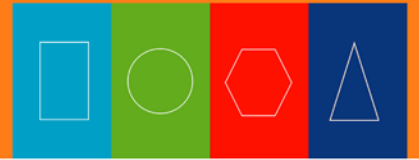


Vacancy Overview 2013

May 2014



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A report produced by the Skills and Labour Market Research Unit (SLMRU) in SOLAS for the Expert Group on Future Skills Needs

May 2014

Authors

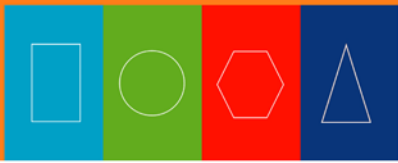
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Foreword

The Vacancy Overview is an annual series prepared by the Skills and Labour Market Research Unit (SLMRU) in SOLAS on behalf of the Expert Group on Future Skills Needs. The report examines the demand for labour and skills in Ireland by examining advertised job vacancies, thereby contributing to the EGFSN's on-going monitoring of the labour market.



The analysis in this report focused on the qualitative aspects of newly advertised vacancies from two sources, namely vacancies advertised through the Public Employment Service (DSP Jobs Ireland) and a private recruitment agency (IrishJobs.ie) as these two sources combined give a valuable insight into the types of skills in demand across all occupational groups. The objective was not to quantify the number of vacancies but rather to examine the types of jobs and skills most frequently appearing in the data sources captured.

The report found that for some occupations vacancies were arising due to both expansion and replacement/turnover demand (e.g. for professionals and associate professionals), while vacancies for personal services and sales occupations were primarily occurring due to replacement/turnover demand.

DSP Jobs Ireland vacancies were most prevalent for elementary, personal services and associate professional occupations such as care workers, security guards and business sales executives; in contrast IrishJobs.ie vacancies occurred most frequently for IT professionals, business and sales associate professionals and administrative roles. Following several years of low demand, vacancies in construction are beginning to appear. Foreign languages, especially German, continued to be in demand for a number of roles (primarily sales and customer service positions) and a third level qualification was a prerequisite for many advertised jobs, particularly for professional positions.

An examination of trends in the job search methods used by unemployed persons suggests that a greater share of persons are opting for methods other than public/private employment agencies (e.g. social media) when searching for a job.

An increasing number of mentions of difficult to fill vacancies, particularly for professional occupations, along with job creation announcements in the media show a continued strengthening of demand in the jobs market for niche areas.

Una Halligan

Chairperson, Expert Group on Future Skills Needs



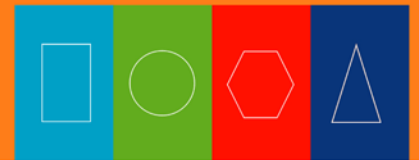
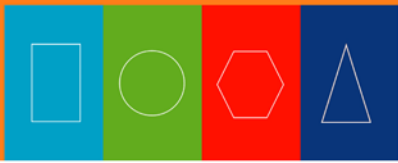
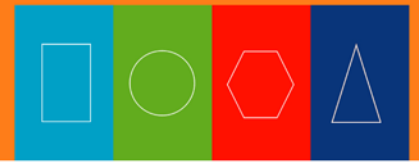


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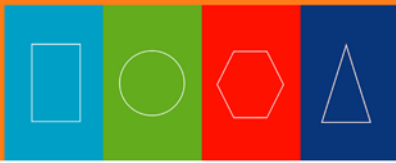
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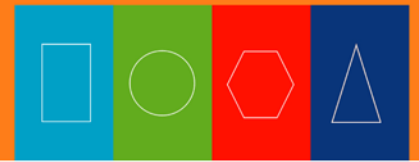


Key Findings

- **Overall:** Approximately 5,300 vacancies were advertised each month on average through the Department of Social Protection (DSP) Jobs Ireland in 2013 and approximately 2,300 vacancies on average through the IrishJobs.ie; this is broadly in line with the previous year
- **Occupations (DSP Jobs Ireland):** in 2013, DSP Jobs Ireland vacancies were primarily in elementary, personal service and associate professional occupations (combined accounting for over a half of all notified vacancies). The occupations which appeared most frequently were:
 - Care workers and home carers (accounting for 12% of all DSP Jobs Ireland vacancies in 2013)
 - Business sales executives (e.g. sales representatives/agents; 6% of vacancies)
 - Security guards (6% of vacancies)
 - Kitchen and catering assistants (5% of vacancies)
 - Chefs (4% of vacancies)
 - Collector salespersons and credit agents (e.g. field/door to door sales agents; 5% of vacancies)
- **Occupations (IrishJobs.ie):** vacancies in 2013 were mainly in the areas of professionals and associate professionals (these combined accounted for almost two thirds of all IrishJobs.ie vacancies in 2013). When examined by occupation title the following appeared most frequently:
 - IT professionals (accounting for 11% of all IrishJobs.ie vacancies in 2013; primarily programmers and software developers)
 - Sales, marketing and related associate professionals (9% of vacancies; e.g. business sales executives, sales accounts and business development managers, marketing associate professionals)
 - Business, finance and related associate professionals (7% of vacancies; e.g. finance and investment analysts, financial accounts managers)
 - Business, research and administrative professionals (6% of vacancies in areas such as project management, management consultants and business analysts, chartered and certified accountants)
 - Administrative occupations (records) (5% of vacancies, mostly in book-keeping, payroll managers and wages clerk roles)
 - Engineering professionals (5% of vacancies, e.g. process engineers, design and development engineers)
- **Job Vacancy Index:** The index of job vacancy notifications shows that in recent years the volume of notifications to the IrishJobs.ie has been increasing while vacancies advertised through DSP Jobs Ireland have remained relatively close to the base
- **Labour market context:** An analysis of employment trends, including labour market transitions, indicates that increases in employment and high levels of transitions for professionals and associate professionals is occurring due to both expansion and replacement/turnover demand whereas vacancies for personal services and sales occupations are most likely driven by replacement/turnover demand alone



