

Adzuna Job Search, Job Board and Skills Matching Solution

Service definition document

Service Overview

Adzuna offers the online provision of job search engine / job board solutions along with machine learning/AI-powered skills matching and career path technology which may be customised to the buyers' needs. Jobseeker features include personalised career planning, job match scoring/shortlisting, automated CV/application tools and upskilling pathways. Employer features include automated posting and tracking workflows, intelligent screening, ATS integration and hyper-local market intelligence. The service also features a support interface with powerful user management, anti-fraud tools, service reporting and API.

Features

- Mobile-first, job matching service with personalised, AI-powered tools
- AI-driven career planning, skills assessment and aspiration analysis
- Automated CV generation/optimisation, application writing and interview preparation
- AI agents for job shortlisting and employer communication management
- Real-time local labour market data driving upskilling recommendations
- Automated job description generation/optimisation and DE&I scoring for employers
- AI-driven screening/scoring for relevant, qualified and motivated candidates
- Hyper-local labour market intelligence for employers identifying skill gaps and pipelines
- Advanced segmentation, matching, filtering, deduplication technology, vacancies available via API
- Powerful service support dashboard and advanced fraud detection tools/processes
- Rich, interactive Management Information dashboard/API and business audit monitoring
- Scalable, resilient, high-uptime, secure, cloud-based service, DPA/GDPR compliant. Multi-language support, ATS integration, CV parsing, Disability Confident badging/scheme management

Benefits

- Empowers jobseekers with accessible, control-focused, "in-your-pocket" support.
- Jobseekers can quickly find highly relevant jobs from verified employers
- Delivers sustainable career outcomes through personalised, AI-optimised pathways.
- Accelerates transitions for low-skilled users with clear upskilling data.
- Reduces friction via automated CVs and AI-managed applications.
- Employers quickly attract relevant talent using automated, AI-powered features.
- Unlocks overlooked talent pools through inclusive, bias-reduced recruitment.
- Streamlines administrative burdens, saving time on scheduling and tracking.
- Flexible, accessible, agile service proven to handle high-volume government demands.
- Enables data-driven decisions on local training and recruitment strategy.
- Cost-effective, compliant solution meeting strict security and accessibility standards.
- Flexible, agile, responsive and cost-effective UK-based supplier
- Flexibility to customise offering and iterate collaboratively with subject-matter experts
- Expert in Government working practices through 10+ years of partnerships

Data Backup and Restore / Disaster Recovery

Adzuna's approach to data security, backup and restoration will meet the Buyer's specified security standards and procedures, which has been proven in previous UK government implementations. Adzuna will work with the Buyer to ensure full compliance. Adzuna is ISO27001 compliant and Cyber Essentials/Cyber Essential Plus certified, and any service provided will meet any and all relevant Data Protection Act and GDPR requirements.

Adzuna services undergo annual IT Health Checks/Pen tests by CHECK-accredited security partners along with frequent vulnerability scans. We will work with Buyer to develop a clear business continuity and disaster recovery plan for the service, consistent with the Buyer's own plans. At a minimum, a disaster recovery test will be performed on a yearly basis.

Onboarding / Offboarding Support

We would provide full and thorough service documentation for the service provided. We are able to provide onsite or online training if required. This would include site management and administration tools, as well as remote-enabled training and support

At the end of the contract we are able to provide copies of any desired user data. This may include, for example, details of job adverts added or removed, or user CVs and activity logs. Any end-of contract data extraction and provision is included within the cost of the contract.

Adzuna will work with the Buyer to create, agree and deliver an appropriate Offboarding plan for any service provided, as required.

Documentation for the public Adzuna API is available here:

<https://developer.adzuna.com/overview>

Implementation Plan

Adzuna will work with the Buyer to create, agree and deliver an appropriate implementation plan and subsequent delivery upon award. We have successful historic precedent for data migration from legacy Buyer systems, and would be able to factor any such required migration into our implementation.

