

South East Midlands Labour Market Information

November 2021

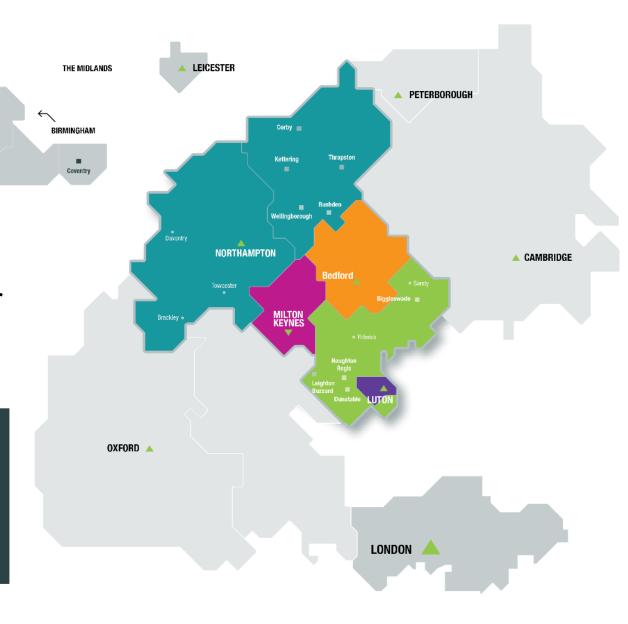


South East Midlands

- Bedfordshire
- Luton
- Milton Keynes
- Northamptonshire

This presentation includes information for the labour market, showing trends for occupational groups and occupations

870,000 people in employment 213,000 job postings (vacancies) per year



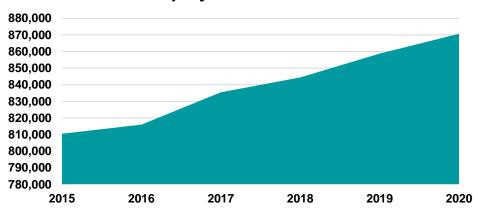




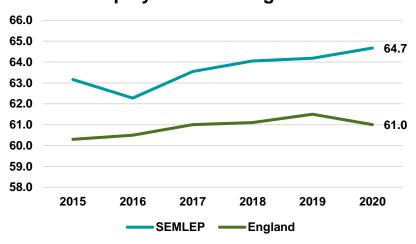


The Labour Market

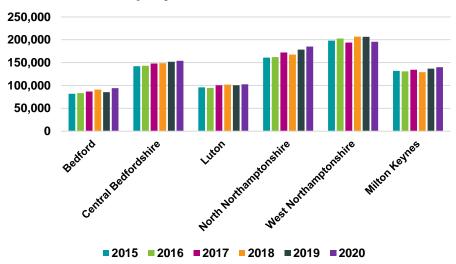




Employment rate - aged 16+



Employment - SEMLEP Area



Job Density (2019) Ratio of total jobs to population aged 16-64



Over 1 indicates more jobs than 16-64 population

High levels of employment

Source: ONS, Annual population survey, ONS/ONS Job Density

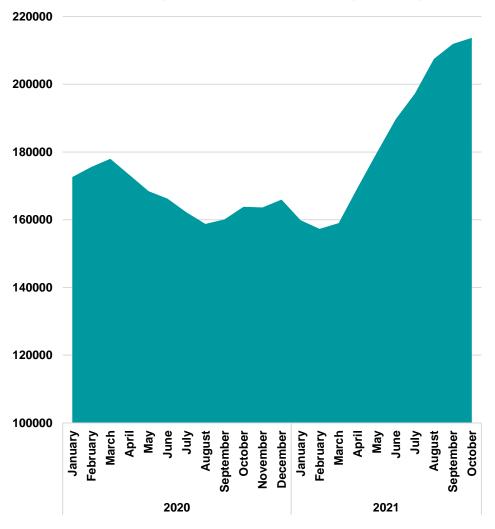






Job Posting Trends





- There has been a decline in line with the national picture for over two years until the beginning of 2020 where we started to see a consistent increase
- The impact of COVID-19 has stalled this growth but there is a large increase from Easter 2021
- Currently, job vacancies are 53% higher than the peak prior to COVID-19
- Some sectors have a large number of vacancies such as health, care, construction, education, digital, manufacturing and logistics
- SEMLEP Business Survey Most employers advertise on websites, social media and through word of mouth

Source: Labour Insight (Burning Glass Technologies)

Top 50 Job Postings

Office / Administrative Assistant

Labourer / Material Handler

Customer Service Representative

Software Developer / Engineer

Project Manager

Registered General Nurse (RGN)

Caregiver / Personal Care Aide

Account Manager / Representative

Delivery Driver

Production Worker

General cleaner

Warehouse / Inventory Associate

Bookkeeper / Accounting Clerk

HGV / LGV Class 1 Driver

Accountant

HGV / LGV Class 2 Driver

Care assistant

Sales Manager

Computer Support Specialist

Maintenance Technician

Teaching Assistant

Automotive Service Technician / Mechanic

Data / Data Mining Analyst

Human Resources / Labour Relations Specialist

Financial Manager

Sales Assistant

Tutor

Lawyer

Utilities Technician

Retail Sales Associate

Recruiter

Chef

Sales Representative

Mechanical Engineer

Construction Helper / Worker

Receptionist

Primary School Teacher

Civil Engineer

Marketing Manager

Electrician

Computer Systems Engineer / Architect

Forklift / Pallet Jack Operator

Operations Manager

Retail Store Manager / Supervisor

Family / School / General Social Worker

Physician

University Lecturer

Manufacturing Machine Operator

Scheduler / Operations Coordinator

Food Service Team Member

Labour Market Facts

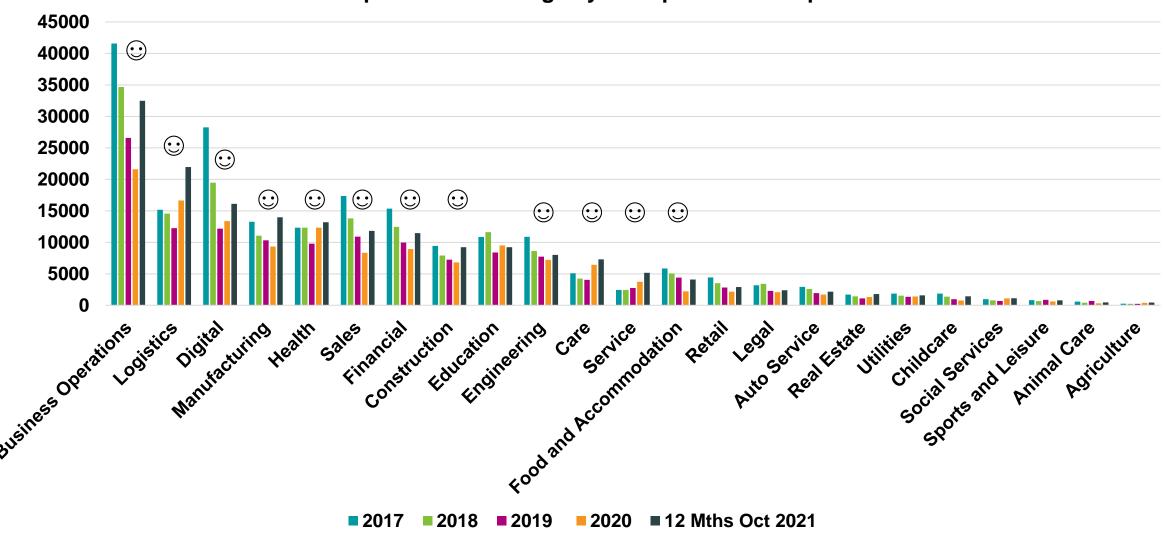
Demand for types of occupations in top 25 have not changed much from before Covid-19

