

CV Job Broking Service (Job Broking Service)

Guidance Queries and Help

1. If you are unable to find an answer to a particular question regarding policy within this guide you must contact the Jobcentre Plus Live Support Advice Line. Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only. Details of how to contact them can be found by clicking on the following hyperlink, Advice Line Home Page.
2. Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries. These should only be used to report broken hyperlinks.

Introduction

3. An important part of any advisory interview, is to make sure jobseekers are equipped to undertake effective, active and persistent jobsearch activities - the more they do the right jobsearch activities well, the greater the chance of success.
4. Having the right jobsearch skills and tools is therefore important. Part of the role of Jobcentre Plus is to help make sure jobseekers are equipped to undertake effective jobsearch and to signpost/refer them to help, where needed.
5. Having a good quality CV and making best use of it when looking for work is important for most jobs. The advantages of having a good CV should be explained to the claimant and a copy of their CV should be requested, if it is not already held within the jobcentre. If the claimant does not have a CV, or the existing CV appears to be in need of improvement, they should be advised of the help available locally and referrals made appropriately.

The CV Job Broking Service

6. We would normally expect claimants to use Universal Jobmatch to look for vacancies, however for some claimants this is not possible, for example due to health condition or disability.
7. Where claimants are unable to use Universal Jobmatch to look for work and they have no other suitable means of doing so they can be offered the Jobcentre Plus' CV Job Broking Service, where providing they consent, their CV can be submitted direct to job vacancies. This saves the claimant time and money in making their job application and may help to identify vacancies that the claimant would otherwise be unaware of.
8. Where a claimant does not have a Universal Jobmatch account Advisers should explain the benefits of participating in CV Job Broking Service to the claimant and ask:
 - if the claimant would like to take part; and
 - if the claimant consents to their CV being sent to employers by email.

Claimant agrees to join the CV Job Broking Service

9. If the claimant agrees to join the CV Job Broking Service and depending on whether they agree for their CV to be sent to prospective employers by

email over the Internet or not, their consent is recorded on an ES589JP and retained in the Labour Market Unit.

10. The claimant should be asked to submit an electronic copy of their CV in Word (.doc) or PDF format to Jobcentre Plus by email as soon as possible, to the email address created for this purpose. The claimant should be advised that for security reasons, their CV should not include their Date of Birth, their National Insurance Number, or their Bank Details.

11. If the claimant is unable or unwilling to send their CV by email, their reasons for this should be discussed and consideration given as to whether these reasons are a challenge to employment that they need to overcome. It is common for employers to ask for applications by emailed CV and an inability to do this may significantly reduce a claimant's chances of finding work quickly. If a claimant does not have internet access, they should be advised on access routes through Libraries, Internet cafes etc and appropriate referrals made to local provision if a claimant needs help creating an email account etc.

12. It should be explained that if the claimant's National Insurance Number or Bank Details are included in the CV, Jobcentre Plus will be unable to keep a copy or submit it to any vacancies. If a claimant includes their date of birth in their CV, despite having been advised not to do so, Jobcentre Plus will retain and use that CV in the normal way.

13. It should be explained that participating in the CV Job Broking Service does not prevent the claimant submitting their own CVs to a job directly, or making their own application. It is an additional service to tell prospective employers about their skills and achievements as soon as possible, in order to maximise their chances of getting an interview.

14. If the claimant submits a CV using a software package that cannot be accessed by jobcentre staff, they should be advised to resubmit either in Word (.doc) or PDF format. Advisers should signpost or refer the claimant to local provision for this, where appropriate.

15. To help ensure that claimant CVs are as up to date as possible, they can be amended by Jobcentre Plus staff, rather than asking the claimant to make all changes identified. Any revised version can only be accepted as valid with the approval of the claimant, which may be in the form of a verbal agreement, or by them applying changes suggested by their Personal Adviser.

16. There might be a number of reasons why Jobcentre Plus staff may need or wish to update a claimant's CV. For example:

- As a means of advising the claimant of any additional information identified by a Personal Adviser as being beneficial; or
- At the claimant's request during an advisory interview.

Security

17. The standards for individual members of staff included in the HR Data Handling Policy must be considered when retaining and sending the information to employers. Arrangements will need to be made to allow access by those who need access, at the point they need access.

Retaining and Storing CVs

18. A central e-mail address for each jobcentre must be created, if not already available, specifically for the receipt and subsequent sending of claimant CVs,

either to prospective employers or the claimant themselves. Access to the CV e-mail address should be limited only to those who need it.

19. A secure folder, accessible only by those who need it, must be created on the shared drive. Arrangements for this will need to be made with the Front Line Information Technology team.

20. Arrangements should be made (usually a sub folder within the secure CV folder) to identify CVs where the claimant consent does not allow the CV to be emailed to potential employers. Such CVs must not be sent by email.

21. The in-box in the central CV e-mail address should be regularly monitored, at least daily, and any CVs received since the previous review should be transferred to the secure CV folder in the shared drive.

22. It is not appropriate for CVs to be sent to employers if they contain the claimant's National Insurance Number and/or their bank details. If such a CV is received, these details should be removed and the claimant notified.

23. If a claimant submits a clerical CV, they should be asked to resubmit by email. If the claimant is unable to do this, they should be advised about appropriate help available locally and referrals made as appropriate. A clerical CV can be scanned, if such facilities exist and stored in the secure CV folder in the shared drive and the clerical copy of the CV destroyed appropriately.

NOTE: UNDER NO CIRCUMSTANCES MUST DETAILS OF THESE CVS OR EMAILS BE DOWNLOADED TO ENCRYPTED USB MEMORY STICK.