Pricing Overview

We can offer two different pricing models to enable maximum Buyer flexibility. The first is a fixed price model designed for high volume scenarios which might otherwise result in high variable costs. The second is API based pricing, offering variable cost depending on usage levels. Please refer to the Pricing documentation attached to this entry for more details, or contact the team.

Service Constraints

Adzuna does not believe there are any key service constraints to highlight in this document. Adzuna will work with the Buyer to define whether additional product features beyond those already described herein can be built into any offering, and welcomes any discussion around feasibility. As proven in previous UK government implementations, complex projects such as this have many potential levels of customisation which might be required. Please contact the team for any clarification required.

Service Levels

Adzuna will work with the Buyer to establish an acceptable, target and KPI driven service level agreement which meets the Buyer's requirements, as has been proven in previous UK government implementations. This will likely include, but not be limited to, maintenance of appropriate levels of performance, service availability and support, as well as the requirement to meet due levels of quality and technical standards. Adzuna envisions any service providing availability for all users and response times that meet/exceed appropriate industry standards 24x7x365.

Adzuna will agree an appropriate compensation system with the Buyer to ensure that, if service levels are not met, there is fair recompense. Adzuna will also work closely with the Buyer if desired to facilitate the provision of dedicated incident reports and reporting mechanisms, and relay regular management information to the Buyer both on an ad hoc basis and on request.

After Sales Support

Adzuna will provide online or email ticketing support systems, depending on the Buyer's preferences. Default response times would typically be within one working day based on working hours of 9-6pm Mon-Fri. Extended support hours and quicker response times can be provided subject to contract. More information can be found in the full submission.

Technical Requirements

Adzuna recognises that any services provided must meet departmental guidance on the secure collection and maintenance of data, as per Buyer Accreditation requirements. Adzuna also recognises that additional Quality and Technical standards may exist that are used locally and which would not materially change the nature of the services, its specifications or the terms of any Order Form or unduly burden the Supplier or increase its costs, that the Supplier will be expected to conform to, subject to the Buyer communicating them to the Supplier, and the Supplier's review.

Ordering and Invoicing

Adzuna will work with the Buyer's commercial, finance and procurement teams to ensure efficient, appropriate and convenient ordering and invoicing processes, as proven in previous UK government implementations. Direct access to finance teams (we would provide a dedicated accounts contact) allows accurate and efficient billing.

Termination

Adzuna will work with the Buyer to agree an appropriate termination process, notice period and "Exit Plan" to ensure no complications upon the event of a termination decision. This will likely include, but not be limited to, ensuring appropriate transfer of assets and data, environment decommissioning, relevant data purging, provision of business audit data along with the relevant credentials to decrypt any encrypted information, and the provision of appropriate assistance with communications to job seekers and employers (if desired), including updating content in existing website messaging placements and supplying data reasonably requested for email communications.

Social Value

Breaking Down Barriers to Opportunity

We are committed to creating an inclusive working environment that promotes retention, progression and equal opportunity. Our approach combines robust internal hiring practices with the delivery of accessible, inclusive technology that supports the wider UK labour market.

Inclusive Employment & Retention

We are a Disability Confident Committed employer. We treat jobseekers and employees as people, not products, ensuring that diverse strengths are recognised and nurtured regardless of background, race, gender, sexuality or ability.

To promote retention and progression for under-represented groups, we have implemented:

- **Dedicated D&I governance:** an active Diversity & Inclusion team, supported directly by the CEO, responsible for driving diversity in our recruitment and creating an environment in which everyone feels included.
- **Unbiased recruitment:** a mandatory review of all recruitment materials to eliminate biased language, ensuring vacancies are advertised on a diverse range of platforms to reach under-represented communities.
- **Training & feedback:** annual unconscious bias training for all staff and an annual D&I employee survey to measure sentiment and identify areas for improvement.

Accessibility & Standards

We ensure that the "barriers to opportunity" in the digital space are removed through rigorous technical standards:

- **WCAG compliance:** all our Government services are accessible to WCAG 2.2 Level AA and undergo annual accessibility audits by an independent auditor.
- **Proven impact:** our focus on accessibility delivers tangible results. A survey of 987 jobseekers (August 2021) found that 17% more disabled jobseekers use our Find a job platform compared to private sector alternatives.

