Victorian Employer Skills and Training Survey 2017

Administrative and Support Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey in 2017*. Of these, 816 were from the Administrative and Support Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Administrative and Support Services industry compared to the overall Victorian

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a medium impact on workplace productivity.

**High impact**

Administrative and Support Services: 27%

Victoria: 28%

**Medium impact**

Administrative and Support Services: 51%

Victoria: 53%

**Low impact**

Administrative and Support Services: 13%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase workload for other staff, create an inability to meet customer needs, and result in a loss of business to competitors.

**Increased workload for other staff**

Administrative and Support Services: 52%

Victoria: 61%

**Inability to meet customer needs**

Administrative and Support Services: 50%

Victoria: 39%

**Loss of business to competitors**

Administrative and Support Services: 45%

Victoria: 31%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills.

Over a quarter of employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Administrative and Support Services: 52%

Victoria: 53%

Finding job ready candidates

Administrative and Support Services: 37%

Victoria: 33%

Training staff to keep skills up to date

Administrative and Support Services: 27%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required experience and technical skills.

Agreed roles were difficult to fill

Administrative and Support Services: 53%

Victoria: 54%

**Lacked relevant experience**

Administrative and Support Services: 57%

Victoria: 55%

**Lacked technical/job specific skills**

Administrative and Support Services: 46%

Victoria: 50%

**Few applicants**

Administrative and Support Services: 39%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Administrative and Support Services: 21%

Victoria: 24%

Businesses lack the skills they need today

Administrative and Support Services: 10%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Administrative and Support Services: 63%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

Almost two thirds of employers identify technical and job specific skills are needed or will be lacking in the next 12 months.

**Technical / job specific skills**

Administrative and Support Services: 64%

Victoria: 69%

**Management / leadership skills**

Administrative and Support Services: 40%

Victoria: 40%

**Problem solving**

Administrative and Support Services: 38%

Victoria: 35%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Administrative and Support Services: 60%

Victoria: 63%

Employers mainly used private training providers and industry associations to deliver their training in 2016.

**Private training providers**

Administrative and Support Services: 53%

Victoria: 50%

**Industry associations**

Administrative and Support Services: 42%

Victoria: 48%

**TAFE**

Administrative and Support Services: 20%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Administrative and Support Services: 76%

Victoria: 75%

Positive impact on productivity

Administrative and Support Services: 78%

Victoria: 72%

Trained staff are more valuable to the workplace

Administrative and Support Services: 86%

Victoria: 86%

Quality of provider training was high

Administrative and Support Services: 76%

Victoria: 79%