

Business and professional services (including finance)

in The Marches (Shropshire, Herefordshire, Telford and Wrekin)

The UK is home to a high number of multinational company headquarters and is a great place to do business. Services cover areas such as HR (people management), IT services, consultancy, marketing and public relations, facilities management, legal matters and finance.

Local Overview

Across Shropshire, Herefordshire and Telford & Wrekin, business, financial and professional services combined employ **over 49,000 people** and make up one of the largest employment sectors.

Statistics

There are **7,470 enterprises** in the business and professional services sector and most of them are small or medium-sized enterprises (SMEs).

The finance and real estate sub-sectors are dominated by micro businesses (**0-9 employees**).

Growth Areas

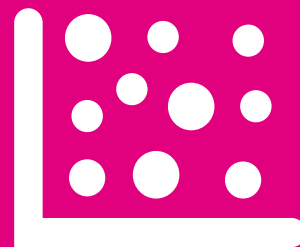
Telford is a hotspot for business and professional services with several multinational companies located in the town; businesses working with **digital technologies** are a particular growth area.

The sector offers **highly skilled jobs** with good progression and professional development opportunities.

Job Roles

Job roles range from lawyers, accountants, financial managers, project managers to those working in ICT, marketing, recruitment, property, HR, sales and business development.

**Employs over
49,000 people**



7,470 enterprises

The sector is very diverse and includes:

ICT services
8,000 employees



HR/employment services
8,000 employees



Activities of head offices and management consultancy activities
5,000 employees



Real estate activities
5,000 employees



Financial and insurance services
4,500 employees



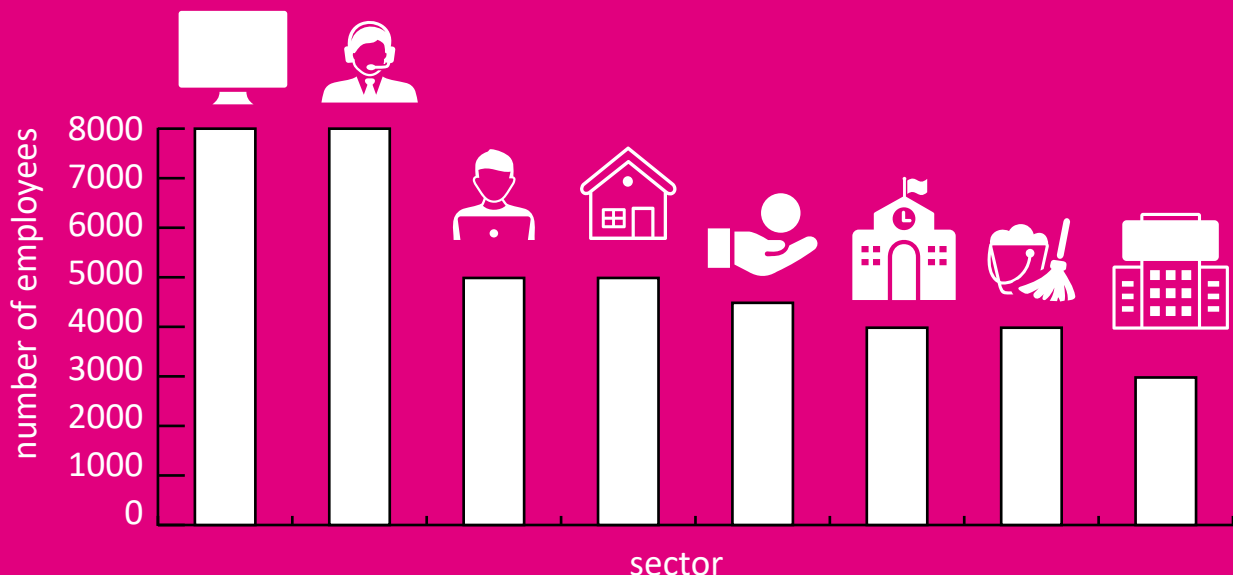
Legal and accounting activities
4,000 employees



Facilities management, landscape and cleaning services
4,000 employees



Office administration and support services
3,000 employees



Future trends

Advances in technology mean business services must **adapt to change** and job roles are changing rapidly.

Some admin and clerical jobs can now be done by computer software and so can some professional tasks in financial and legal services.

However, **demand is growing** in areas such as:

- big data
- IT services
- cyber security
- fintech (financial technologies).

Growth in cashless transactions, digital service provision, cloud-based solutions, cryptocurrencies, Artificial Intelligence (AI) and machine learning will mean that skills in blockchain development, programming, data analytics and statistics will continue growing in demand.

Employment in business, financial and professional services is expected to grow over the next **ten years**.

Some **firms are reporting skills gaps** and employers are especially seeking graduates with experience of the workplace for business management and consultancy roles.

Local employers

1. Müller (head office)
2. ReAssure (head office)
3. Balfours LLP
4. Capgemini
5. Croud Inc
6. Fujitsu
7. Greenhous
8. Lanyon Bowdler
9. Lyreco
10. Nasstar
11. Shropshire Star
12. Staffline Group
13. Whittingham Riddell
14. Major high street banks



Job roles



accountant

accounts clerk

actuary

admin assistant

advertising executive

auditor

bookkeeper

brand manager

business adviser

business analyst

chief executive

compliance manager

credit controller

consumer insight expert

customer service adviser

cyber security specialist

data analyst

database security
administrator

digital marketing assistant

dispute resolution
solicitor

ecommerce manager

economist

environmental consultant

financial adviser

financial manager

human resources officer

insurance claims handler

IT support technician

IT systems architect

lawyer

payroll assistant

personal assistant (PA)

project manager

recruiter

retail buyer

social media manager



Skills and qualities

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

good communication skills

advanced digital and ICT skills

confidence in working with numbers

teamwork and interpersonal skills

customer service

ability to manage own time and prioritise tasks

good attention to detail

leadership and management skills

knowledge of how business works

commercial awareness

ability to speak other languages

an analytical and logical approach to solving problems



Routes into this sector

Ways to get into this sector will vary depending on the job role. National Careers Service can support you to find the right course.



Apply directly for roles such as admin assistant - you may need GCSEs at grades 9-4 (A*-C) and basic digital/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 finance assistant (intermediate apprenticeship) and digital marketer (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 a higher or degree 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.

What could you earn?

Accountant

£18,000 to £100,000

Business analyst

£30,000 to £70,000

Business project manager

£22,000 to £70,000

Call centre worker

£15,000 to £28,000

Finance officer

£19,500 to £34,000

Human resources (HR) officer

£15,000 to £50,000

Marketing manager

£25,000 to £55,000

Purchasing / procurement manager

£30,000 to £60,000



Find out more

For more information about the labour market in your area or in a particular sector you can **speak to one of our expert careers advisers by calling 0800 100 900**.

Visit our website <https://nationalcareers.service.gov.uk> to access over 800 job profiles, online resources and digital tools, or to contact us via webchat or email.