

Business and Professional Services

Worcestershire

**National
Careers
Service**

Helping you take
the next step

With the UK home to more multi-national company headquarters than anywhere else in the world, there are plenty of job opportunities in this sector, which is predicted to grow strongly, especially in the number of professional roles.

Employers are seeking graduates with experience of the workplace for business management and consultancy roles.

Worcestershire overview

Business and professional services, a growing sector, accounts for 13%* of the workforce in Worcestershire, which is slightly lower than across the West Midlands (15%) and Great Britain (17%).

There are over 33,000 jobs in the sector across Worcestershire. Most of these are in the Bromsgrove, Worcester and Wychavon districts.

This sector includes **legal and accounting activities, head office management and consultancy, architectural and engineering, employment activities** and **office administration and support**.



7,000 people are employed in business administration and support services*

4,000 people are employed in finance and insurance services*

2,000 people are employed in legal activities*

Over a quarter of apprentices in Worcestershire are employed in roles related to business and professional services.

*BRES

Future trends

Advances in technology mean business services must adapt to change and job roles are changing rapidly. Some jobs, such as clerical roles, can now be done by computer software but for others - such as **big data, IT services, financial technologies (Fintech)** and cyber security roles - the demand is growing.

With business services potentially creating around 1.5 million more jobs by 2024 (PwC) some businesses are reporting **skills gaps**. According to the Chartered Management Institute, the UK needs **1.9 million new managers across all sectors and employers are struggling to fill the roles they have available**. But although the trend is moving towards more highly skilled job opportunities in this sector, **sales and customer service** skills are very much in demand.

Local employers include:

HSBC, Natwest, Bishop Fleming, Thursfields Solicitors, Hewett Recruitment, MFG Solicitors, Harrison Clark Rickerbys Solicitors, OGL Computer



Job roles in business and professional services include:

Accounting technician • Actuary • Admin assistant • Arts administrator • Auditor • Bank manager • Banking customer service adviser • Barrister • Chief executive • Company secretary • Conference and exhibition manager • Data entry clerk • Digital marketer • Equalities officer • Estates officer • Finance officer • Financial adviser • Health and safety adviser • Human resources manager • Insurance account manager • Insurance broker • Interpreter • Legal secretary • Management accountant • Marketing manager • Mortgage adviser • Office manager • Paralegal • Payroll clerk • Payroll manager • Pensions adviser • Personal assistant • Receptionist • Recruitment consultant • Sales administrator • Secretary • Solicitor • Tax inspector

Skills and qualities

In business and professional services, employers are particularly looking for:

Communication skills • **Advanced digital and ICT skills** • Confidence in working with numbers • **Teamwork and interpersonal skills** • Customer service • **Able to manage own time and prioritise tasks** • An analytical and logical approach to solving problems • **Attention to detail** • Leadership and management skills • **Knowledge of how business works** • Commercial awareness

What could you earn?

Auditor **£25,000 - £80,000**

Company secretary **£35,000 - £70,000**

Data entry clerk **£12,000 - £25,000**

Equalities officer **£18,000 - £45,000**

Finance officer **£18,500 - £40,000**

Office manager **£18,000 - £35,000**

Paralegal **£14,000 - £40,000**

Secretary **£14,000 - £25,000**

Find out more

<https://www.aat.org.uk/apprenticeships>

www.discoverrisk.co.uk

<http://www.skills4worcestershireshire.co.uk/>

Routes into this sector

Ways to get into this sector will vary depending on the job role.

Apply directly for roles such as admin assistant – you may need GCSEs at grades 9-4 (A*-C) and basic IT skills. A temporary job may also be a good way in.

Choose a **college course** at level 3 (A level equivalent) or level 4 to add to your qualifications.

An **apprenticeship** could be a good route in – from **social media assistant** (intermediate apprenticeship) and **business administrator** (advanced apprenticeship) to **project manager** (degree apprenticeship). Always check the requirements for each individual apprenticeship.

For some roles, employers will look for someone who has a **university degree** but also check to see if an apprenticeship is an option for a graduate-level job.

Work your way up to roles such as supervisor or manager by training on the job.

For more job profiles and careers information visit the National Careers Service website: <https://nationalcareers.service.gov.uk> or call 0800 100 900



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