



Jobcentre Plus support for employers – quick guide

# How Universal Credit helps your business and your employees

**Jobcentres across the country are helping people who work and claim Universal Credit to ‘top-up’ their earnings.**

Universal Credit is single monthly payment for people out of work or on a low income.

This could be due to their hourly rate of pay or their working pattern.

It aims to ensure people are better off in work and provides continual support whilst people progress in their job.

With Universal Credit there are no restrictions on the number of hours a person can work each week. Universal Credit gradually reduces as your employee earns more.

➤ **Contact your local Jobcentre Plus Employer Adviser**

➤ **Call**

➤ **email**

➤ **Alternatively contact the Employer Services Line**  
using the [online enquiry form](#) or by phone on 0800 169 0178

**jobcentreplus**

Part of the Department  
for Work and Pensions

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## Support for employees

Universal Credit may not stop when employees work extra hours, work overtime or get a bonus payment.

Employees on Universal Credit, may be asked by Jobcentre Plus to consider ways to increase their earnings by:

- increasing hours
- gaining new skills/qualifications to boost their wages
- taking on more responsibility or extra duties

Universal Credit now provides more financial support with childcare, making it easier for parents to move into work, stay in work and increase their earnings.

## Benefits for your business

As an employer the way Universal Credit works gives you more flexibility. It allows you to offer existing part time staff overtime and extra hours, particularly in those peak times and for those unexpected staff changes. The flexibility to offer additional hours and responsibility also enables your employees to develop their skills.

If an employee earns a different amount each month, their Universal Credit is adjusted to reflect the earnings. Payments are automatically adjusted via the PAYE real time information you send to HMRC. This simple and accurate system which means you get fewer wage enquiries.

## How it works

A Jobcentre customer was working 16 hours per week in a retail store. His earnings were topped up with benefits. Whilst he occasionally did additional hours to cover staff absence he had not approached his employer to increase his hours on a permanent basis. After talking to his work coach he did exactly that. His employer offered him a short course to improve his skills so he could apply for vacancies with extra responsibility. He contacted his work coach to say he had secured a full time position and was much better off even after his Universal Credit was adjusted.

## More information

Scan or click here for more information about:

### [Universal Credit](https://www.gov.uk/guidance/universal-credit-information-for-employers)



[www.gov.uk/guidance/universal-credit-information-for-employers](https://www.gov.uk/guidance/universal-credit-information-for-employers)

### [Universal Credit and Employers – More flexibility for employers and claimants](https://www.youtube.com/watch?v=omNw7N675NE)

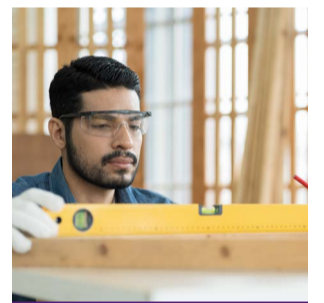


<https://youtu.be/omNw7N675NE>

### [Universal Credit and Employers – Making work better for all](https://www.youtube.com/watch?v=y9s18OJc4s8)



<https://youtu.be/y9s18OJc4s8>



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