Health, Care, Education, Digital, Construction and roles in Logistics are now higher on the top 200 list

Top 200 roles includes more <u>new</u> Digital, Medical, Manufacturing and Construction occupations

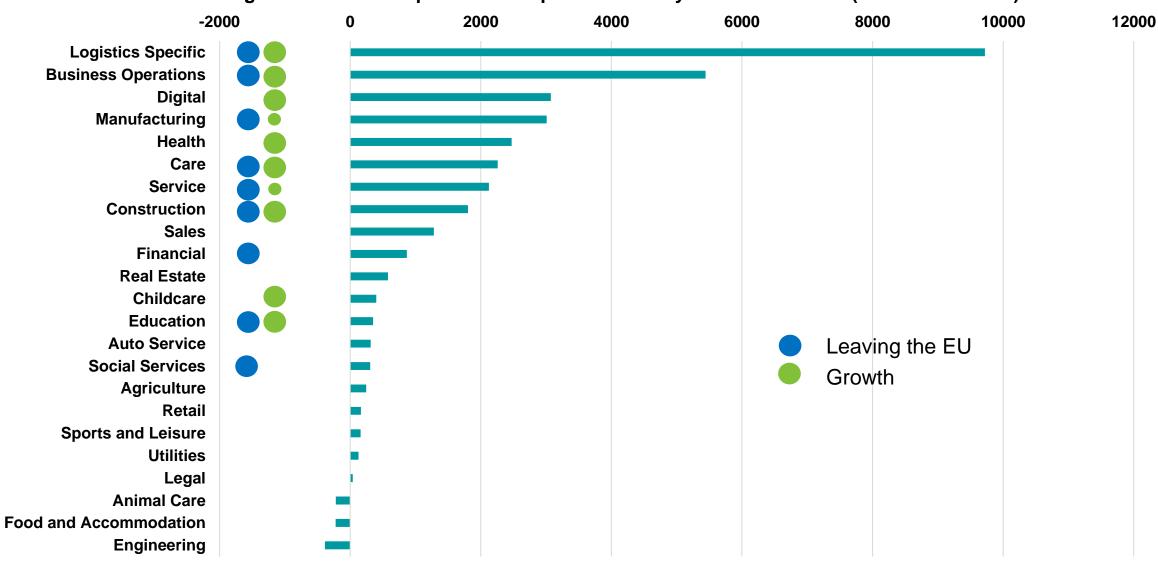
Top occupational groups in demand now



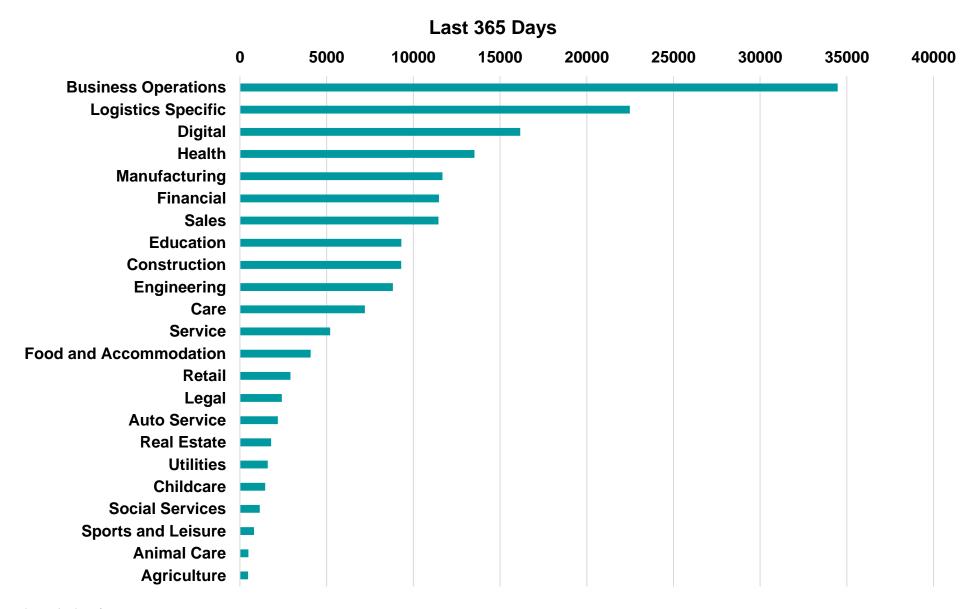


Top occupational groups the impact of Covid-19

Job Postings Variance - Occupational Groups Last 365 Days vs Pre Covid-19 (2019 05 - 2020 04)



Top occupational groups in demand now



Occupational groups/sectors with future need

Occupational groups/sectors with employment growth/high replacement need

Cross cutting transferable occupational groups



Engineering & Manufacturing



Digital



Business Operations& Management

- **Business Operations**
- Management
- Sales/Marketing
- Financial
- Legal

Plus other sector focused occupations



Health & Care



Logistics & Supply Chain



Education



Construction

Future opportunities



"Employability Skills"

Defined as behaviours, attitudes, core competencies and technical/vocational skills of the individual, plus some qualifications

What have been the main causes of having hard to fill vacancies?

- 1.Skills
- 2. Required attitude, motivation, personality
- 3. Work experience
- 4. Qualifications

Have you found any skills difficult to obtain when recruiting staff?

- 1. Technical or practical skills
- 2. Job specific skills
- 3. Communication skills

Qualifications

Core Competencies

- 1. Communication
- 2. Organisation
- 3. Teamwork/Collaboration
- 4. Digital literacy
- 5. Creativity
- 6. Problem solving
- 7. Leadership
- 8. Time management
- 9. Resilience
- 10. Self-motivation/Initiative

Technical/Vocational Skills

Customer Relationships/Service

Teaching

Sales

Business Management

Business Operations

Technical/Practical/Trades

Engineering

Specialist digital skills

Health and Care

Basic Skills

Literacy English
Numeracy
Basic Digital

Attitudes & Behaviours

Detail Orientated Work ethic Curiosity
Independence Honesty Reliability
Politeness Humility Empathy

"Digital Skills"

Specialist Digital Skills

Relate to specific digital jobs and are at a higher level than general digital skills and include the subgroups of:

- Programming
- Development and Information Technology Operations (DevOps)
- Hardware/Infrastructure support
- Data analysis
- Digital design
- Customer Relationship Management (CRM)
- Digital marketing
- Manufacturing
- Cyber security

Digital Literacy

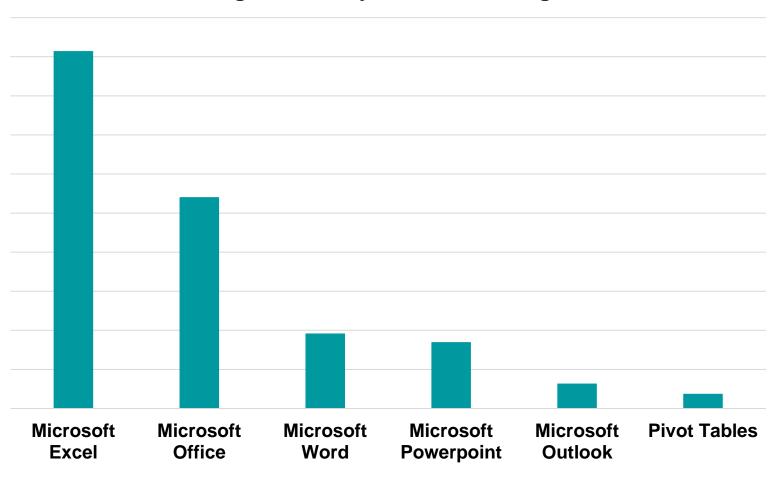
Use of spreadsheets, word processing and presentation software (Microsoft Office), along with personal and business data protection. Includes some common business systems

Basic Digital Skills

The first steps for getting online through to basic online activities (emails, searching for information, banking, etc.)

