# **2018 Victorian Employers Skills Survey**

## **Administrative and Support Services**



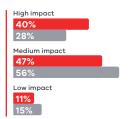
Of the 13,600 employers that responded to Victorian Employer Skills Survey in 2018, nearly 1,080 were from the Administrative and Support Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the 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. Training providers engaged in this industry are seen to be of very high quality.

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

## Skills are important to productivity



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



#### Impact of insufficient workforce skills

Businesses lacking skills mainly reported the following workplace issues:



Increased workload for other staff



Administrative and Support Services

46% VIC 22 day Crivity

Increased

operating costs

■ Victoria

## Managing the skills of the workforce

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.



Finding people with the right skills

SKILLS IMPACT

**PRODUCTIVITY** 



Finding job ready candidates

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



Faced challenges training staff to keep skills up to date

## Recruitment challenges

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.



58% Lacked technical / job specific skills Few applicants 46%

Administrative and Support Services

## **Employers' access** to training



Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.



### Skills needed now and for the future



Businesses lack the skills they

63%

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

Businesses believe they have the skills needed for today

## **Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success



Positive return



Positive impact on productivity



Training is a priority for the workplace



Quality of provider training was high

## Type of skills lacking today and in the next 12 months

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

Technical / job specific skills 68% Management / leadership skills Problem solving skills



Administrative and

■ Victoria

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