

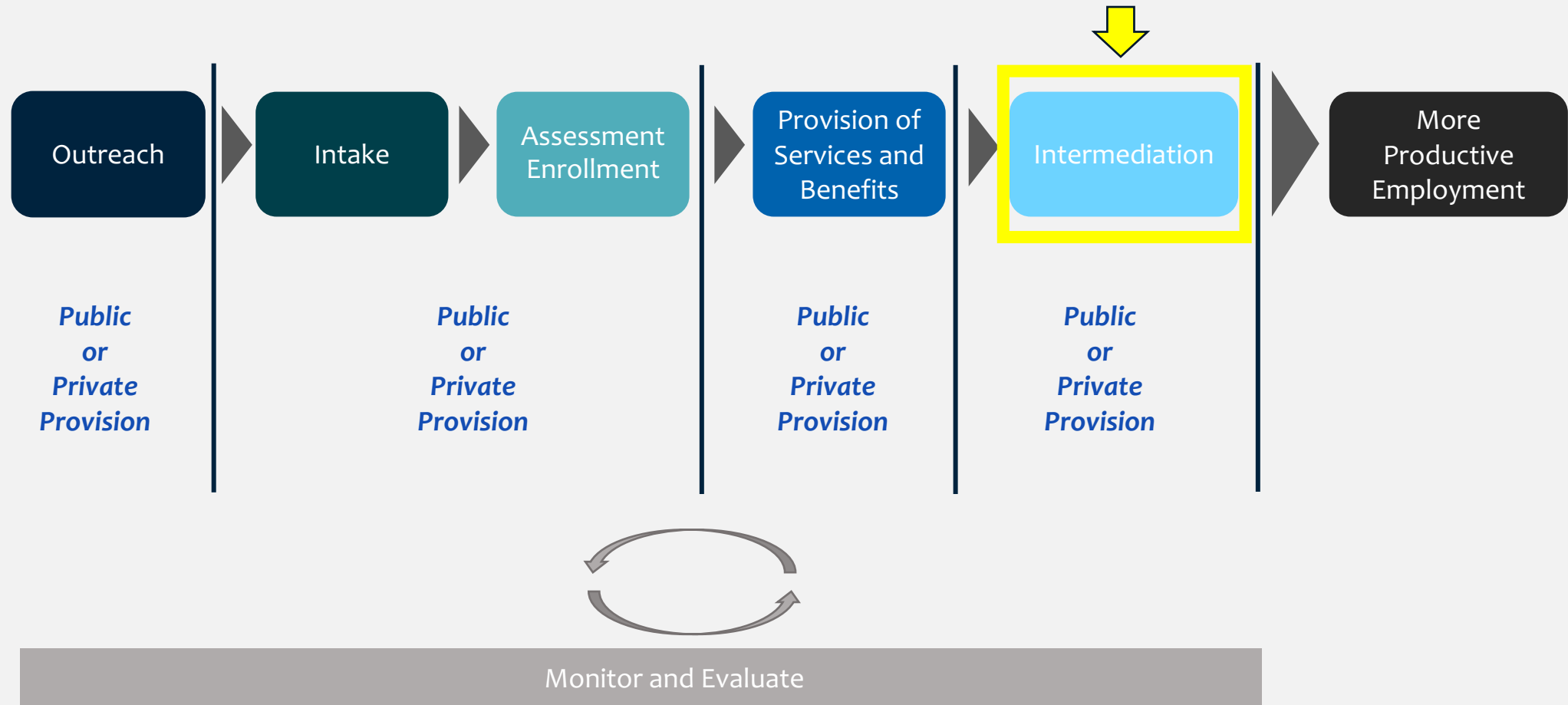


PES Review Workshop

Intermediation Services

May 2021

PES delivery chain






Part IV

Intermediation

Most countries offer the following matching services

General services

- ✓ Online CV/vacancy database where jobseekers and employers can search for a suitable match themselves.
 -  JobsIreland
 -  Find a Job
 -  National Employment Platform (BNE)
- ✓ Computer-based matching tool, which uses the available databases.
 - e.g. France, Denmark & Austria
- ✓ Job fairs
 - Korea also offers specialized job fairs for youth and the elderly.
- ✓ A wide range of ALMPs also connect employers with jobseekers.
 - e.g. temporary work placements & practical training in companies