Digital Skills in Vacancies

Digital Literacy and Job Postings

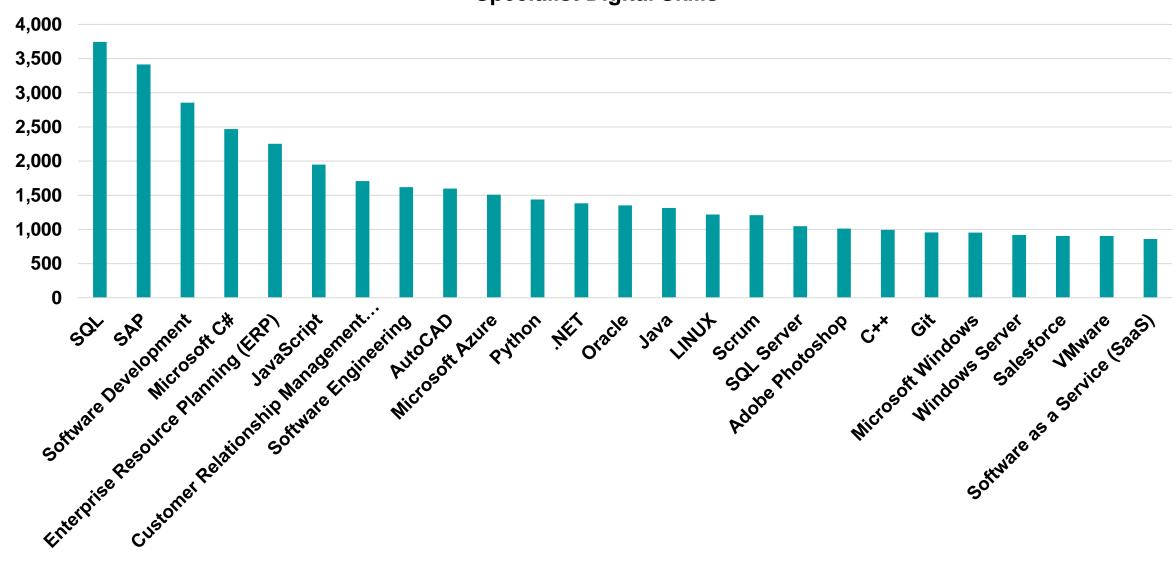


Digital Literacy

Majority of occupations require the use of Microsoft Excel and/or elements of MS Office

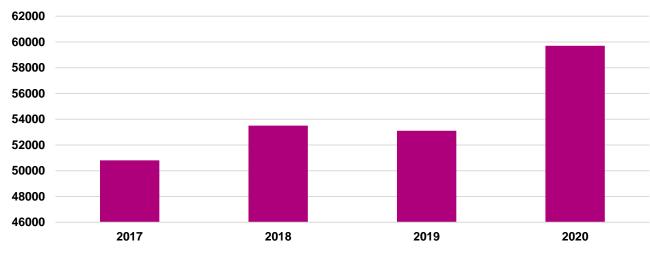
Digital Skills in Vacancies



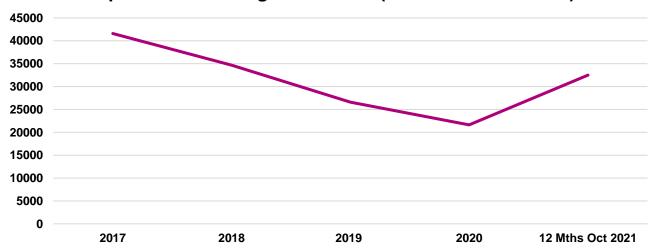


1. Business Operations

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top 10 Vacancies	Last 12 Months
Office / Administrative Assistant	6,745
Project Manager	4,672
Account Manager / Representative	3,725
Human Resources / Labour Relations Specialist	1,798
Recruiter	1,469
Receptionist	1,284
Marketing Manager	1,250
Buyer / Purchasing Agent	946
Senior Administrator	937

Comments

- ► Highest occupational group and increasing
- ▶ Job postings increasing
- ► Many positions are hidden jobs in businesses
- Opportunities for roles in human resources, marketing and procurement (buying)
- ➤ These occupations are in most sectors and occupations tend to be transferable across sectors

Employer Preferred Pathways

- ► Further education college
- Apprenticeships
- University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Planning
Organisational Skills
Creativity
Microsoft Excel

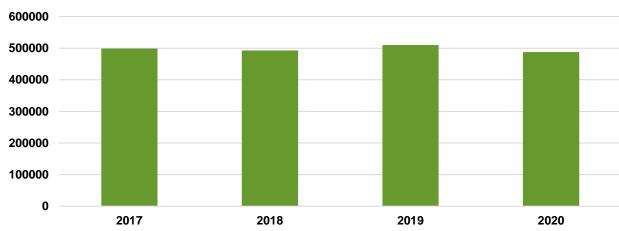




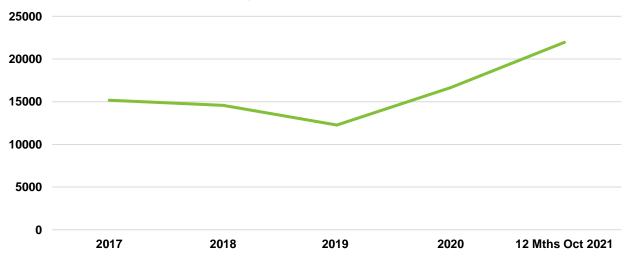


2. Logistics Specific

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Labourer / Material Handler	5,640
Delivery Driver	3,124
Warehouse / Inventory Associate	2,809
HGV / LGV Class 1 Driver	2,477
HGV / LGV Class 2 Driver	2,309
Forklift / Pallet Jack Operator	1,162
Logistics / Supply Chain Analyst	605
Van / Taxi / Shuttle Driver	568
Storage / Distribution Manager	535
Packager	487

Comments

- ▶ Switch to online shopping is driving opportunities
- Over 45% of job posting in the logistics sector are for Business Operations, Digital and Engineering
- ▶ Large demand for drivers at all levels. Most have to be over 24 for insurance purposes
- ▶ Immediate need for warehouse staff and forklift drivers

Employer Preferred Pathways

- ► In house and independent training providers
- ► Further education college
- Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Planning
Detail-Orientated
Microsoft Excel

