



**CAREERS
SNAPSHOT**
BUSINESS AND FINANCE

Which occupations in this industry are likely to have the **largest employment growth** over the next three years?*

Which **TAFE NSW courses** are popular for people looking to get into these job roles and how much can you **earn**?

NUMBER	CAREER	JOB ADS	AVERAGE SALARY AND COURSES
1	<p>ACCOUNTANT</p>	<p>2,165</p> <p>Job ads posted in last 3 months (NSW)</p>	<p>\$73,000</p> <p>AVERAGE SALARY</p> <p>Diploma of Accounting (FNS50217)</p>
2	<p>MANAGEMENT CONSULTANT</p>	<p>686</p> <p>Job ads posted in last 3 months (NSW)</p>	<p>\$78,210</p> <p>AVERAGE SALARY</p> <p>CIV in Leadership and Management (BSB42015) Diploma of Leadership and Management (BSB51915) Bachelor of Business (HE20514V01)</p>
3	<p>PROGRAM OR PROJECT ADMINISTRATOR</p>	<p>1,308</p> <p>Job ads posted in last 3 months (NSW)</p>	<p>\$73,000</p> <p>AVERAGE SALARY</p> <p>CIV in Project Management Practice (BSB41515) Diploma of Project Management (BSB51415) Diploma of Business (BSB50215)</p>
4	<p>FINANCE MANAGER</p>	<p>675</p> <p>Job ads posted in last 3 months (NSW)</p>	<p>\$108,090</p> <p>AVERAGE SALARY</p> <p>Advanced Diploma of Financial Planning (FNS60415) Bachelor of Business (HE20514V01)</p>
5	<p>SALES AND MARKETING MANAGER</p>	<p>1,446</p> <p>Job ads posted in last 3 months (NSW)</p>	<p>\$96,880</p> <p>AVERAGE SALARY</p> <p>Diploma of Marketing and Communication (BSB52415) Advanced Diploma of Marketing and Communication (BSB61315) Statement of Attainment in Marketing Analytics and Customer Experience</p>

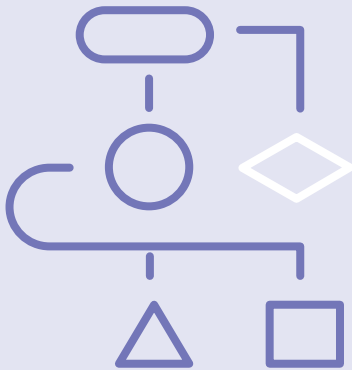
- 6. MARKETING SPECIALIST
- 7. HUMAN RESOURCE MANAGER
- 8. RETAIL MANAGER (GENERAL)
- 9. RETAIL SUPERVISOR

- 10. SALES REP (PERSONAL AND HOUSEHOLD GOODS)
- 11. QUALITY ASSURANCE MANAGER
- 12. CUSTOMER SERVICE MANAGER

- 13. INQUIRY CLERK
- 14. OFFICE MANAGER
- 15. FINANCIAL INVESTMENT ADVISOR

*Excludes the broad occupations of Sales Assistant (General) and General Clerk.

SOFTWARE/PROGRAMMING SKILLS IN THIS INDUSTRY AREA



The following software/programming skills have experienced significant increases in demand*:

1. SAP SECURITY
2. SCALA
3. CONFLUENCE
4. ATLISSIAN JIRA
5. LOTUS APPLICATIONS
6. TALEO
7. SOCIAL MEDIA INTEGRATION
8. SALESFORCE.COM DEVELOPMENT
9. SAP HR
10. SOFTWARE ENGINEERING
11. AGILE DEVELOPMENT
12. PYTHON
13. QLIK
14. SPSS
15. SALESFORCE.COM MARKETING CLOUD
16. TABLEAU
17. MICROSOFT AZURE
18. ELECTRONIC DATA INTERCHANGE
19. PRIMAVERA
20. SOFTWARE DEVELOPMENT

*Note: Based on online job postings in the business and finance industry between June 2016 and July 2018 and limited to skills identified in 100 or more job postings. The top 20 skills have been listed in order of percentage increase.

