

Professional business services including finance and legal services

**National
Careers
Service**

Helping you take
the next step

With the UK home to more multinational company headquarters than anywhere else in the world, there are plenty of job opportunities in this sector which is predicted to grow strongly, especially in the number of professional roles.

Employers are seeking **graduates** with **experience of the workplace for business management and consultancy roles.**

Source: Gov.UK/GBSLEP

Competition

to practice law is very high and there's a growing demand for those experienced in English law to work overseas.

Future trends

Technology is constantly changing work in this sector. Artificial intelligence (AI), cyber security, big data management, ecommerce, Fintech and environmental accounting are all predicted to grow over the next few years.

AI is starting to take over some of the more routine tasks done in financial and legal services which means that the work done by people in some of those jobs will change or even disappear.

The Fintech sector - one of the UK's fastest growing sectors which looks to develop the technology with which we move money around and pay for goods and services - is facing a skills shortage and needs people with ICT and digital skills.

In demand:

sales and customer service roles | HR (human resources) managers | actuaries | legal professionals | ICT experts | accountants | data analysts | business intelligence specialists | management consultants | cyber security experts | digital marketing specialists

Skills and qualities

Some employers report that they struggle to find candidates with the right people or personal skills. In business, finance and legal services employers are particularly looking for:

Communication
Business knowledge
Leadership
Customer awareness
Advanced ICT and digital skills
Problem solving
Maths
English
Languages
Analytical skills
Presentation skills
Negotiating
Team working

What could you earn?

These are the average UK salaries for some of the jobs in these sectors*. Salaries are likely to be lower for new starters and higher for experienced workers.

Contact centre worker £18,200
Sales administrator £21,000
Pensions clerk £21,050
Finance officer £24,700
Legal associate professional £28,150
Customer service manager £28,950
Human resources officer £28,900
Investment analyst £34,550
Financial accounts manager £38,700
Chartered accountant £37,750
Solicitor £43,050
IT systems architect £45,350

*Annual Survey of Hours and Earnings 2017 median salary rounded to nearest £50

Science Committee 2016 UKCES National College for Digital Skills The Tech Partnership

For more information, visit: nationalcareersservice.direct.gov.uk or call a professional careers adviser on 0800 100 900 (8am – 10pm daily).

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The local picture

Business services combined – from lawyers and accountants, marketing, call centres, HR and sales as well as management and other consultants – is one of the largest employment sectors in the area. Many businesses have their head offices here offering a variety of roles.

The city of Birmingham has the largest regional financial and professional services hub in the UK, employing nearly 100,000 people in over 10,000 companies.

Some employers in business services are struggling to recruit people with the right skills and experience.

Source: Business Birmingham

How many people are employed in these sectors in our area ?

Birmingham – financial and insurance 22,375; business admin and support services 44,000; of these - 10,000 in legal and accounting

Bromsgrove, Redditch and Wyre Forest - financial and insurance 2,400; business admin and support services 9,125; of these - 1,050 in legal and accounting

Solihull - financial and insurance 3,250; business admin and support services 13,000; of these - 1,000 in legal and accounting

Southern Staffordshire - financial and insurance 2,575; business admin and support services 15,125; of these - 1,350 in legal and accounting

Large and valued companies in the area include:

HSBC (head office) | Barclays Bank | Deutsche Bank | EY | Santander | KPMG | Deloitte | Handelsbanken | RICS | PricewaterhouseCoopers (PwC) | Celsius | Grant Thornton | HS2 (construction HQ) | Capita | Greggs (head office) | Lloyds Bank | Virgin Trains (head office) | Claire's (head office) | Allied Irish Bank | Harvester Restaurants (head office) | National Express (head office) | Britvic | Halfords (head office)

Finding out more

www.discoverrisk.co.uk
www.allaboutlaw.co.uk/law-careers
www.prospects.ac.uk/jobs-and-work-experience/job-sectors
www.icould.com/stories/job-types



Getting in



Local colleges or sixth forms, universities and training providers offer different routes into careers in this sector including A levels, NVQs, apprenticeships and degrees. Most large companies have graduate schemes and many also have apprenticeship and school leaver programmes.

There are several routes into the legal professions including a law degree, a law conversion course after a non-related degree, or a work-based route.

Some smaller employers are looking for people with a broad range of business skills such as HR, finance, information management and legal knowledge.

Types of apprenticeships include:



relationship manager (banking), financial services customer adviser, investment operations specialist, payroll administrator, customer service, assistant accountant, paralegal, solicitor, IT support technician, business administration, compliance administrator, HR, case administrator, IT infrastructure technician