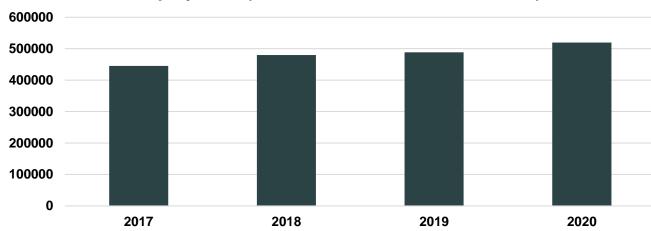




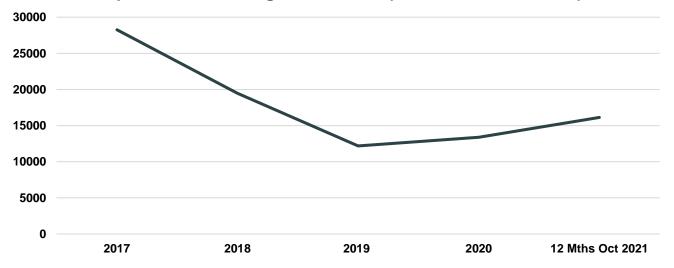


3. Digital

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Software Developer / Engineer	4,682
Computer Support Specialist	2,115
Data / Data Mining Analyst	1,837
Computer Systems Engineer / Architect	1,189
IT Project Manager	880
Web Developer	833
Software QA Engineer / Tester	608
Information Security Engineer / Analyst	595
Systems Analyst	572
Network / Systems Support Specialist	458

Comments

- ▶ Increasing demand for software developer/engineers, computer support specialists and data/data mining analysts
- ➤ Over 60% of occupations are in sectors outside of the specialist digital businesses

Employer Preferred Pathways

- ► Further education college/Institute of Technology
- ► Apprenticeships
- University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Problem Solving and Troubleshooting
Planning
Creativity
Microsoft Excel

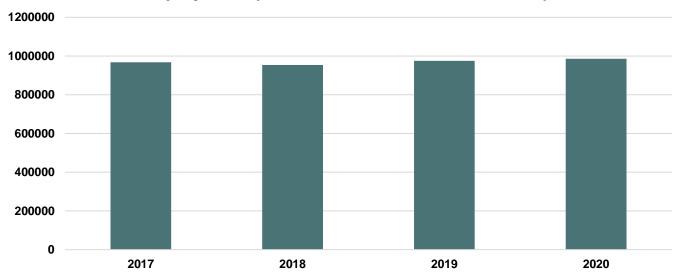




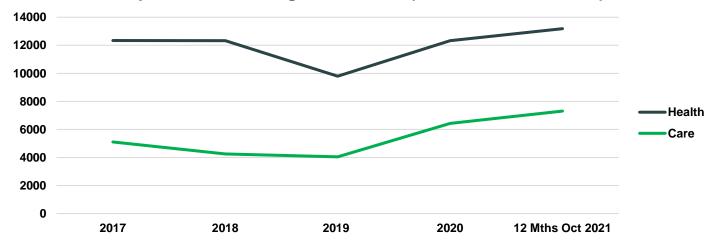


4. Health and Care

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Registered General Nurse (RGN)	4,138
Caregiver / Personal Care Aide	3,992
Care assistant	2,285
Physician	1,098
Nursing Assistant / Healthcare Assistant	976
Healthcare Manager	973
Psychologist	665
Nurse Practitioner	622
Health Technician / Technologist (Other)	571
Occupational Therapist	535

Comments

- Very high demand for nurses and care related occupations
- ▶ The ability to empathise is sought in all occupations
- ▶ New pathways emerging for entry into sector
- ▶ Will continue to grow to support an ageing population
- ➤ Other occupational groups in need within sector such as Digital, Business Operations and Maintenance

Employer Preferred Pathways

- ► Further education college
- ► Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Planning
Leadership
English



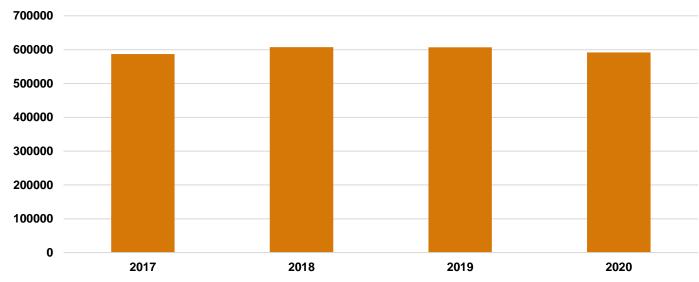




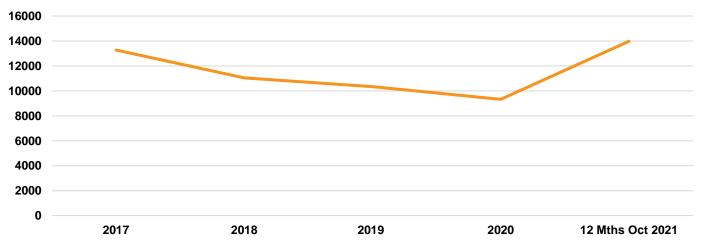
Source: Labour Insight (Burning Glass Technologies) and ONS, Annual Population Survey

5. Manufacturing

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Production Worker	2,906
Operations Manager	1,157
Manufacturing Machine Operator	1,058
Scheduler / Operations Coordinator	1,045
Welder / Solderer	942
CNC Operator	896
Quality Inspector / Technician	882
Production Supervisor	820
Validation Engineer	660
Production Plant Manager	648

Comments

- ► Recovering post pandemic
- ▶ Diverse sector from Formula 1 to food production
- Other occupational groups required in manufacturing businesses, especially business operations, digital and engineering

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

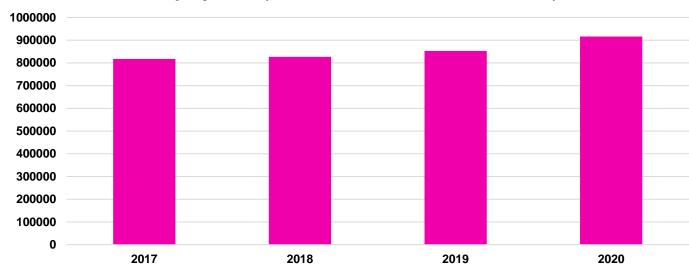
Communication Skills
Planning and Organisational Skills
Detail-Orientated
Problem Solving
Microsoft Excel



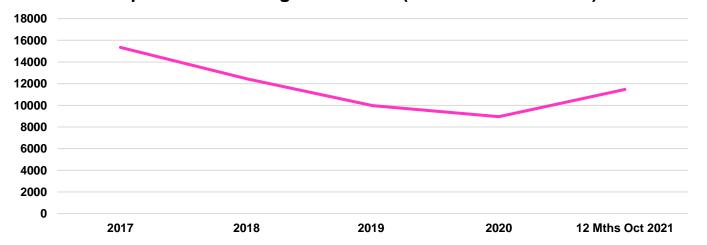


6. Financial

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Bookkeeper / Accounting Clerk	2,736
Accountant	2,460
Financial Manager	1,785
Financial Analyst	853
Payroll Specialist	758
Credit Analyst / Authoriser	617
Auditor	560
Estimator	363
Personal Financial Advisors	340
Financial Services Sales Agent	293