- **Job search analysis:** An analysis of the methods used by unemployed persons in searching for a job reveals that the share of persons contacting either a private or public employment agency has been in decline since 2008 (falling from 68% in q1 2008 to 57% in q1 2013); the prevalence of contacting either a private or public employment agency also depended on factors such as previous occupation and sector, age and duration unemployed
- **Sector:** in 2013, vacancies notified to DSP Jobs Ireland were primarily in the areas of administrative and support services activities and public administration and defence, education and health; vacancies advertised through IrishJobs.ie were concentrated in areas such as financial and insurance activities, other production industries and IT
- **Skills:** demand for language skills persisted particularly for associate professional positions (e.g. business sales executives); German was the most frequently mentioned language required, followed by French, Italian and Dutch
- **Education/ experience required:** Vacancies for professional occupations were by far the most likely to require a third level degree qualification while administrative vacancies had the highest share of persons requiring a part or full professional qualification (in financial and accounting roles). Sales/customer service positions had the highest share of vacancies with no minimum level of either education or experience required; managerial vacancies were most likely to request a minimum of two to six years' experience
- **Employment permits:** the number of new employment permits issued between 2010 and 2013 declined by 19% from almost 3,800 to just over 3,000; this decline was not evenly distributed across sectors with a fall in the number of permits issued in sectors such as services, health and catering, whereas the share of permits issued to the IT sector grew from 18% in 2010 to 52% in 2013; over two thirds of all new permits issued in 2013 were for professional occupations
- **Difficult to fill vacancies:** The Recruitment Agency Survey conducted by the SLMRU in October 2013 points towards an increase in the aggregate number of mentions of vacancies which have been difficult to fill compared to both six months and a year ago; the highest share of mentions of difficult to fill vacancies was for professional posts (in IT, engineering, science, health, business and limited openings in construction), as well as multilingual sales and multilingual customer care roles
- **Job announcements:** Job creation announcements in the media were mostly for IT professionals and sales related occupations, followed by operative and associate professional positions; expansion demand was also confirmed through job announcements by IDA client companies in 2013, most pronounced for the IT sector, followed by high-tech manufacturing and business.



1. Introduction

The Vacancy Overview 2013 report was prepared by the Skills and Labour Market Research Unit (SLMRU) in SOLAS on behalf of the Expert Group on Future Skills Needs (EGFSN). The purpose of this report is to provide an overview of the demand for labour by identifying trends in advertised job vacancy data.

It should be borne in mind that vacancy data has its limitations, as detailed in Section 2 of this report, although when interpreted with caution, it can provide a useful insight into the developments in Ireland's labour market.

The vacancy data presented in this report refers to new vacant posts advertised through:

- DSP Jobs Ireland: public employment offices
- IrishJobs.ie: a private recruitment agency.

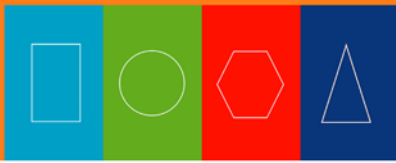
The analysis focuses on the occupations and job titles of vacancies advertised in 2013 with the objective of identifying skills for which there is currently a demand in the Irish labour market.

This report commences by detailing the vacancy data utilised, along with details of the limitations of the data in Section 2. This is followed an overview of the findings from the available data sources relating to vacancies in Section 3. The report then focuses on the nine broad occupational groups as per the Standard Occupational Classification (SOC 2010). An analysis of trends and the composition of vacancies advertised in 2013 are set out for each occupation according to:

- sector
- occupation and job title
- skills
- education
- experience.

For each occupational group there follows an analysis of:

- The Recruitment Agency Survey conducted by the SLMRU in October 2013 which seeks to identify any difficult to fill vacancies
- Employment permit data, provided by the Department of Jobs, Enterprise and Innovation (DJEI), which indicates where employers were unable to find suitable candidates within the Irish labour market and the broader European Economic Area (EEA)
- Job announcements which provides an analysis of job announcements through the media in 2013 along with job announcements confirmed by IDA client companies indicating possible future demand in the short-medium term.



2. Data

Vacancy Data

The vacancy data presented in this report is drawn from the *newly* advertised job vacancies in the following sources:

- DSP Jobs Ireland: the public employment service, providing a collection of all vacancies advertised by employers through the National Contact Centre in the Department of Social Protection (DSP) (formerly in FÁS); the DSP vacancy data presented here excludes vacancies advertised as part of Work Placement and JobBridge schemes
- IrishJobs.ie vacancy data: which is gathered from the IrishJobs.ie online vacancy advertising service; the analysis includes only IrishJobs.ie vacancies advertised by an employer and excludes vacancies advertised by recruitment agencies.

For the most part, the focus of this report is on vacancies that have occurred in 2013. In order to deliver an overview of trends, a five year analysis is provided where possible.

For the first time, the SLMRU undertook to assign a sectoral code (NACE) to each company that was advertising vacancies for both IrishJobs.ie and DSP Jobs Ireland. While it was not possible to assign a NACE code to all companies, the analysis provides an indication of sectors in which significant shares of vacancies are advertised. As this is the first undertaking of this task, trend analysis is not available.

