



Jobcentre Plus services for employers

jobcentreplus

Department for
Work and Pensions

Vacancy Advertising Services – saving you time and money

At Jobcentre Plus we offer professional, modern and free **Vacancy Advertising Services** to get your jobs noticed by the right people.

We can advertise any number of vacancies for you to millions of people each week.

We work with thousands of employers, large and small, from across many different sectors, including:

- banking
- care services
- construction
- contact centres
- facilities management
- finance
- food and drink
- hospitality
- logistics
- manufacturing
- public sector
- retail
- security
- transport

Working with Jobcentre Plus makes sense for your business, saving you time and money and giving you full control over how, and who, you recruit.

Recruitment Advisory Services – taking the cost and hassle out of your recruitment

Our **Recruitment Advisory Services** provide free access to a range of practical support to help businesses of any size meet their recruitment needs, in return for working with our candidates. To access these options we ask employers to work with Jobcentre Plus to unlock the talent within local communities to help people get into work.

Jobcentre Plus provides support to help you with your recruitment. We'll work with you to identify your recruitment needs and talk to you about the Jobcentre Plus services that best suit your business to make sure you get the right person for the job. This is how your business could benefit from some of our services:

- We'll help you write your job advert so it attracts the right candidates;
- You'll save time by only seeing the right people who best meet your requirements as we can sift applications for you;
- You can choose from a wide pool of people who are trained and ready to work in your business;
- If you're a small business you can get tailored support to guide you through the recruitment process from specialist advisers on our dedicated helpline;
- A disabled person could have the knowledge and skills to benefit your business. We can help you to attract, recruit and retain disabled people, using **Work Choice**, the Government's flagship disability employment provision. Work Choice provides more intensive support for disabled people whose needs cannot be met through other work programmes, Access To Work or workplace adjustments. For more information on recruiting and employing disabled people and on Work Choice, please contact Jobcentre Plus or visit www.direct.gov.uk

These are the ways you can tell us about your job vacancies:

Using Jobcentre Plus to advertise your job vacancies means the details will be online and accessible to millions of people who are looking for work.

- **Online** through our Employer Direct online service. To register, access www.businesslink.gov.uk/advertiseajob and you will be able to manage your job vacancies, 24 hours a day, seven days a week.
- **By email** to employerdirect-vacancies@jobcentreplus.gsi.gov.uk and we will register the details on our system for you.
- **By telephone:** you can speak to an adviser through our Employer Direct service who will take your job vacancy details. For this service call 0845 601 2001 and select option 1 or textphone on 0845 601 2002 for people with hearing difficulties.
- **By telephone, for small businesses:** If you are a small business and need help with your recruitment and advice on the Jobcentre Plus services that most meet your needs then call 0845 601 2001 and select option 2.

Across Europe

Using Jobcentre Plus means your job vacancy can be seen across Europe. We work together with the other members of the European Employment Services (EURES) network to promote job mobility in the European Economic Area.

If you are unable to find skilled workers in the UK you could:

- prioritise your job vacancy on the European job mobility portal: www.eures.europa.eu
- use the EURES CV search facility to view over 500,000 European CVs; and
- get advice on international recruitment from a European network of over 700 EURES advisers.

Help for your employees in a redundancy situation

Redundancies are challenging for everyone involved. If you need to make people redundant we can help you provide advice and support for your employees by working with you to agree a tailored package of support.

And what you can do to help unemployed people back to work

As an employer we would ask you to consider working with Jobcentre Plus and other local partners to help get Britain working. There are number of ways in which you can get involved in new Get Britain Working measures including:

- setting up or supporting **Work Clubs** where people who are looking for work can meet to share experiences, find opportunities and get support in their return to work;
- offering **Work Experience** placements to young people who may not have worked before.

You can find out more about Get Britain Working and how you can participate. Please go to www.dwp.gov.uk or contact your Jobcentre Plus Group Partnership Managers.

Our service standards

When you advertise your vacancy with us, we will:

- give you the name and phone number of a Employer Adviser who will help you fill your vacancy;
- listen carefully to your needs when you use our service and confirm those needs with you;
- make sure people are able to see your vacancy on Job Points in our offices and on the internet within four hours of receiving your vacancy by e-mail;
- promote your vacancy through our digital channels, including the main Directgov site, which regularly receives over 25 million visits per month, the jobs and skills search tool which regularly receives over six million searches per week, and also through our rapidly growing mobile internet and smart phone apps;
- let you decide how you would like people to apply; and
- provide free advertising through other European public employment services.

General service standards

We are committed to giving you the best service we can when you contact us and we want to make sure that you are satisfied with the way you are treated when you use our services.

In all our dealings with you, we aim to meet the following service standards.

Answering phone calls

When you contact our Employer Direct service by phone to advertise a vacancy, we will:

- aim to answer your call in **20 seconds**; and
- give you the name and phone number of a local Employer Adviser for you to contact about any part of the vacancy filling process or our service.

- If you call a Jobcentre Plus office or use a textphone, we aim to answer your call in **30 seconds**.

- Our staff will always answer the phone in a professional way and give you their name.

Giving you information

We aim to make sure that the information and advice we give is:

- accurate and up to date;
- relevant to your needs;
- easy to understand; and
- in a format that suits you.

When you write to us

When you contact us by e-mail, letter or fax (except for vacancy notifications) we aim to reply fully:

- within **10 working days** of receiving your e-mail, letter or fax; or
- within **15 working days** to Members of Parliament who write on your behalf.

If we cannot fully reply to you within these timescales, we will tell you:

- who is dealing with your letter, e-mail or fax;
- the reasons for any delay;
- if there is anything you need to do; and
- how long it will be before we can reply fully to your letter, e-mail or fax.

If you have a disability

We are committed to meeting our responsibilities under the Equality Act 2010.

If you have a disability or health condition that affects how you use our service, we want you to tell us so that we can provide other ways for you to use our service.

General service standards (continued)

Feedback on our service

We aim to serve all our customers fairly and to the same high standard.

We value all feedback on the services we provide. We record this information and use it to help us improve existing services and develop new ones.

If you want to tell us about your experience of our service, you can:

- call us on **0845 601 2001 or on 0845 601 2002 for people with hearing difficulties**; or
- contact your Employer Adviser.

If you have made a complaint, we aim to send you a reply within **10 working days**.

If we cannot do this, we will contact you to explain why.

What we ask of you:

To help us meet these standards and fill your vacancy quickly, with the right person, we ask that you:

- give us as much information about your needs as possible when you use our service;
- tell us when you want us to stop advertising your vacancy;
- make sure that you are offering at least National Minimum Wage rates and that your vacancy is fully compliant with UK legislation and employment law;
- let us know as soon as possible if your needs change;
- tell us when you have enough people to consider for your vacancy;
- let us know as soon as you have filled your vacancy; and
- give us feedback on the service you receive from us.

For more information on how Jobcentre Plus services for employers can benefit your business please access:

www.businesslink.gov.uk in England

www.businessgateway.com in Scotland

www.business.wales.gov.uk in Wales

Call charges

Calls to 0845 numbers from BT land lines should cost no more than 9p a minute with a 12p set-up charge. You may have to pay more if you use another phone company, a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p per minute, so check the cost of calls with your service provider.

Charges were correct as of the date at the bottom of this pdf.

Textphones

Our textphone numbers are for people who cannot speak or hear clearly. If you don't have a textphone, you could check if your local library or Citizens Advice Bureau has one. Textphones don't receive text messages from mobile phones.

Jobcentre Plus is committed to applying the principles of equal opportunities in its programmes and services.

All information correct as of January 2011.