Comments

- ► Large demand for accountants and bookkeepers
- Occupations cut across sectors and roles are transferable

Employer Preferred Pathways

- ► Further education college
- Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

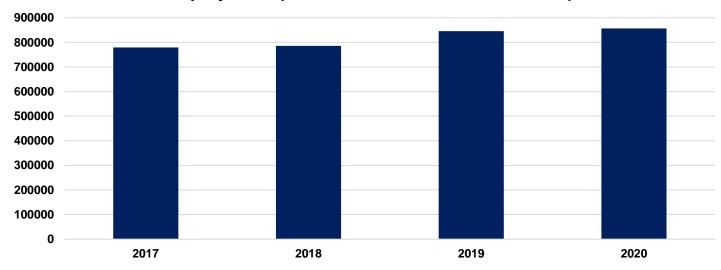
Microsoft Excel
Communication Skills
Detail Orientated
Meeting Deadlines
Problem Solving and Analytical Skills



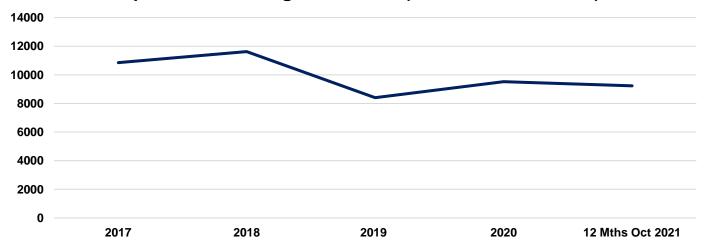


7. Education

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Teaching Assistant	1,937
Tutor	1,677
Primary School Teacher	1,276
University Lecturer	1,064
Secondary School Teacher	561
Vocational Education Trainer / Tutor	398
Science Teacher	339
Maths Teacher	311
Researcher / Research Associate	289
Special Education Needs (SEN) Teacher	259

Comments

- ► Increasing demand for teaching assistants in schools and tutors in colleges
- ► Ageing workforce offering opportunities
- Financial incentives available to become a teacher
- ► Need digital literacy skills

Employer Preferred Pathways

- ► Teaching school hubs (Denbigh and Brooke Weston)
- ► Further education college
- ▶ Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Creativity
Communication Skills

Planning English

Organisational Skills

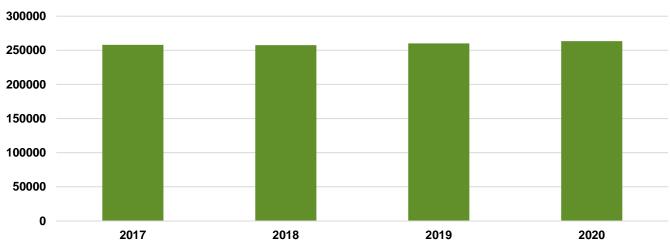




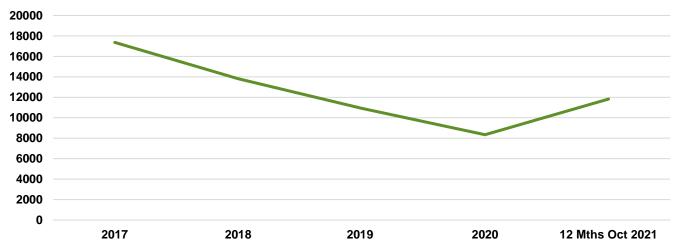
Source: Labour Insight (Burning Glass Technologies) and ONS, Annual Population Survey

8. Sales and Customer Service





Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Customer Service Representative	5,102
Sales Manager	2,243
Sales Assistant	1,700
Sales Representative	1,419
Customer Service Manager	708
Product Demonstrator	218

Comments

- ► Now recovering post pandemic
- Increasing demand in business to business sales and service
- Employment level flat due the introduction of technology such as Artificial Intelligence

Employer Preferred Pathways

- ► Further education college
- ► Apprenticeships

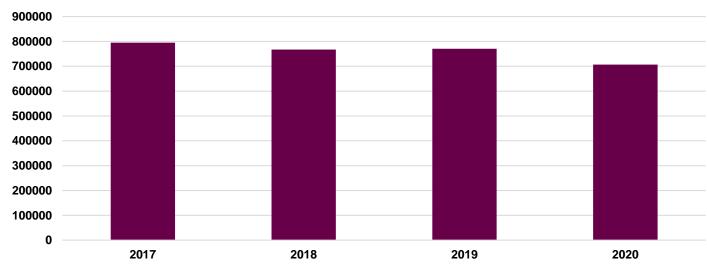
Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Building Effective Relationships
Detail-Orientated
Microsoft Excel

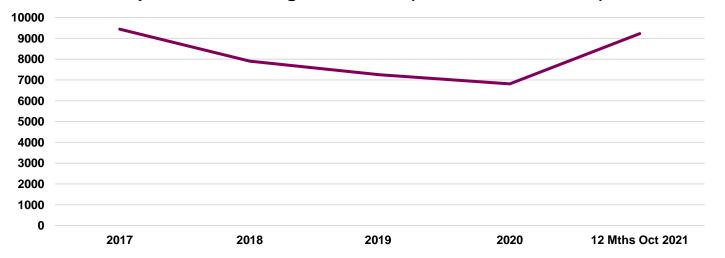


9. Construction

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Construction Helper / Worker	1,370
Civil Engineer	1,275
Electrician	1,195
Construction Manager	968
Quantity surveyors	848
Carpenter	770
HVAC Mechanic / Installer	649
Land Surveyors	544
Painter	479
Plumber	398

Comments

- Opportunities in all occupations at all levels, especially trades
- ► Large building programmes locally
- ► Green economy will create/change many jobs
- ► Will need other certification (CSCS card)

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships
- ► Construction Industry Training Board
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Planning
Organisational Skills
Problem Solving
Microsoft Excel

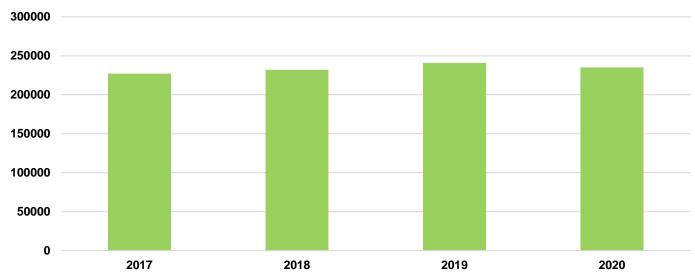




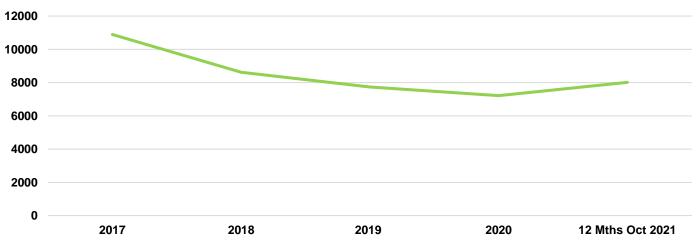
Source: Labour Insight (Burning Glass Technologies) and ONS, Annual Population Survey

10. Engineering

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Maintenance Technician	2,002
Mechanical Engineer	1,383
Electrical Engineer	894
Industrial Engineer	667
Engineering Manager	645
Repair / Service Technician	545
Product Development Engineer	507
Electrical / Electronic Engineering Technician	377
Electronics Engineer	370
Maintenance / Service Supervisor	321
CAD Designer / Draughtsperson/Draughtsman	302