A further analysis on sectors utilises DJEI employment permit data to indicate in which sectors employers are sourcing skills from outside of the EEA for positions. For this analysis the sectors were assigned by the DJEI and do not directly correspond to NACE sectoral classification.

The level of experience required for positions advertised is available from both IrishJobs.ie and DSP Jobs Ireland, although in slightly different formats. The source which has the most vacancies for each occupational group is utilised to report on this variable. The level of education required is only available for positions advertised through IrishJobs.ie and is therefore not reported on for occupations where most vacancies are advertised in DSP.

Several issues, general and source specific, arise with the interpretation and analysis of advertised job vacancy data.

General vacancy data limitations

- Vacancies may be advertised through channels not captured in the analysis (e.g. social media, recruitment agencies, employer websites), leading to an underestimation of the true demand; this may be particularly true in the case of certain foreign languages (e.g. Mandarin) where



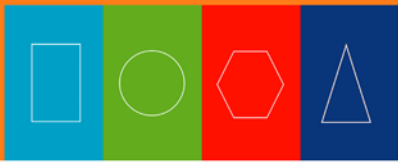
employers may prefer to advertise the vacancy in the language being sought or in countries where fluency in that language is commonplace

- Vacancies may be advertised simultaneously through several channels, leading to multiple counting and an overestimation of the true demand
- The extent to which vacancies are arising due to expansion demand (the creation of a new position by an employer), replacement (a person leaving an already existing position), turnover (the rate at which an employer gains and loses employees), or other reasons is unclear
- There is a danger of an occupational bias in any given advertising channel: for instance, despite a gain in the market share for managerial and higher skilled job advertisements in recent years, the distribution of vacancies advertised through DSP Jobs Ireland remains skewed towards skilled trades, caring/leisure services and elementary occupations; on the other hand, job vacancies advertised through IrishJobs.ie are skewed towards managerial, professional and associate professional occupations
- While it was possible to identify and exclude Work Placement and JobBridge vacancies from the DSP Jobs Ireland data, it was not possible to do so from the IrishJobs.ie vacancy data; however, as the Work Placement and JobBridge schemes are administered and advertised through DSP Jobs Ireland, their occurrence in other data sets is likely to be low and therefore unlikely to skew the data unduly.

Source specific data limitations

- The vacancy refreshing facility available to employers on the IrishJobs.ie website makes it possible for a previously advertised vacancy to occur as a new vacancy in the same or following month, which may lead to an overestimation of the true number of new vacancies
- While not an issue with DSP Jobs Ireland vacancies (given the vacancy validation procedures in place), difficulties in distinguishing between true vacancies and non-substantiated advertisements in the IrishJobs.ie data can lead to an overestimation of the true demand
- IrishJobs.ie vacancies have been assigned an occupational code using Cascot software which automatically assigns a code based on key words or word segments found in the job description; in some cases the match may be erroneous (e.g. anti-money laundering may be mistaken for laundering services), and as such this has the potential to reduce the accuracy of the data
- Despite having unique reference codes in the IrishJobs.ie data set, the same job can appear in the data more than once, thus inflating the perceived demand
- The DSP Jobs Ireland vacancies are assigned codes manually (using a MANCO occupational coding system) which are then mapped by the SLMRU to Standard Occupational Classification (SOC) codes. It is possible for translation errors to occur during this process.

Given the above data limitations, the analysis focuses on the qualitative aspects of newly advertised vacancies. The objective is not to quantify the number of vacancies but rather to examine the types of jobs and skills most frequently appearing in the data sources captured. While vacancy trends are presented, they are included merely as an indication of movement in the vacancies from the two sources rather than the overall vacancy market.



Seasonality

The issue of seasonality was examined for the overall vacancy time series as well as individual occupational groups. Only DSP Jobs Ireland data was examined in this context given that it provides the longest time series without breaks. Seasonality was found to be present in the overall vacancy time series and in the vacancies data for skilled trades, sales and customer service, and elementary occupations. As the analyses are primarily qualitative, the presence of seasonality does not impact on the findings presented in this report.

SLMRU Recruitment Agency Survey

The Skills and Labour Market Research Unit (SLMRU) in SOLAS has conducted a recruitment agency survey every six months since January 2008. It is designed to gather the views of recruitment agencies in respect of the occupations for which vacancies, in their experience, are proving difficult to fill. Almost 120 recruitment agencies were contacted and asked to participate in a telephone interview. The findings of the most recent survey (based on 44 responses¹), which took place in October 2013, are presented for each occupational group.

Employment permit data

Employers, where necessary, employ workers from non-EEA countries through employment permit schemes. While the data on newly issued employment permits, provided by the DJEI may be used to highlight occupations for which employers experience difficulty in sourcing staff domestically, it should be interpreted with caution:

- new employment permits may be issued to persons already residing in Ireland but who have changed employer
- new employment permits may be issued to spouses/dependants of existing employment permit holders although the incidences of this occurring have declined in recent years².

Job announcements

Announcements in the media (national newspapers) indicating the creation or loss of jobs have been documented by the SLMRU since 2010. Job announcements over the period January to December 2013 are summarised and presented for each occupational group, thereby highlighting areas in which job opportunities are arising as well as those where expansion activities may occur in the short-medium term. Job creation expected to arise from foreign direct investment (FDI) in Ireland, supported by the IDA, is also considered here.

¹ Only those recruitment agencies who reported having difficulty to fill vacancies participated in the survey. As such, it is considered that the 44 responses represent the majority of the recruitment agency market.