Most countries offer the following matching services

Services for employers

- ✓ Advertisement of vacancies
- ✓ Pre-selection and referral of candidates
- ✓ Support after placement
e.g. Australia, Chile, and UK for small businesses

Services for jobseekers

- ✓ Job search assistance and training
- ✓ Preparation for job interviews
- ✓ Referrals to job opportunities

Innovative initiatives are in place to support the job-search counselling

Skills to Succeed Academy

It is a free, interactive, online employability training program, focused on building the skills and confidence that jobseekers need to choose the right career, find a job and be successful in the workplace. The training is engaging, realistic and features relatable characters; it uses innovative methods such as simulations that let them try out real life scenarios, e.g. a job interview.

Lernbörse

This E-learning program available at the BA website, offers over 100 learning programs. One of their modules, available to anyone, covers the relevant topics relating to job applications. This training module enables jobseekers to improve their job-search and application skills.

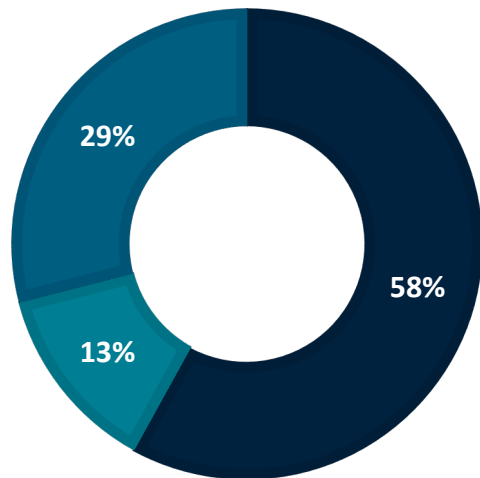
In several countries, the PES has a specialized recruitment staff available to employers

- In Ireland, key account managers are available to help employers meet their staffing needs.
- In France, most PES offices have specialist advisers by sector of companies. Furthermore, the PES has special “prospecting” teams tasked with identifying strategic employers who are moving into or expanding in a specific area.
- In Germany, there are 400 teams of Employers Services working with around 5.000 experts in placement services and consulting. Plus, key account management is offered to companies with over 500 employees.

PESs allocate staff differently in order to provide services to employers and jobseekers.