WHAT SKILLS ARE EMPLOYERS LOOKING FOR MOST IN THE FINANCE SECTOR?	WHAT SKILLS ARE EMPLOYERS LOOKING FOR MOST IN THE PUBLIC ADMINISTRATION SECTOR?	WHAT SKILLS ARE EMPLOYERS LOOKING FOR MOST IN THE RETAIL SECTOR?
CUSTOMER SERVICE	TEAMWORK / COLLABORATION	RETAIL OPERATIONS
TEAMWORK / COLLABORATION	CUSTOMER SERVICE	CUSTOMER SERVICE
RISK MANAGEMENT	ADMINISTRATION SUPPORT	SALES
STAKEHOLDER MANAGEMENT	PROJECT MANAGEMENT	VISUAL MERCHANDISING
CUSTOMER CONTACT	STAKEHOLDER MANAGEMENT	STORE MANAGEMENT

ADMINISTRATIVE SERVICES



Looking at the Administrative Services sector, **THE PROGRAM OR PROJECT ADMINISTRATOR** occupation is expected to have the largest employment growth through to 2021*, with over 2,650 additional workers forecast to be employed in this job in NSW. **OFFICE/ADMINISTRATIVE ASSISTANT** job roles account for a significant number of job postings in NSW, with over 2,300 online postings for this job role in NSW in the last three months.

Examples of TAFE NSW courses aligned to:

- Program or project administrator: CIV in Project Management Practice (BSB41515), Diploma of Project Management (BSB51415)
- Office/administrative assistant: CIII in Business Administration (BSB30415)

*Excludes the General Clerk occupational category

RETAIL SERVICES

Looking at the retail sector, the most advertised positions over the last three months in NSW were **RETAIL STORE MANAGER/SUPERVISOR** (over 530 job ads), **RETAIL SALES ASSOCIATE/ASSISTANT** (over 520 job ads), and **CUSTOMER SERVICE REPRESENTATIVE** (over 180 job ads).



Examples of TAFE NSW courses aligned to:

- Retail store manager: CIV in Leadership and Management (BSB42015)
- Retail sales/customer service assistant: CIII in Retail (SIR30216), CIII in Customer Engagement (BSB30215)