² Only spouses/dependants of persons who attained their employment permit before 1 June 2009 are eligible for an employment permit under the spousal/dependant scheme.



3. Overview of Vacancies

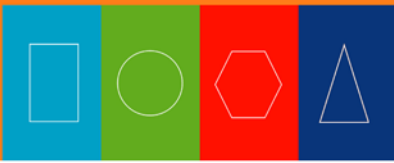
This section provides the following:

- Job search analysis - this section examines the extent to which unemployed persons use the services of public and private employment agencies in searching for employment
- Labour market context - this section places vacancies captured in this report within a broader labour market context to ascertain the extent to which they represent job opening from expansion, replacement or turnover demand; it also aims to examine to what extent the occupational distribution of vacancies in the sources captured is representative of the overall vacancy market
- Overall vacancy index - this section provides an overview of the movements in vacancies from the two sources over time
- Sectoral trends - this section examines vacancy trends by sector; in addition an analysis of employment permit trends by sector is also provided in order to illustrate the key sectors where employers have been unable to find suitable candidates within the EEA to fill vacancies
- Occupational trends - this section examines both vacancy and employment permit trends by occupation
- Occupations and job titles - this section illustrates the occupations most often cited in the vacancy sources to give an indication of the type of skills most in demand.

Job Search Analysis

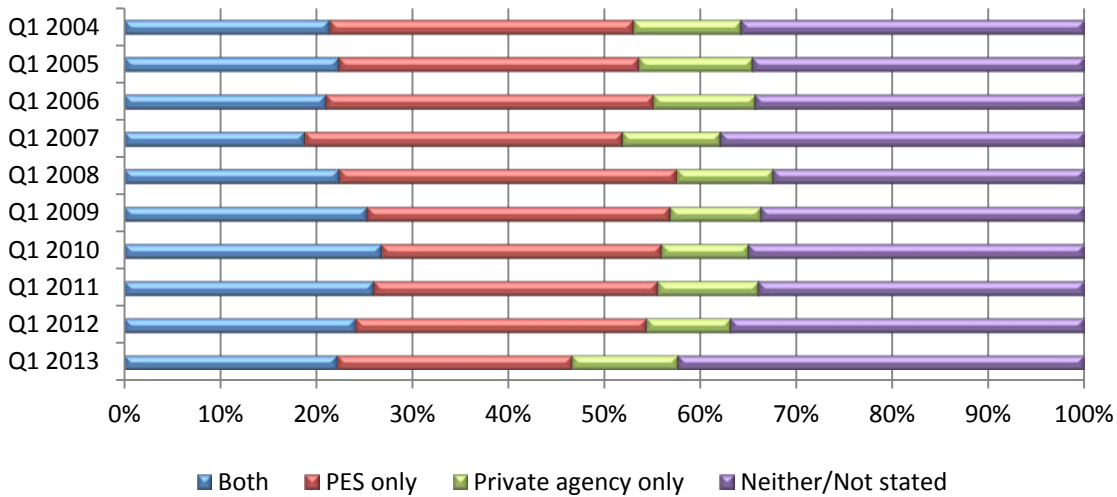
In order to assess the usage of public and private employment agencies in the job search process, an examination of the CSO's Quarterly National Household Survey (QNHS) was undertaken. The survey asks persons classified as unemployed the methods utilised in searching for a job. There are thirteen questions including whether they have been in contact with public employment offices and/or private employment agencies and if they contacted employers directly. Each question is stand alone and it is therefore possible to get a "YES" response to any number of job search questions. DSP Jobs Ireland is the only public employment agency in Ireland, while IrishJobs.ie is one of many private employment agencies.

Despite significant changes in the number of unemployed persons in the period from quarter 1 2004 to quarter 1 2013, the overall share of persons contacting public and private employment agencies has not changed dramatically (Figure 3.1). On average, approximately one quarter of unemployed persons contact both a public and private employment agency when searching for a job; a further third contact only a public employment office and a tenth contact a private employment agency only; approximately a third did not answer or stated that they contacted neither. Therefore, typically two thirds of respondents contact either public or private employment agencies or both; interestingly, this share has declined in most recent years with the share in quarter 1 2013 at 57%. This would suggest that unemployed persons searching for a job may be increasingly using other methods not captured in the QNHS, such as social media, while searching for a job.



In the most recent period between quarter 1 2012 and quarter 1 2013, the first decline in the numbers unemployed since 2006 occurred. There was a decline in both the share and absolute number of persons contacting a public employment office (from a 54% share in 2012 to 46% in 2013); the share of those contacting a private employment agency remained unchanged at 33%.

