



Business services

There is an increasing emphasis on digital skills in many administrative and customer facing roles

Business services includes property, administrative services, which covers contact centres, human resources provision, management consultancy, sales, recruitment and training. Jobs in this type of work are in a wide range of occupational areas.

- Employment in West Yorkshire was 106,000, 10.1% of all jobs in 2016, up from 84,000 in 2011.
- There were 6,175 businesses in West Yorkshire in 2017.
- There were 6,582 online vacancies in West Yorkshire in 2017.

- Top vacancies advertised online in West Yorkshire in 2017:
 - Human resources and industrial relations officers
 - Call and contact centre occupations
 - Customer service occupations
 - Other administrative occupations
 - Telephone salespersons.

- In Leeds City Region jobs are forecast to rise by 13,000 between 2014-2024 with 64,000 vacancies expected over this period to replace those who leave the sector.



Types of job	National average salary
Business administrator	£23,404
Human resources manager	£55,568
Call centre worker	£19,318
Customer service adviser	£21,494
Recruitment consultant	£31,994
Sales executive	£37,720

Skills/qualities

- Communication
- Business skills
- Customer service
- IT
- Team work
- Problem solving
- Organising
- Attention to detail

Useful subjects include;

- Maths, English and ICT
- Business

Some local employers

- LV=Britannia Rescue
- Direct Line Group
- Pertemps Network
- Lowell Group
- Headway Recruitment
- Capita



In the future... This varied sector is expected to grow in the region creating more jobs over the next few years.

More information...



www.cipd.co.uk



www.ccma.org.uk

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Visit the **National Careers Service** website for information on a wide variety of careers: <https://nationalcareersservice.direct.gov.uk>



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