Comments

- ► Large demand for maintenance technicians and mechanical engineers
- ► Increasing demand in design and product development related careers
- ► Ageing workforce will need replacements
- ▶ Need digital literacy, especially MS Excel

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships
- ▶ University

(check pathways for each occupation)

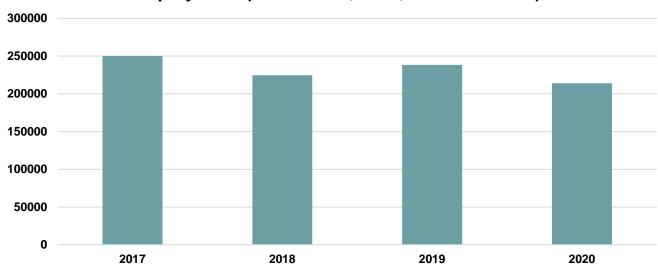
Top 5 Core Competencies/Skills Needed

Communication Skills
Problem Solving
Planning and Organisational Skills
Creativity
Detail Orientated

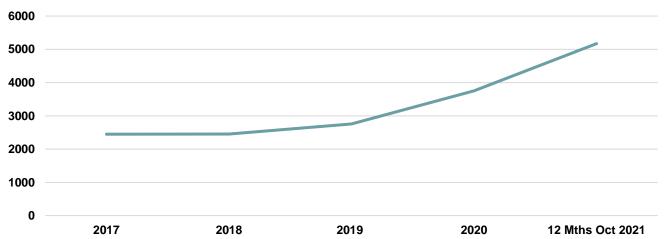


11. Service Occupations

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
General cleaner	2,863
Security Officer	988
Janitor / Cleaner	560
Maid / Housekeeping Staff	440

Comments

- Increasing long term demand for cleaners and security staff
- ▶ Increasing demand for General Cleaners due continued impact of Covid-19

Employer Preferred Pathways

- ► Further education college
- ► Apprenticeships

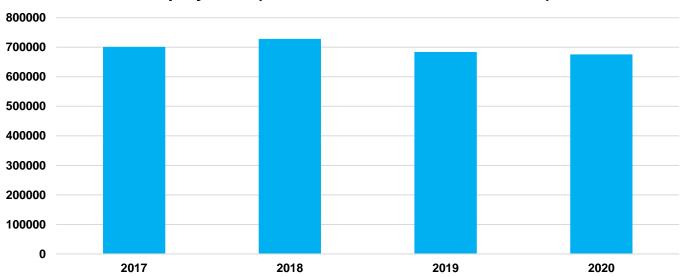
Top 5 Core Competencies/Skills Needed

Verbal/Oral Communication Skills
Detail-Orientated
Organisational Skills
Digital Literacy
Time Management

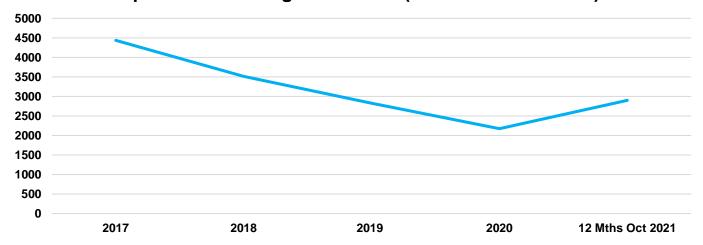


12. Retail, Hair and Beauty

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Retail Sales Associate	1,591
Retail Store Manager / Supervisor	1,156
Barber / Hair Stylist / Cosmetologist	153

Comments

- Demand for all occupations in retail has been reducing for a number of years but has started to increase again post pandemic
- Some increase in food retail due to growth of some chains of supermarkets
- Increased use of technology replacing need for checkout staff
- Increased on-line ordering
- Hair and beauty under pressure due to rapid expansion and resulting in over capacity

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships

Top 5 Core Competencies/Skills Needed

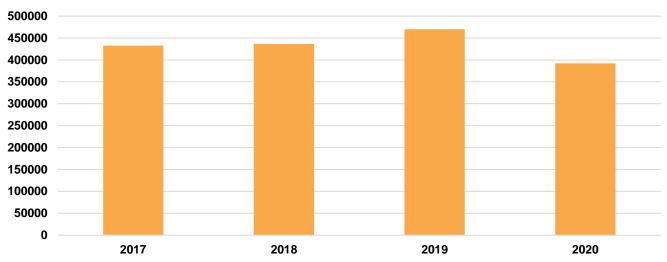
Communication Skills
Organisational Skills
Leadership
Creativity
Planning and Detail Orientated



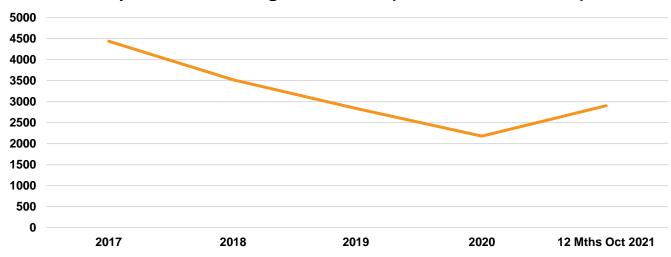
Source: Labour Insight (Burning Glass Technologies) and ONS, Annual Population Survey

13. Food and Accommodation





Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Chef	1,469
Food Service Team Member	1,043
Kitchen Staff	540
Restaurant / Food Service Supervisor	347
Waiter / Waitress	268

Comments

- ▶ Demand for Chefs increasing rapidly
- ▶ Most other occupations starting to increase
- ▶ It is bouncing back post pandemic

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships

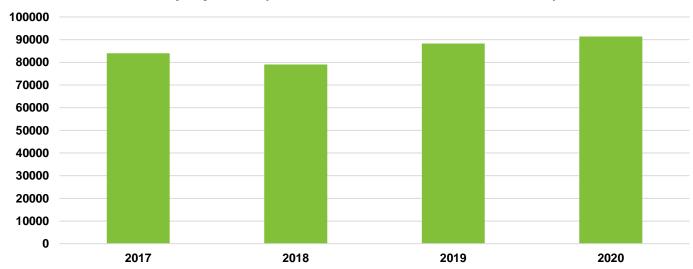
Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills and Planning
English
Creativity
Listening

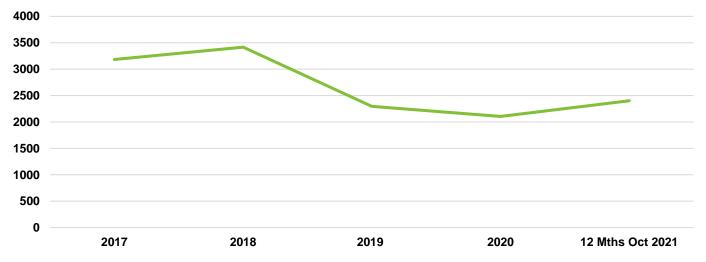


14. Legal

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Lawyer	1,674
Paralegal / Legal Assistant	542
Legal Secretary	185

Comments

- ► Continued high demand for lawyers
- ► Increasing demand for Paralegal/Legal Assistants

