

# **Manage Jobs and Opportunities overview: Guidance**

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## **Overview**

Manage Jobs and Opportunities aims to bring account-managed jobs and provision opportunities into one place to help provide a level of consistency for work coaches and provide improved instructions to claimants, to support their progress towards or into work.

In addition to existing self-service job channels or provision websites, agents need to promote jobs and opportunities that they have sourced locally through employer and provider relationships, or Strategic Relationship Team (SRT) offers.

Locally contracted (for example Flexible Support Fund (FSF)/Dynamic Purchasing System (DPS) funded provision) and non-contracted provision opportunities can also be added to Manage Jobs and Opportunities. These opportunities should be an activity that is directly linked to employability, the labour market and work.

For more information see: Manage Jobs and Opportunities: Adding locally contracted and non-contracted provision opportunities.

It is a complementary tool which will:

- enable agents to conduct effective job-broking, quickly connecting claimants to locally account-managed employer offers and provision opportunities
- provide agents with immediate access to:

- jobs
  - employer interviews
  - book interviews with employers
  - provision
- enable agents to send suitable claimants to suitable jobs and provision
  - help agents follow up with claimants and record outcomes

## **Design Principles**

Manage Jobs and Opportunities is intended to capture jobs from employers who have a relationship with DWP. These are employers who are account-managed locally by agents or nationally through our Strategic Relationship Team (SRT). The Opportunity categories are defined within 'Manage Jobs and Opportunities' and are directly linked to employability, the labour market and work.

## **What do we mean by account-managed employers?**

Account management means that we are having a continuous conversation with an employer about filling their vacancies.

Examples of this **may** be:

- Advertising their vacancies as leverage to building the relationship further and providing an evidence base for changing their recruitment process/offer
- Helping to speed up/streamline their recruitment process
- Giving advice to help write job descriptions
- Conducting direct interviews in the jobcentre or on the employer premises
- Inviting employers to local recruitment events to promote their jobs
- Offering support with pre-selection or sifting
- SWAPs/Work Trials/Work Experience
- Securing ring-fenced roles for our customers (for example, within a larger recruitment drive)

- Securing flexibility or changes to their job requirements (for example, the working pattern)
- Securing commitment from the employer to provide feedback on the status of applications
- Working with employers to plan their future recruitment campaigns

**This list is not exhaustive and does not require every bullet point to be met.**

## **Advertising job vacancies or provision**

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

## **Quality submissions**

Employers and providers are our customers so we must only send suitable claimants to suitable jobs, job interviews or provision, after discussing this with the claimant and securing their commitment.

## **Requiring claimants to apply for jobs, attend interviews or provision**

If a claimant is required to apply for a specific job or interview, or participate in provision found on Manage Jobs and Opportunities, it must be recorded in the claimant's Work Plan as a mandatory activity:

- applying for jobs should be recorded as a work search activity
- attending Job interviews with employers should be recorded as a work-search activity
- participating in provision should be recorded as a work-preparation activity

This will only be for claimants that have the appropriate conditionality that has been tailored based on their circumstances, and where it's been checked they are suitable for the specific job, employer interview or provision opportunity.

Unless an agent has told a claimant they must apply for a specific job interview or provision opportunity by putting it in their Work Plan, it is not mandatory for the claimant to apply or participate. The Work Plan should still be used to record voluntary actions the claimant has agreed to take forward.

If the claimant has not had the requirement to apply for the specific vacancy added to their Work Plan and fails to apply, the work coach must still consider

whether they have met their weekly work search requirements. They can do this by asking the claimant what activities they have undertaken to search for work, instead of applying for the vacancy. If the claimant has work search requirements switched on and has failed to undertake all that is reasonable, the work coach must consider whether a referral to a decision maker should be made.

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

### **Failure to apply for a job or attend an employer interview or provision**

Claimants should be referred to a decision maker if they fail to apply for a specific job or interview or participate in provision (they have been told to apply for in their Work Plan) without good reason. See Low level sanctions and Higher level sanctions and related content. Work coaches do not have discretion to apply good reason in these instances and they should refer to a decision maker for their consideration.

### **Following up on job and provision outcomes**

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

Employer and Partnership/Third Party Provision teams should continue to follow their business-as-usual process in following up outcomes for provision and will only be expected to record outcomes for provision if they are managed locally and the agent receives the outcomes directly, for example local contracted DPS provision.

DWP can legally ask an employer or provider if claimants signposted to jobs or opportunities on Manage Jobs and Opportunities have applied and if they were successful in securing employment with the employer or successfully participated in the opportunity.

Asking about specific claimants ensures that the employer or provider is only sharing relevant information with DWP.

If an employer or provider 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, or mandated to participate in provision, if an employer/provider supplies evidence that they:

- did not attend their job interview/provision
- behaved inappropriately 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, failure to apply or failure to participate.

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

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 and Access to Work can be discussed to help remove any barriers that would prevent claimants from taking up employment.

## **Manage Jobs and Opportunities: Adding locally contracted and non-contracted provision opportunities**

Locally contracted and non-contracted provision opportunities can now be added to Manage Jobs and Opportunities. The advertised provision opportunities will focus on provision offers, directly linked to the labour market and work.

The addition of the provision opportunities enables partnership managers and third-party provision teams to advertise non-contracted provision or local contracted provision.

Work coaches can search for suitable provision opportunities to refer their claimants to and review their progress throughout the provision duration.

Work coaches can also view previous provision referrals in one place to better understand their claimant's journey and identify their next steps.

Non-contracted provision is typically supplied by providers who are funded through non-DWP routes (such as devolved Mayoral funding, Adult Education Budget through the Department for Education, charitable and grant funding).

DWP also have locally arranged contracts purchased via Flexible Support Fund/Dynamic Purchasing System on an ad hoc basis depending on the individual needs of the claimant. Often this provision is agreed at district or site level, or the result of identifying a local need.

Nationally contracted provision is where the DWP have a paid national contract with a provider and have agreed the required support and expected outcomes for the claimant, such as Restart. These are not entered onto Manage Jobs and Opportunities as they have their own referral arrangements.

### **Manage Jobs and Opportunities and the District Provision Tool (DPT)**

It is important that information on local DPTs is maintained. This is to support legacy claimants and for those opportunities not listed within the non-contracted or locally contracted provision opportunities, for example signposting to debt and money management advice, or crisis and welfare support.