24. If the facility to scan clerical CVs is not available, a copy of the clerical CV should be retained centrally in secure accommodation.

25. If an office wishes to hold individual clerical copies with other documents within an LMU, the risk of information being divulged inappropriately must be considered. As a result, a full risk assessment of the revised process must be completed and accepted by the District Manager.

26. If any CVs held are replaced by an updated version, the previous version should continue to be securely retained for 1 month, before being destroyed appropriately.

Changes identified by a Personal Adviser

27. If amendments are identified by an adviser, these could be notified to the claimant either when they attend the jobcentre, by telephone, or by email. Advisers need to determine the most appropriate method for each claimant at that time.

28. One means of using email to notify the claimant might be to include a revised, 'track changes' version that the claimant to consider and apply to their own copy and return an updated version to the jobcentre.

29. If this option is to be used, assurance that the claimant is able to apply those changes should be obtained.

30. The version sent to the claimant is still to be retained securely but must be annotated with "suggested amendment – not yet agreed by claimant".

31. The action taken is noted in LMS Conversations.

32. On receipt of a revised version, the previous copy must be destroyed/deleted immediately.

Claimant asks adviser to update during intervention

33. A claimant may notify Jobcentre Plus that their CV needs to be updated. If time allows and the claimant is agreeable, this can be done on their behalf by Jobcentre Plus staff.

34. The new version should be retained, taking the usual security measures into account.

35. A note that changes have been made on the claimant's behalf is recorded in LMS Conversations.

Action to take when an individual vacancy is identified

36. If a suitable vacancy is identified, either at an adviser interview, Jobsearch Review, via a caseload or through some other mechanism, the claimant's agreement to apply for the specific vacancy must be sought, either during the intervention or via a telephone conversation. An LMS Conversation should be recorded. For example, "CV sent to (employer's name) on (date) by (e.g. email). Claimant agreed (by telephone/in person etc)". **NOTE: The claimant must agree to their CV being submitted to a specific vacancy before the CV is sent to the employer.**

37. If the claimant does not agree to apply for the vacancy, this fact is recorded in LMS Conversations. Decision Making and Appeals action can be considered if appropriate.

38. If the employer requires an application form, arrangements should be made to give or send one to the claimant. CVs should not be sent with application forms unless specifically requested.

39. If the claimant asks for help in completing an application form, or for it to be checked before being sent, then such help should be offered. The completed application form should then be sent to the employer by either the jobcentre or the claimant, as appropriate.

Sending CVs to employers

40. Arrangements to send the claimant's CV to the employer will be made immediately following the discussion with the claimant, using **ONLY** the method(s) required by the employer.

41. The standards for individual members of staff included in the HR Data Handling Policy must be considered when sending CVs to employers.

42. Each batch of CVs to any one employer must be accompanied with a covering letter, outlining the vacancy details and confirming the number of CVs being submitted.

Sending CVs by e-mail

43. Extra security measures must be put in place to reduce the risk of any personal information being intercepted. These include ensuring that:

- each e-mail is correctly addressed;
- each e-mail should only contain one CV as a matter of course, although in exceptional circumstances, a maximum of 10 CVs may be attached to each email;
- each email includes the disclaimer: "Whilst Jobcentre Plus aims to forward CVs relevant to the vacancy advertised, we expect the employer to verify the contents of the CV, including any qualifications, obtain suitable references and conduct any checks that are deemed by

it to be necessary for the vacancy advertised. In no event will Jobcentre Plus accept any liability for the accuracy or completeness of the information contained in the CV, or for any reliance placed by any person on the information contained” in the e-mail.

Sending CVs by post

44. Extra security measures must be put in place, to reduce the risk of any personal information being intercepted. These include ensuring that:

- Royal Mail Special Delivery is used, unless only one CV is included in the envelope, in which case first class post is acceptable;
- the envelope is addressed and sealed correctly;
- each envelope is limited to 10 copies, if sending more than one CV to an employer; and
- each envelope includes the disclaimer: “Whilst Jobcentre Plus aims to forward CVs relevant to the vacancy advertised, we expect the employer to verify the contents of the CV, including any qualifications, obtain suitable references and conduct any checks that are deemed by it to be necessary for the vacancy advertised. In no event will Jobcentre Plus accept any liability for the accuracy or completeness of the information contained in the CV, or for any reliance placed by any person on the information contained” in the covering letter.

Sending CVs by fax

45. Extra security measures must be put in place to reduce the risk of any personal information being intercepted. These include ensuring that:

- the telephone number is correct;
- each fax is limited to 10 copies, if sending more than one CV to an employer;
- If it transpires that the incorrect fax number was used, the CV is re-sent, using the correct number and the situation logged as a security incident; and
- each fax includes the disclaimer: “Whilst Jobcentre Plus aims to forward CVs relevant to the vacancy advertised, we expect the employer to verify the contents of the CV, including any qualifications; obtain suitable references; and conduct any checks that are deemed by it to be necessary for the vacancy advertised. In no event will Jobcentre Plus accept any liability for the accuracy or completeness of the information contained in the CV or for any reliance placed by any person on the information contained” in the fax cover sheet.

Action at the end of the claim

46. CVs should be securely retained in line with Department of Work and Pensions standards for retention of documents and destroyed appropriately.

Claimant does not agree to join the CV Job Broking Service

47. Participation in CV Job Broking Service is entirely voluntary. If the claimant decides not to participate, this fact should be recorded as a conversation in Labour Market System. No further action should be taken.