Figure 3.1: Job Search for Unemployed Persons, 2004-2013

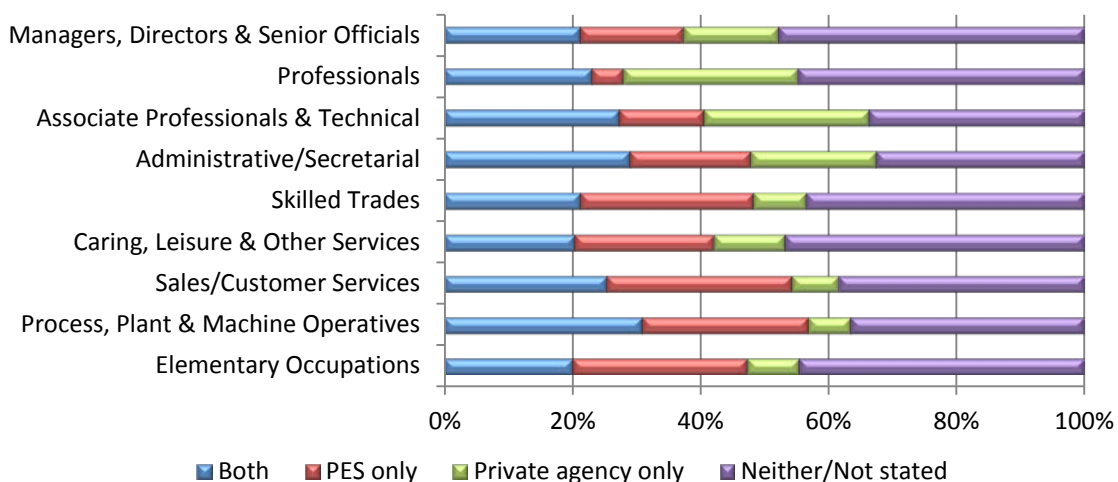


Source: SLMRU Analysis of CSO QNHS data

The methods used by unemployed persons to search for a job varied across occupational groups (Figure 3.2). Those previously employed as operatives were most likely to utilise the services of both public and private employment agencies when searching for a job, at 31%; those previously employed in sales related occupations had the highest share of persons who contacted only a public employment office (at 29%), whereas those previously employed as professionals were least likely to contact only a public employment office (5% share) and most likely to contact a private employment agency only (27% share). At 48%, managers had the highest share of persons who stated that they did not contact either a private or public employment office when searching for a job.



Figure 3.2: Job Search by Broad Occupation of Previous Employment, q1 2013



Source: SLMRU Analysis of CSO QNHS data

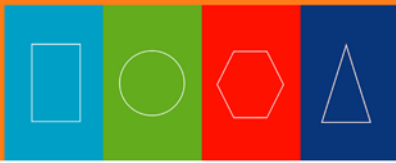
There is a great disparity in the share of persons contacting public and private employment agencies depending on many other factors such as age, level of education and duration unemployed which is further detailed in Appendix A. The key findings from this analysis of quarter 1 2013 are:

- **Age:** the younger age cohort of unemployed persons are more likely to be in contact with a PES than their older counterparts; for private agencies, those aged 25-44 were most likely to use their services
- **Duration unemployed:** the longer a person is unemployed the more likely they are to contact a PES with the reverse the case for those utilising the services of private employment agencies
- **Level of education:** those with an education attainment of up to a third level honours degree were more likely to contact a PES than a private agency while those with a third level honours degree were more likely to contact a private agency than a PES when searching for a job.

Labour Market Context

In order to analyse vacancy trends it is helpful to contextualise the vacancy data reported here within the general labour market developments. Table 3.1 details employment by occupational group for quarter 3 2013, along with the percentage annual change in employment levels. The level of labour market transitions which occur by occupation are also detailed: this is based on an analysis undertaken for the National Skills Bulletin³ in 2013 which details the movements into employment from unemployment and inactivity along with both inter- and intra-occupational movements. This analysis allows for an examination of whether advertised vacancies are primarily related to turnover/replacement demand or if employment growth is occurring and also if the sources of vacancy data are representative of movements in the labour market.

³ National Skills Bulletin 2013, FÁS/EGFSN, 2013



An analysis of this table raises the following questions in relation to the data sources utilised in this report:

- Are the sources representative?** The distribution of vacancies in both DSP Jobs Ireland and IrishJobs.ie differs from the employment distribution across occupations and moreover differs from each other; while there is an overrepresentation of professional vacancies in IrishJobs.ie, there is an underrepresentation in these occupations in DSP Jobs Ireland; conversely there is a greater share of DSP Jobs Ireland vacancies in lower skilled occupations; however, these two sources combined give a valuable insight in to the types of skills in demand across all occupational groups.
- To what extent do the vacancies indicate employment growth?** Examining the levels of employment growth in combination with the data on transitions provides some indication of whether the occurrence of vacancies represents growth, replacement or turnover. The data on transitions and employment growth suggests that a significantly greater share of vacancies is occurring due to replacement/turnover demand rather than expansion demand. However, this varies across occupational groups. For instance, the data suggests that vacancies for professionals and associate professionals are arising due to both expansion and replacement/turnover demand while vacancies for personal services and sales occupations are primarily arising due to replacement/turnover demand.

Table 3.1: Occupational Distributions of Employment, Employment Growth and Vacancies, 2013

	Employment				IrishJobs.ie Vacancies 2013		DSP Jobs Ireland Vacancies 2013	
	Total Employment Q3 2013	% Share of Employment	% Change, Q3 2012-Q3 2013	Transitions 2012	Share of Total Employment	Share of Total Vacancies	Share of Total Employment	Share of Total Vacancies
Managers	148,100	8%	-0.9%	7%	1%	7%	1%	2%
Professionals	354,700	19%	2.7%	13%	2%	31%	1%	5%
Associate Professionals	215,700	11%	3.2%	12%	4%	31%	5%	15%
Admin/Secretarial	212,000	11%	1.3%	10%	2%	13%	2%	5%
Skilled Trades	291,800	15%	9.8%	14%	0%	5%	3%	13%
Personal Services	143,300	8%	-1.1%	7%	0%	2%	8%	18%
Sales	159,500	8%	-2.4%	11%	1%	6%	5%	12%
Operatives	148,100	8%	4.8%	11%	1%	4%	3%	7%
Elementary Occupations	220,000	12%	6.9%	15%	0%	2%	7%	22%
Other/Not Stated	6,200	0%	-8.8%	-	0%	-	0%	0%
Total	1,899,300	100%	3.1%	100%	1%	100%	3%	100%