Employer Preferred Pathways

- ► Further education college
- Apprenticeships
- ► Specific legal pathways for some roles

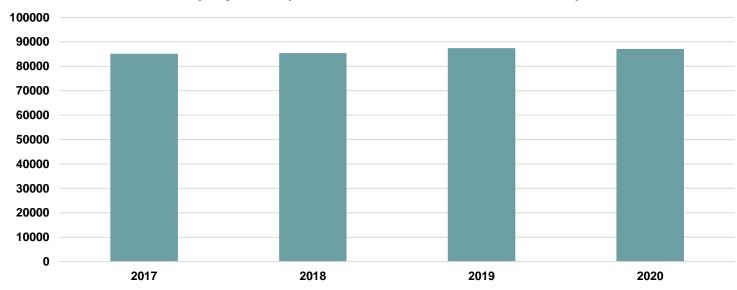
Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Detail-Orientated
Planning
Microsoft Excel

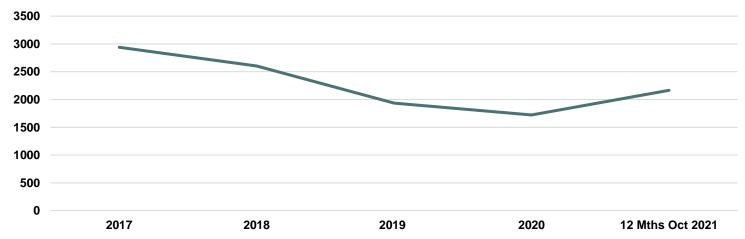


15. Automotive Service

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Automotive Service Technician / Mechanic	1,909
Auto Body Technician	257

Comments

- Opportunities for service technicians and mechanics with changes in vehicle technologies to electric and increase sales of used vehicles
- ▶ Ageing workforce, opportunity for young people and changes in careers
- ► Auto body technician trend is slowly increasing
- ► Work experience is preferred
- ▶ Poor female representation in the sector
- Computer literacy becoming increasingly important
- ► Logistics related opportunities

Employer Preferred Pathways

- ► Further education college
- Apprenticeships

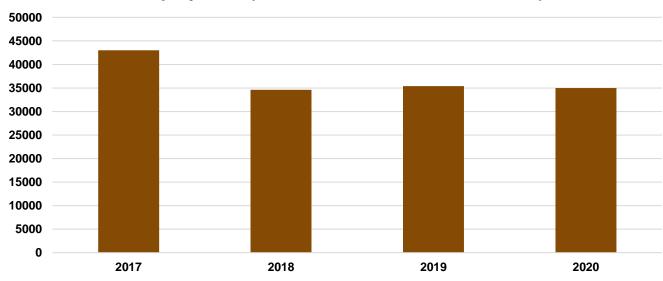
Top 5 Core Competencies/Skills Needed

Detail-Orientated
Communication Skills
Organisational Skills
Problem Solving
English

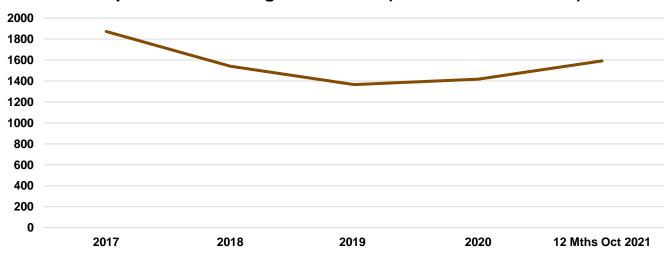


16. Utilities

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Utilities Technician	1592

Comments

- ► High demand for utilities technicians especially for telecommunications, water and energy
- See also 'Engineering'
- ▶ New opportunities with Green Economy agenda

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships

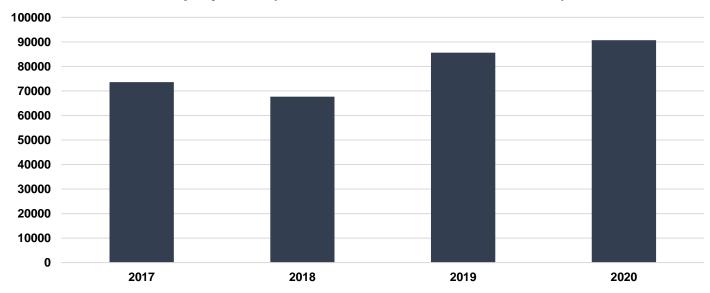
Top 5 Core Competencies/Skills Needed

Communication Skills
Problem Solving and Troubleshooting
Organisational Skills
Digital Literacy
Planning and Time Management

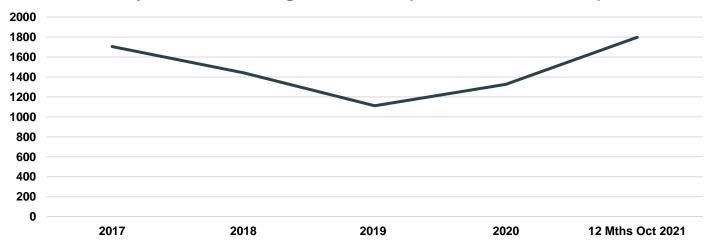


17. Real Estate (Property)

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Property / Real Estate / Community Managers	670
Real Estate Agent / Broker	586
Licensed Conveyancer	352
Property Appraiser / Assessor	190

Comments

- Increasing demand as property market recovers rapidly with South East Midlands being a hotspot
- ► Increasing house building and accommodation in the South East Midlands

Employer Preferred Pathways

- ► Further education college
- Apprenticeships

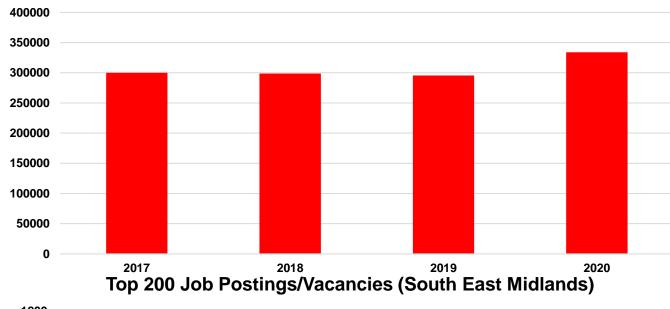
Top 5 Core Competencies/Skills Needed

Communication Skills
Teamwork/Collaboration
Organisational Skills
Problem Solving
Digital Literacy



18. Support Services





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1200					
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0	2017	2018	2019	2020	12 Mths Oct 2021

Top Vacancies	Last 12 Months
Family/School/General Social Worker	1136
Medical/Clinical Social Worker	200
Housing Officer	158
Benefit Assessment Officer	79

Comments

- ► Increasing demand to help support people in need
- ► Very rewarding jobs

Employer Preferred Pathways

- ► Further education college
- ► Apprenticeships

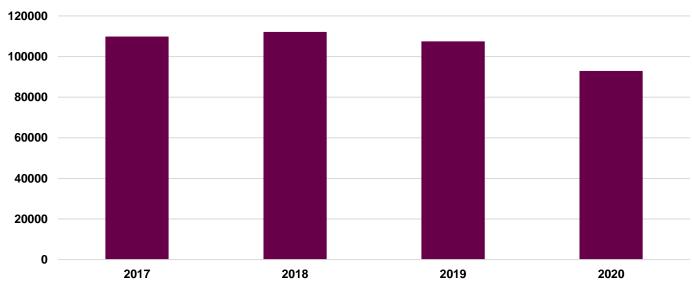
Top 5 Core Competencies/Skills Needed

Communication Skills
Teamwork/Collaboration
Organisational Skills
Planning
Attention to Detail