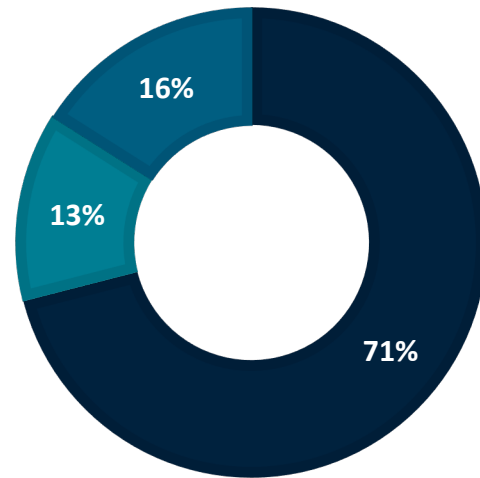
AUSTRIA

- % exclusively servicing jobseekers
- % exclusively servicing employers
- other



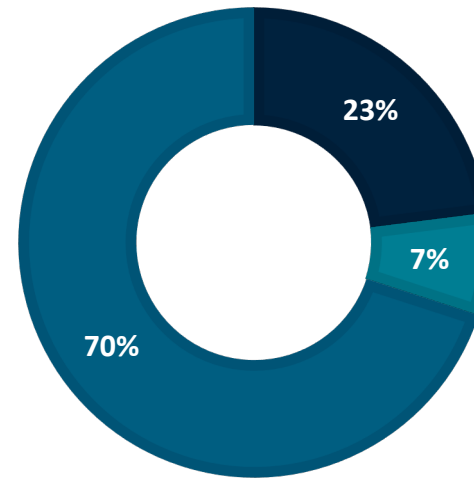
NETHERLANDS

- % exclusively servicing jobseekers
- % exclusively servicing employers
- other



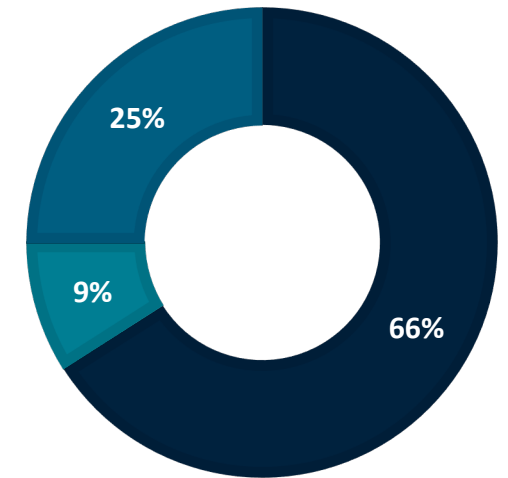
GERMANY

- % exclusively servicing jobseekers
- % exclusively servicing employers
- other



FRANCE

- % exclusively servicing jobseekers
- % exclusively servicing employers
- other



Practices

Good practices



JobService Denmark

This is a national hotline for large or nationwide companies and enterprises with large-scale recruitment needs. It is a single point of entry to the Danish PES, which is fully decentralized.

- When employers call the hotline, the labor market division coordinates with the relevant local job centers. They then appoint one job center as an anchor and contact person for the enterprise.
- Three days after the initial contact, the employer is presented with possible candidates who can start work at short notice. Alternatively, the JobService may offer assistance with upskilling or training, guaranteeing that employer will get the qualified personnel they require.



Small Business Recruitment Service

Special services are offered to small businesses with under 50 employees. This includes a specialist employer helpline, advice on the local labor market, additional support in advertising vacancies (e.g., wording and design), signposting to other available support, and post-recruitment support.

Innovative practices



Workindenmark

Workindenmark is a public employment service for highly qualified international candidates looking for a job in Denmark and Danish companies searching for talented foreign candidates. There are three Workindenmark centres, located in Copenhagen, Odense and Aarhus. These offer a series of recruitment services to employers and information and guidance to international jobseekers.



Alternative Human Resources Bank

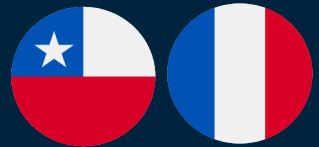
This service aims to help employers fill vacancies created when workers go on leave for various reasons (e.g., maternity, childcare, illness, industrial accidents). It is run by both external providers selected by the Ministry of Employment and by the PES. The bank assesses the demand for substitute workers. Based on this assessment, they recruit and train candidates and carry out the job matching accordingly.

Innovative practices



Speed-dating Events

Jobseekers get to know temporary employment agencies by taking part in short conversations. Candidates have a few minutes to present themselves and make a good impression. If the agency is interested, they schedule an appointment for an intake interview.



E-job Fairs

Due to the social distancing and lockdown restrictions caused by the Covid-19 pandemic, the French and the Chilean PES have switched to alternative modes in order to continue hosting job fairs. This is done through online video calls on various platforms.



Job Placement Vouchers

Jobseekers get support from private employment agencies in finding a job. This service is outsourced through a voucher system. If the agency is successful in placing the jobseeker, the PES office pays a placement fee. The voucher is only to be cashed in after a suitable job has been found, and it is valid for a certain period, and in some cases, for a specific region only.

Concluding thoughts

- Job search counseling and training are the main services to improve jobseekers' skills in finding vacancies and applying for jobs.
- Strategies to connect employers with jobseekers variate from short-term, like speed-dating events and job fairs, to connections made through ALMPs and referrals for employment.
- It is key for the PES to offer satisfactory services to companies in order to ensure that they will continue advertising and cooperating with the PES. For this reason, most of the highlighted practices focus on meeting the employers' needs.

Q&A and Discussion



Thank you!