Source: CSO QNHS, IrishJobs.ie, DSP Jobs Ireland

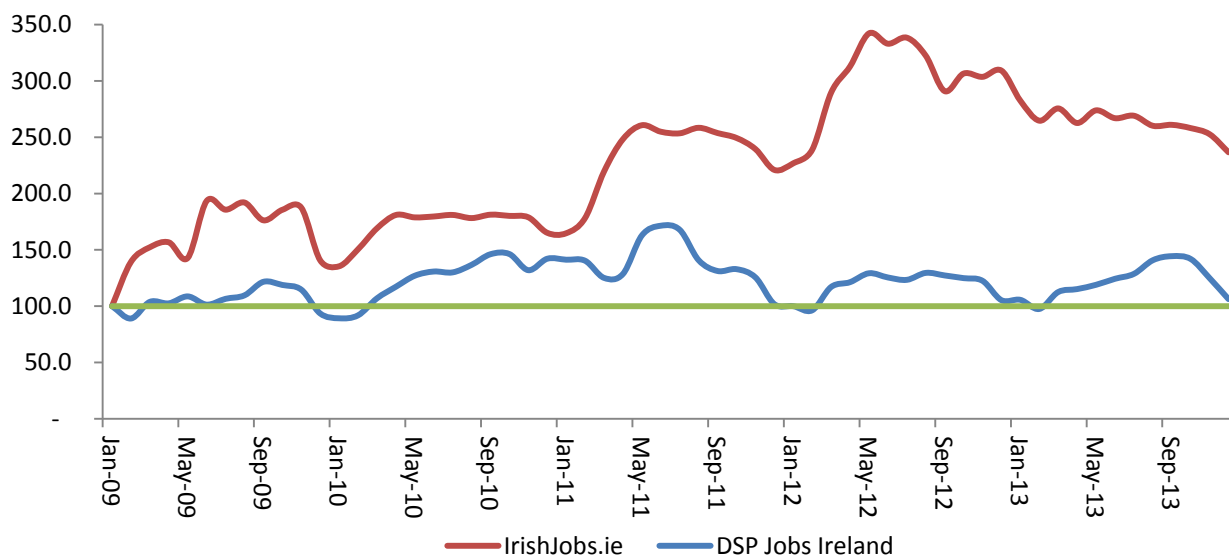


Vacancy index

A vacancy index is examined in Figure 3.3⁴ for the first time in this series. This vacancy index shows that DSP Jobs Ireland has, for the most part, been above the base level (set in January 2009) for most of the period from 2009 to 2013, reaching a peak of 171.4 in June 2011. IrishJobs.ie have seen a more significant growth in vacancy notifications occurring since January 2009, with the index peaking at 342.2 in May 2012 and remaining 130 points above DSP Jobs Ireland in December 2013.

It should be borne in mind that the number of DSP Jobs Ireland vacancies are more than twice that of IrishJobs.ie in absolute terms (on average 5,300 PES vacancies per month compared to 2,300 for IrishJobs.ie in 2013) and the level of DSP Jobs Ireland vacancies did not fall to as low a base during the recession as did vacancies for IrishJobs.ie.

Figure 3.3 New Notified Job Vacancies Index, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

Sectoral Trends

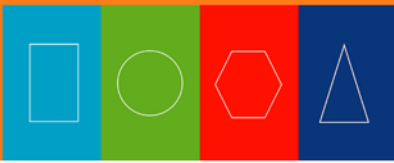
This section examines both vacancy trends by sector and also new employment permits issued by sector.

Vacancies by Sector

For the first time in this series, the SLMRU conducted an exercise where the company name was matched to its corresponding sectoral (NACE) code. While it was not possible to classify all vacancies⁵ this analysis allows for an examination of the sectors which have the highest shares of

⁴ Notified vacancies for 5,800 film extras in 2013 through DSP Jobs Ireland were excluded from the analysis in this report.

