

Government's digital employment tools help thousands take the next step into work

25.9.2026 - | UK Ministry of Defence

Tens of thousands of jobseekers have already benefited from the Government's new digital employment support tools, helping people build CVs, prepare for interviews and take the next step into work.

Tens of thousands of jobseekers have already benefited from the Government's new digital employment support tools, helping people build CVs, prepare for interviews and take the next step into work.

The Department for Work and Pensions' (DWP) Work Hub, launched this summer, is bringing employment support into people's pockets through a range of free digital services that can be accessed anytime, anywhere from a phone, tablet or computer.

Envisioned as a "jobcentre in your pocket" and designed as a new universal service, Work Hub is available to help anyone get into work and get on at work. The free digital platform offers practical tools to build CVs optimised for online recruitment platforms, as well as help to search and apply for jobs, prepare for interviews and identify training opportunities.

Since its launch in June, around 20,000 people have used the Work Hub's "Build a CV" tool, which helps users turn their skills, experience and achievements into a professional CV tailored to the roles they want.

Some 16,000 people have also used the platform's AI Work Assistant, which provides personalised guidance on job searches, applications, interview preparation and career development.

The figures show how Government continues to modernise public services and utilise technology to break down barriers to opportunity by giving more people access to practical employment support, while supporting the to boost living standards and drive growth in every part of the country.

The announcement supports the Government's wider ambition to ramp up opportunity and tackle economic inactivity, including through our £2.5 billion package to create almost one million work and training opportunities for young people.

Minister for Innovation, Fraud and Data, Lilian Greenwood MP, said:

The world of work is changing, so the support we provide must change with it, and the Work Hub is innovation at its finest.

In just a few months, around 20,000 people have already used our CV tools to showcase their skills and take important steps towards finding work.

This tool is one of the ways we're making sure no one is left behind and I would encourage any jobseeker yet to try it, to give it a go.

The Work Hub sits alongside the department's wider programme to modernise its services for customers, including by joining up employment and careers advice and offering people support in their community.

Work Coaches continue to provide tailored, face-to-face support through Jobcentres, with the digital tools offering an additional way for people to access advice and guidance.

One Work Coach already seeing the benefits is Lance, from Bognor Regis who supports works with young people looking for work. He has started using the AI Work Assistant as part of appointments to support conversations around career aspirations, skills development, and job searching. He feels that the tool can empower many young people, especially those who lack confidence or feel unsure.

Lance said:

The AI Work Assistant is a valuable tool that complements the support we already provide.

It acts as an additional resource that can help generate ideas, explore career pathways, identify transferable skills, and support meaningful coaching conversations. I've especially noticed how this has opened up opportunities for young people.

The Work Hub is also helping jobseekers overcome practical barriers to finding employment.

Jobseeker, Hugh, had extensive experience and a strong set of skills but struggled to get responses from employers because his CV format was not suited to modern recruitment processes.

After being introduced to the Work Hub CV Builder by DWP recruitment consultant, Ian, Hugh passed application sifts and within a few weeks was successfully offered a job.

Hugh said:

Before, I was struggling to get a response from the employer, let alone a job. However, upon using the CV builder I saw the response I received increase significantly.

It allowed me to convey my skills and experience more effectively, helping me secure a much-needed job after many unsuccessful attempts beforehand.

The service also supports employers by providing a dedicated space to advertise vacancies, access recruitment advice and connect with local labour markets, helping employers find the talent they need to grow their businesses.

Shazia Ejaz, Recruitment and Employment Confederation (REC) Director of Campaigns, said:

We absolutely support the use of technology to make hiring faster and fairer and thereby achieve a job market that is as accessible as possible to the widest range of people. We must keep finding innovative ways to ensure the talent pipeline keeps producing the right candidates and workers given the shortages of labour and skills in parts of our labour market.

Embracing technology within safeguards is the right approach to get more people into work and to grow the economy.

Additional information:

- The Work Hub 'Build a CV' tool can be used by everyone- DWP customer or not.
- It launched as a pilot in June 2026 and is being continually developed based on user feedback and performance data.
- Important guardrails are in place to help ensure the appropriateness of the AI responses and keep it focused on providing employment support.
- This does not replace career support in job centres, and requirements for people in the Intensive Work Search group for Universal Credit are unchanged.

<https://www.gov.uk/government/news/governments-digital-employment-tools-help-thousands-take-the-next-step-into-work>