Victorian Employer Skills Survey 2018

Administrative and Support Services

Of the 13,600 employers responded to the *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.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Administrative and Support Services: 40%

Victoria: 28%

**Medium impact**

Administrative and Support Services: 47%

Victoria: 56%

**Low impact**

Administrative and Support Services: 11%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Administrative and Support Services: 63%

Victoria: 66%

**Increased operating costs**

Administrative and Support Services: 42%

Victoria: 46%

**Loss of business to competitors**

Administrative and Support Services: 42%

Victoria: 37%

**Challenges**

**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**

Administrative and Support Services: 56%

Victoria: 59%

**Finding job ready candidates**

Administrative and Support Services: 37%

Victoria: 35%

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

**Faced challenges training staff to keep skills up to date**

Administrative and Support Services: 25%

Victoria: 27%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Administrative and Support Services: 60%

Victoria: 59%

**Lacked relevant experience**

Administrative and Support Services: 58%

Victoria: 56%

**Lacked technical / job specific skills**

Administrative and Support Services: 47%

Victoria: 52%

**Few applicants**

Administrative and Support Services: 46%

Victoria: 52%

**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: 27%

Victoria: 26%

**Businesses lack the skills they need today**

Administrative and Support Services: 10%

Victoria: 12%

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

Administrative and Support Services: 63%

Victoria: 62%

**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**

Administrative and Support Services: 68%

Victoria: 68%

**Management / leadership skills**

Administrative and Support Services: 41%

Victoria: 39%

**Problem solving skills**

Administrative and Support Services: 38%

Victoria: 36%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Administrative and Support Services: 60%

Victoria: 64%

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

**Internal training**

Administrative and Support Services: 69%

Victoria: 57%

**External training**

Administrative and Support Services: 70%

Victoria: 82%

**Training contribution and quality**

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

**Positive return on investment**

Administrative and Support Services: 93%

Victoria: 90%

**Positive impact on productivity**

Administrative and Support Services: 92%

Victoria: 90%

**Training is a priority for the workplace**

Administrative and Support Services: 95%

Victoria: 94%

**Quality of provider training was high**

Administrative and Support Services: 92%

Victoria: 88%