⁵ For IrishJobs.ie 84% were classified, for DSP Jobs Ireland 61% were classified

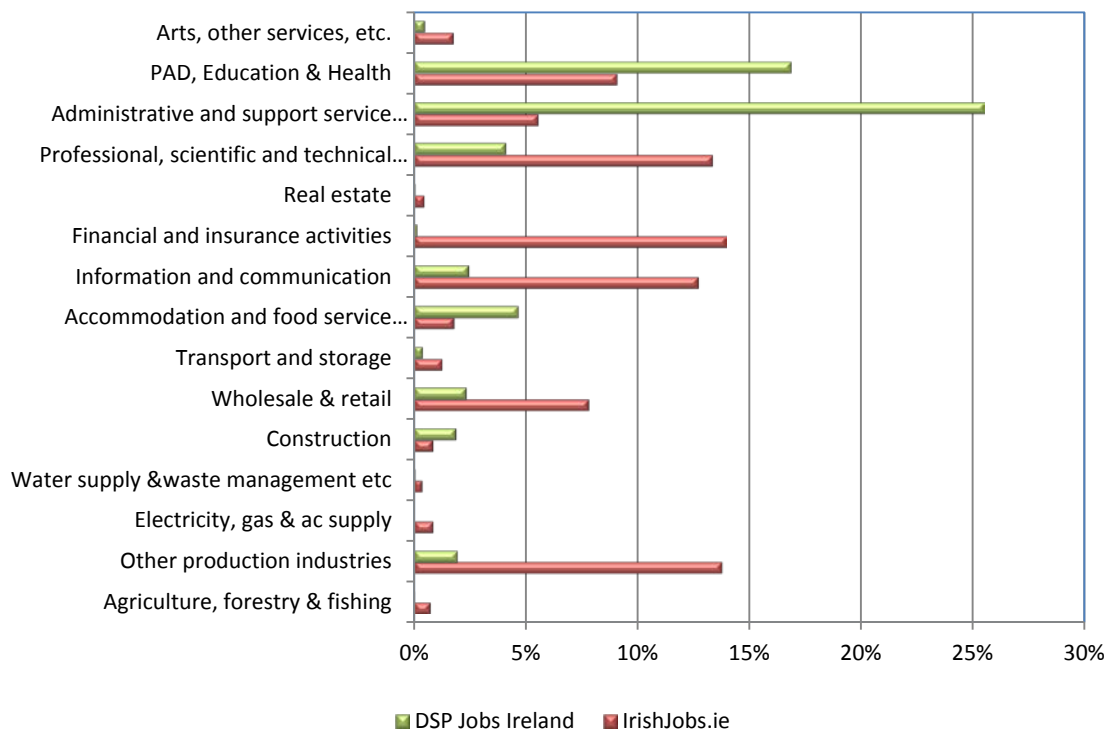


vacancies and how they differ between the two data sources (Figure 3.4). As this is the first undertaking of this method a trend analysis is not available. This analysis is supplemented by the inclusion of sectoral data available for employment permits issued by the Department of Jobs, Enterprise and Innovation (DJEI).

The analysis shows that the distribution of vacancies across sectors differed for the two vacancy sources. For DSP Jobs Ireland, a quarter of all vacancies were in administrative and support services activities relating primarily to employment activities (e.g. companies involved in recruitment), security and investigation activities, office admin and services to buildings and landscape activities (e.g. cleaning activities). A further 17% were in PAD, education and health (mainly in care). The 4% of vacancies in professional activities relate mainly to vacancies in advertising and market research.

The IrishJobs.ie vacancies were more evenly distributed across sectors. The highest shares were in financial and insurance activities (14%), other production industries (14%, in manufacture of computers/electronics/optical products, pharmaceuticals, and food and beverage products), professional activities (13%) and information and communication (13%, almost all of which were in computer programming activities). In the PAD, education and health sector vacancies were primarily for education posts in third level institutions and nursing vacancies. The share of vacancies generated from recruitment agencies was minimal as agency-related vacancies were already excluded from the data analysis.

Figure 3.4: Vacancies by Sector, 2013



Source: IrishJobs.ie, DSP Jobs Ireland

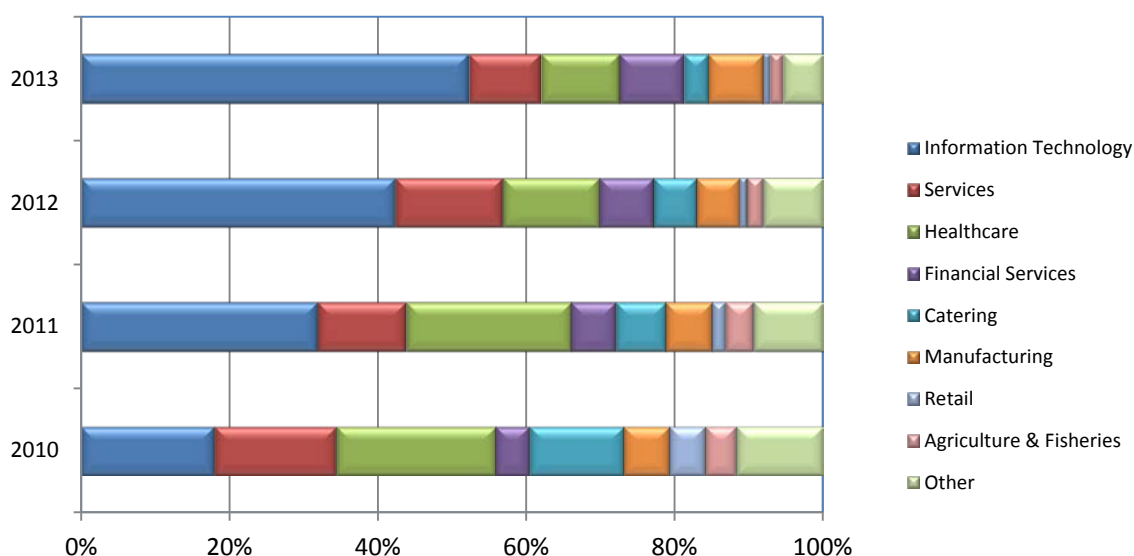


Employment permits by sector

Employment permits provide an indication of where employers are finding it difficult to source suitable candidates from the available labour market to fill positions. Between 2010 and 2013 the number of new work permits issued declined by 19% from almost 3,800 to just over 3,000. The changes in the composition of the employment permits by sector are presented in Figure 3.5. In 2010, the distribution of employment permits was relatively evenly spread across sectors but by 2013 new permits issued to the IT sector accounted for over a half of all permits issued.

Sectors such as services, healthcare⁶, retail and catering saw a significant fall off in the number and share of new permits issued. The financial services sector was the only other sector to see an increase in work permits over this period albeit at a lower rate. In the more recent period between 2012 and 2013, an increase of 3% in the number of work permits issued occurred with increases in the IT sector (+27%), financial services (+21%) and manufacturing (+30%). The catering sector had the largest year on year percentage decline at 40%.