Supply Chain & Wider Community Impact

We use our technology to amplify the government's own initiatives for disabled people:

- **The Disability Confident App:** we built and maintain the DWP's Disability Confident application, which administers the scheme for over 20,000 registered employers.
- **Connecting talent:** we implemented functionality allowing employers to display the Disability Confident badge on vacancies. This enables jobseekers to filter search results by inclusive employers, directly breaking down barriers between disabled talent and supportive organisations.

Kick Start Economic Growth

Workforce Conditions, Fair Work & Job Creation

We are committed to driving economic growth not just through our technology, but through the high standards of employment we maintain. We provide a workplace that offers fair pay, active engagement, and stable, high-quality employment opportunities.

Fair Pay and Equality

We are dedicated to financial stability and equality for our contract workforce. We go beyond statutory requirements to ensure all staff are valued:

- **National/London Living Wage:** we guarantee payment of at least the National Minimum Wage and National Living Wage for all staff (London Living Wage for those employees based in London).
- **Market benchmarking:** we benchmark salaries against market rates to ensure our compensation remains competitive and fair.
- **Gender pay parity:** we rigorously monitor and maintain gender pay parity, ensuring that equal work receives equal pay across our organisation.

Employee Engagement & Decision Making

We do not just measure satisfaction; we actively involve our workforce in shaping the company using **Peakon**, a leading, independent employee engagement platform:

- **Continuous listening:** we run surveys every other month to monitor employee sentiment, satisfaction, and engagement rates.
- **Anonymous feedback:** the platform allows for the submission of anonymous feedback, ensuring staff feel safe to voice their true opinions.
- **Data-driven action:** survey results are analyzed to inform leadership decisions (e.g., our recent initiative to [insert specific example if available]), ensuring we adapt to changes in workforce morale.

Volunteering & Community

We support our staff in contributing to the wider economic and social recovery of their communities:

- **Paid volunteering leave:** we offer **3 paid volunteer days per year** for all employees. This empowers our team to support local charities without financial penalty.

New and Retained Jobs (MAC 1.1)

To ensure the consistent delivery of public sector contracts, we have built and successfully **retained a dedicated government service team.**

- **High-quality retained jobs:** these roles adhere strictly to the "Good Work" criteria (MAC 1b, 1c, 1d) - offering secure contracts, fair pay above the living wage and clear routes for in-work progression.
- **Stability and expertise:** by retaining this specialised team, we prevent the loss of critical public sector institutional knowledge and ensure that the economic benefits of our government contracts directly support secure, long-term UK employment.

Skills & In-Work Progression

We demonstrate a clear understanding of the progression barriers in the technology sector - specifically the rapid obsolescence of technical skills and the "experience gap" for junior staff. To address this, we have implemented initiatives to ensure our workforce continuously develops new skills, leading to recognised qualifications and higher-paid roles.

- **Structured professional development (PDPs):** to support in-work progression and help staff move into higher-paid work, every employee manages a Professional Development Plan (PDP), which identifies specific skills gaps and career aspirations, mapping out a clear route to promotion and increased earning potential.
- **Learning and development support:** we back these plans with a Learning & Development programme which provides funding and time off for employees to acquire recognised qualifications relevant to the contract (e.g. agile certifications, leadership management training), ensuring our team remains at the forefront of the industry.
- **Adzuna Academy:** to foster a culture of continuous learning, we run an internal, peer-led, knowledge-sharing and upskilling programme. Regular "lunch and learn" sessions allow subject matter experts within the business to train their colleagues on emerging technologies, market trends, and best practices. This breaks down silos, allowing non-technical staff to understand complex data concepts and technical staff to understand commercial drivers. This holistic approach ensures our workforce is adaptable, multi-skilled and better equipped to solve complex public sector challenges.

More information available on request - gcloud@adzuna.com