account managed employer offers
- provide agents with immediate access to:
 - jobs
 - employer interviews
 - book interviews with employers
- enable agents to send suitable claimants to suitable jobs
- help agent's follow-up with claimants and record outcomes

Design Principles

Manage jobs and opportunities are intended to capture the jobs from employers who have a relationship with us. These are employers who are account managed locally by agents or nationally through our National Employer Partnership Team (NEPT).

What do we mean by account managed employers?

This is where we use our place-based plans to work closely with employers to help find the right people to fill their jobs. This is done using the employer offer services, such as:

- giving advice to help write job descriptions
- helping to speed up recruitment process
- promoting employer vacancies in local Jobcentres
- helping employers to select and interview priority candidates
- allowing employers to use Jobcentre Plus offices to carry out interviews (where available)
- inviting employers to local recruitment events to promote their jobs

- helping employers connect with other businesses in their area
- working with employers to plan their future recruitment campaigns

Advertising the job vacancies

All job vacancies must adhere to our Manage Jobs and Opportunities, Vacancy Policy Standards

Quality submissions

Employers are our customers so we must only send suitable claimants to suitable jobs or interviews, after discussing this with the claimant.

Requiring claimants to apply for jobs or attend interviews

Unless an agent has told a claimant they must apply for a specific job or interview, by putting it in their work plan, it is not mandatory for the claimant to apply.

If an agent requires a claimant to apply for a specific job or interview, found on Manage jobs and opportunities, it is recorded as a specific mandatory work-related activity in the claimants Work Plan.

A claimant cannot be sanctioned for refusing to apply for a job or interview, if it is only sent to their journal.

Failure to apply for a job or attend an employer interview

Claimants will be sanctioned if they fail to apply for a specific job or interview (they have been told to apply for in their work plan) without good reason. See Higher level sanctions and related content.

Following up on job outcomes

Work coaches must follow up on the progress and outcomes of applications with their claimants as part of their ongoing labour market journey.

DWP can legally ask an employer if claimants signposted to jobs on Manage Jobs have applied and if they were successful in securing employment with the employer.

Asking about specific claimants ensures that the employer is only sharing relevant information with us.

If an employer voluntarily provides feedback without any prompting, it is acceptable to act upon that feedback.

Where a claimant was mandated to apply for a specific job in their claimant commitment, if an employer provides evidence, that they:

- did not attend their job interview

- behaved inappropriately at interview or
- did not accept a job offer

This will be followed up straight away with the claimant and a sanction referral will be considered for failure to take up work or failure to apply.

Evidence from an employer may mean a sanction referral is considered even where the specific job was not mandated. For example, where a claimant has generic mandatory work search commitments to take up work refused an offer of a job.

The progress and outcomes of applications will be followed up with claimants as part of their ongoing labour market journey. The Jobs and opportunities area of the claimant's record will be updated to reflect this. This enables us to offer additional support to unsuccessful claimants, such as coaching for interviews. For successful claimants, Flexible Support Fund and upfront childcare costs, can be discussed to help remove any barriers that would prevent claimants from taking up employment.