

# Finance, business and legal services in Coventry & Warwickshire

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

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

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

## 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

## 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.

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

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

## 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**  
**Problem solving**  
**Maths**  
**English**  
**Business knowledge**  
**Leadership**  
**Customer awareness**  
**ICT**  
**Languages**  
**Analytical skills**  
**Presentation skills**  
**Negotiating**  
**Team working**  
**Initiative**  
**Calm under pressure**

## What could you earn?



These are the average salaries you might expect to earn in the finance, business and legal sectors.\*

**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**

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

For more information, visit: [nationalcareersservice.direct.gov.uk](http://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 and many businesses have their head offices here, offering a variety of roles.

Coventry & Warwickshire is home to nearly 12,000 companies within the professional and business services sector and we can expect to see further growth over the next few years with the development of Friargate in Coventry - a new commercial district for the city which could create 15,000 jobs in business, leisure and retail.

Across Warwickshire and Coventry, some employers in business services are struggling to recruit people with the right skills and experience.

## How many people are employed in a manufacturing job in our area?

Around 16,000 people in Coventry and 21,500 people across Warwickshire are employed in business administration and support.

Approximately 4,250 people in Coventry are employed in finance and insurance, and Stratford-upon-Avon in Warwickshire offers the most jobs in this sector at around 2,375; another 4,625 work in property across the whole area.<sup>1</sup>



## Large and valued companies in the area include:



Barclays Bank | Coventry Building Society | Aldi (national head office) | Santander | Allied Irish Bank | Handelsbanken | HSBC | RICS | TNT (UK head office) | NFU Mutual | Listers Group (head office) | Circle Group | Sainsbury's (store support centre) | National Grid (head office) | Holland & Barrett European HQ | Financial Ombudsman | Sitel | Arvato

As well as the larger companies there are many small to medium enterprises (SMEs) employing between 1 and 249 people offering a range of jobs in business consultancy, finance and law.

But there are many more smaller employers offering a broad range of careers.

## Finding out more



[www.discoverrisk.co.uk](http://www.discoverrisk.co.uk)

[www.allaboutlaw.co.uk/law-careers](http://www.allaboutlaw.co.uk/law-careers)

[www.prospects.ac.uk/jobs-and-work-experience/job-sectors](http://www.prospects.ac.uk/jobs-and-work-experience/job-sectors)

[www.icould.com/stories/job-types](http://www.icould.com/stories/job-types)

## Routes in



Local universities, colleges and training providers offer different routes into careers in this sector including degrees, NVQs and apprenticeships. 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, assistant accountant, paralegal, solicitor.

<sup>1</sup>Business Register of Employment Survey 2016