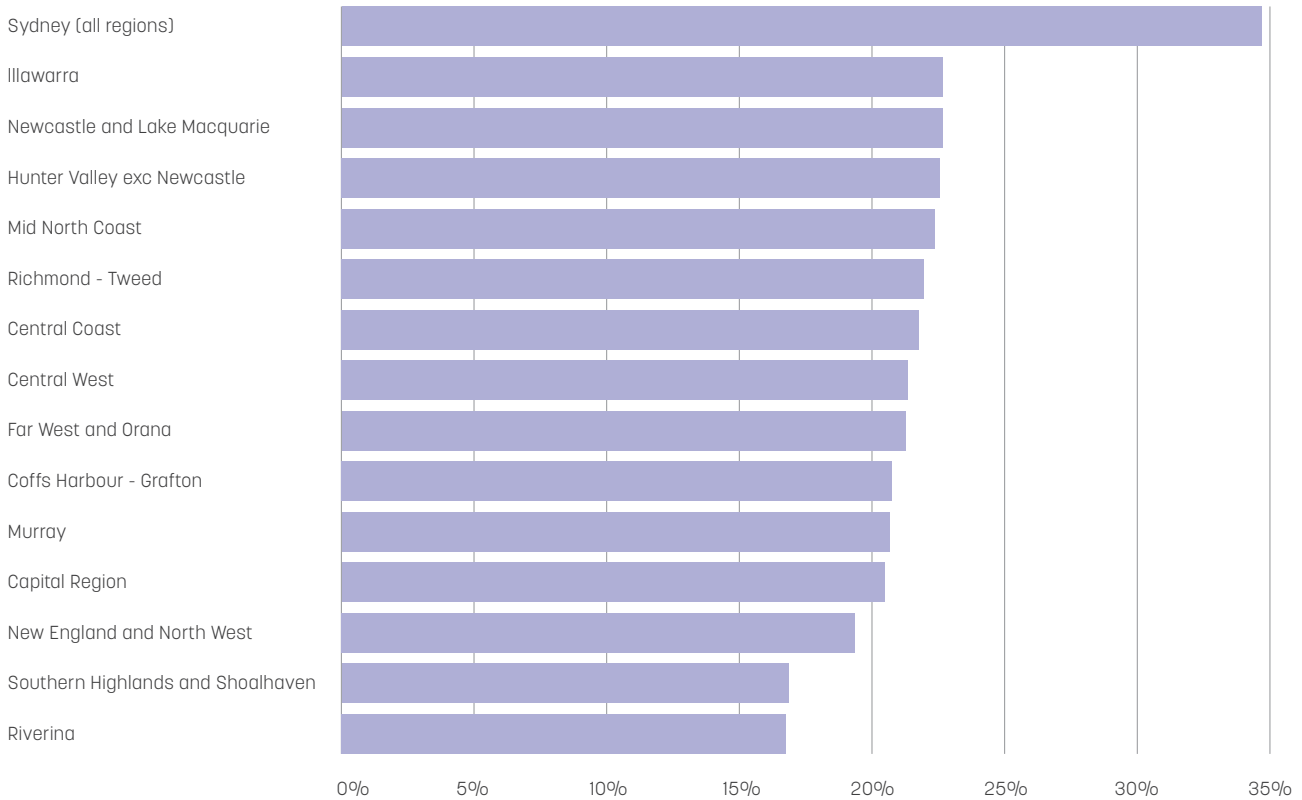
SELECT EMPLOYERS IN THE INDUSTRY*

JB HI-FI LIMITED *The University of Sydney*
Macquarie Group Limited **WESTPAC BANKING**
QANTAS AIRWAYS LIMITED **Coles Supermarket CORPORATION**
NSW GOVERNMENT **KPMG INTERNATIONAL**
AMP Limited **HARVEY NORMAN** **WOOLWORTHS** *ERNST AND YOUNG*
 Department of Planning and Environment **DELL INCORPORATED** *COTTON ON CLOTHING*
Commonwealth Bank of Australia
 Australian Government *UNIVERSITY OF NEW SOUTH WALES*

*These employers have been selected based on their job advertisement activity in Australia over a three month period in 2018.

DO JOB ADS IN THE BUSINESS AND FINANCE INDUSTRY ACCOUNT FOR MANY OF THE JOBS ADVERTISED IN MY REGION?

Business and Finance jobs as % of all job ads posted in the region



CUSTOMER SERVICE REPRESENTATIVE

In the SYDNEY region (the region with the highest proportion of job ads in this industry area), **CUSTOMER SERVICE REPRESENTATIVE** was the most advertised position in this industry area, with 1,293 jobs advertised over the last three months. This was followed by **SALES REPRESENTATIVE** with 1,190 postings.



ACCOUNTANT AND RETAIL STORE MANAGER

ACCOUNTANT was the most advertised occupation in this industry area in the **NEWCASTLE AND LAKE MACQUARIE** region and in the **CENTRAL COAST** region. **RETAIL STORE MANAGER/SUPERVISOR** was the most advertised occupation in this industry area in the **CENTRAL WEST, FAR WEST AND ORANA, and MID NORTH COAST** regions.

Which sectors are likely to have the **fastest employment growth** over the next three years?

Forecast Employment Change for Growth Sectors [2018-2021]



Note: The chart above ranks the sectors based on the largest to smallest (top to bottom) employing sectors in 2018. Includes sectors with minimum growth of 5% over the three-year period. Percentages reflect the forecast employment change between 2018 and 2021. The number of additional jobs forecast over this period has also been provided for each sector.

Sources: Industry employment forecast, job advertisement, top skills and qualifications, and employer data have been provided by TAFE Strategy. Employment forecast data was sourced from Deloitte Access Economics in February 2017. All job advertisement data was sourced from the Burning Glass Technologies' Labor Insight™ Real-time Labor Market Information tool and is based on online job postings over a three-month period between May and August 2018 unless stated otherwise. Average salary data has been sourced from the Commonwealth Government's JobOutlook website.