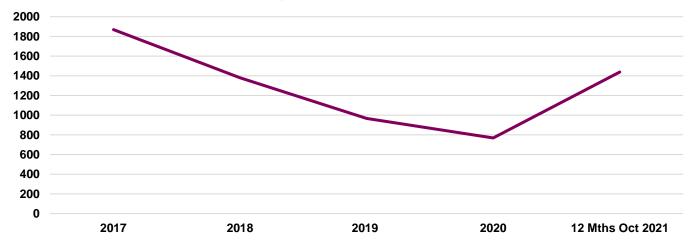


19. Childcare

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Nursery nurses, assistants and playworkers	861
Preschool / Childcare Teacher	352
Nanny / Babysitter	225

Comments

- ▶ Rewarding jobs
- ► More administration work than people think
- ▶ Reduction in 2020 with people working at home but demand increasing again
- ▶ Good English and writing skills required

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships

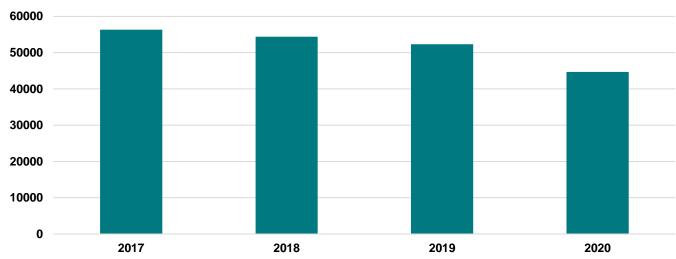
Top 5 Core Competencies/Skills Needed

Communication Skills
Planning
Creativity
Organisational Skills
Teamwork/Collaboration

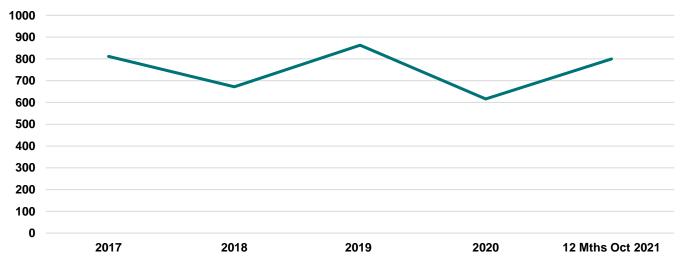


20. Sports and Leisure

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Coach	428
Personal Trainer / Fitness Instructor	372
Recreation / Activities Worker	163

Comments

- Cyclical recruitment numbers but reducing employment numbers
- Is showing a small signs of coming back after the pandemic

Employer Preferred Pathways

- ► Further education college
- ▶ Apprenticeships
- ► Higher Education

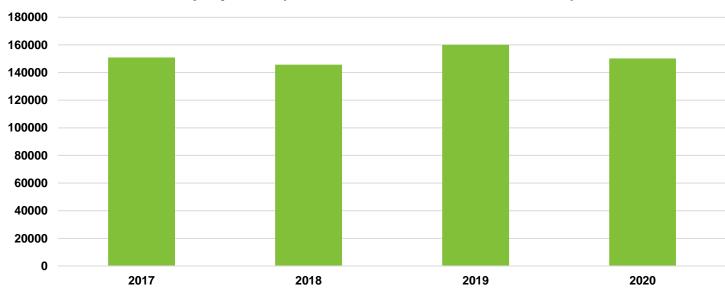
Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Creativity
Planning
Teamwork/Collaboration

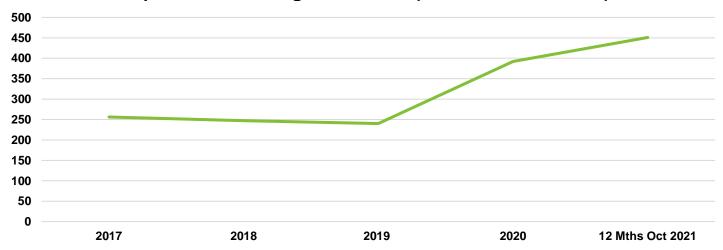


21. Agriculture

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Landscaping/Groundskeeping Worker	451
Farm / Nursery / Greenhouse Worker	176

Comments

- ▶ Increases in need of landscape gardeners, groundskeepers, farm and greenhouse workers
- ► Part reason for lack of staff is due to restrictions in movement of immigrant workers
- Small need for pest control, tree surgeons and farm managers locally

Employer Preferred Pathways

- ► Further education college, specialism at:
 - Moulton College
 - Bedford College (Shuttleworth College)
- ▶ Apprenticeships
- ▶ University

(check pathways for each occupation)

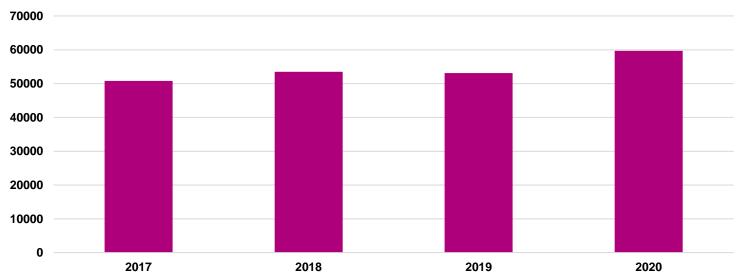
Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Detail-Orientated
Physical Demand
Creativity

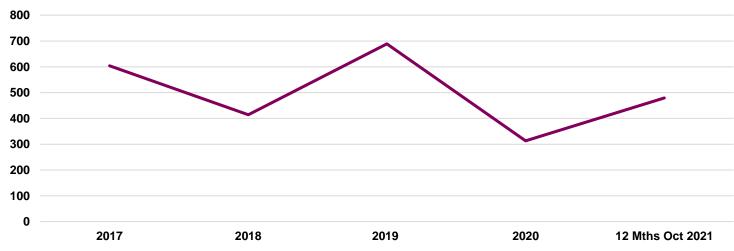


22. Animal Care

Employment (South East, East, East Midlands)



Top 200 Job Postings/Vacancies (South East Midlands)



Top Vacancies	Last 12 Months
Veterinarian	364
Veterinary Nurses and Assistants	115

Comments

- Cyclical recruitment pattern but increasing employment
- Sciences required

Employer Preferred Pathways

- ► Further education college, specialism at:
 - Moulton College
 - Bedford College (Shuttleworth College)
- Apprenticeships
- ▶ University

(check pathways for each occupation)

Top 5 Core Competencies/Skills Needed

Communication Skills
Organisational Skills
Being Positive
Microsoft Excel and Word
English



Remember

- If you have a burning desire and/or talent to do something or have a career in a certain occupation – do it
- Find something you love to do and get someone to pay you for doing it – it will never be 'work'
- Be patient, do not go too fast too soon, you have your whole life before you
- Plan your first step see where it takes you







More information at

www.semlep.com/employment-support-for-students/

These slides and additional labour market information can be found at

www.semlep.com/school-labour-market-information/

Details of occupations can be found at

https://nationalcareers.service.gov.uk/explore-careers