Figure 3.5: New Employment Permits by Sector, 2010-2013



Source: DJEI

Occupational Trends

This section examines the distribution of vacancies across both DSP Jobs Ireland and IrishJobs.ie and how this distribution has changed over time. An analysis of changes in employment permit data also provides an insight in to the broad occupations where employers are seeking skills from outside of the EEA.

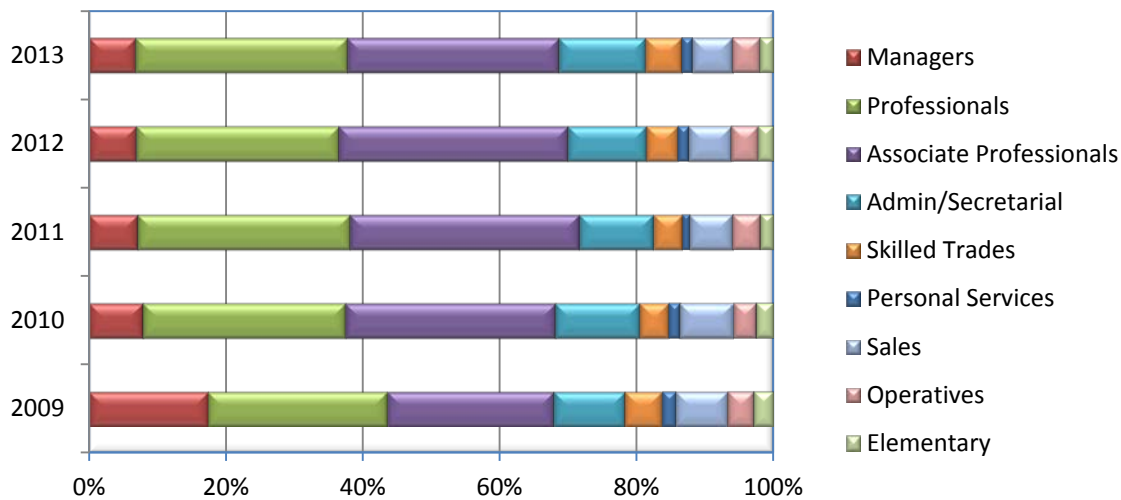
⁶ Since 2010 doctors can enter the Irish labour market through channels other than the employment permit scheme thus reducing the number of permits issued for the healthcare sector.



Vacancies by Occupation

The breakdown of vacancies notified through IrishJobs.ie for each occupational group is detailed in Figure 3.6. Overall, professionals and associate professionals have accounted for the largest share of vacancies, each accounting for almost a third of all vacancies advertised with IrishJobs.ie. While the overall shares across occupations have not changed significantly in recent years, there was a decline in the overall number of vacancies advertised between 2012 and 2013; this drop was spread across all occupational groups although in absolute terms, the largest decline was for associate professionals.

Figure 3.6: IrishJobs.ie Vacancies by Broad Occupation, 2009-2013



Source: IrishJobs.ie

DSP Jobs Ireland vacancies are more skewed towards the lower skilled occupations with managers, professionals and associate professionals combined accounting for, on average, approximately a quarter of all notified vacancies (Figure 3.7). There was a drop in the number of positions advertised for associate professional occupations between 2012 and 2013; the number of vacancies for this occupational group has been in decline since 2010. This decline relates primarily to a drop in advertisements for business sales executive roles (although this occupation still accounts for 6% of DSP vacancies) and previous once off large recruitment drives for army personnel and film extras. In contrast, there was a rise in the number of vacancies for both skilled trades and personal services between 2012 and 2013. Vacancies for elementary occupations accounted for the largest share of vacancies in 2013.

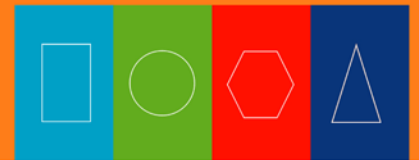
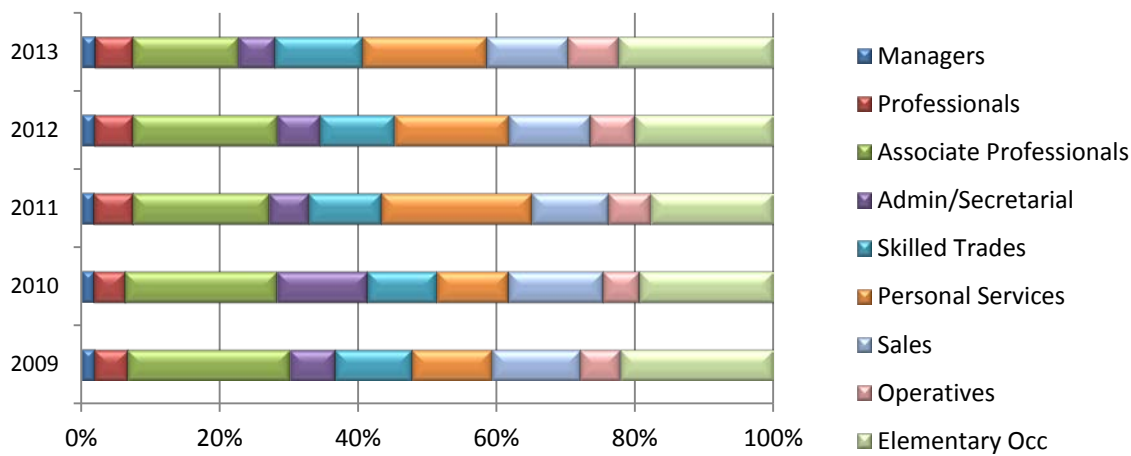


Figure 3.7: DSP Jobs Ireland Vacancies by Broad Occupation, 2009-2013

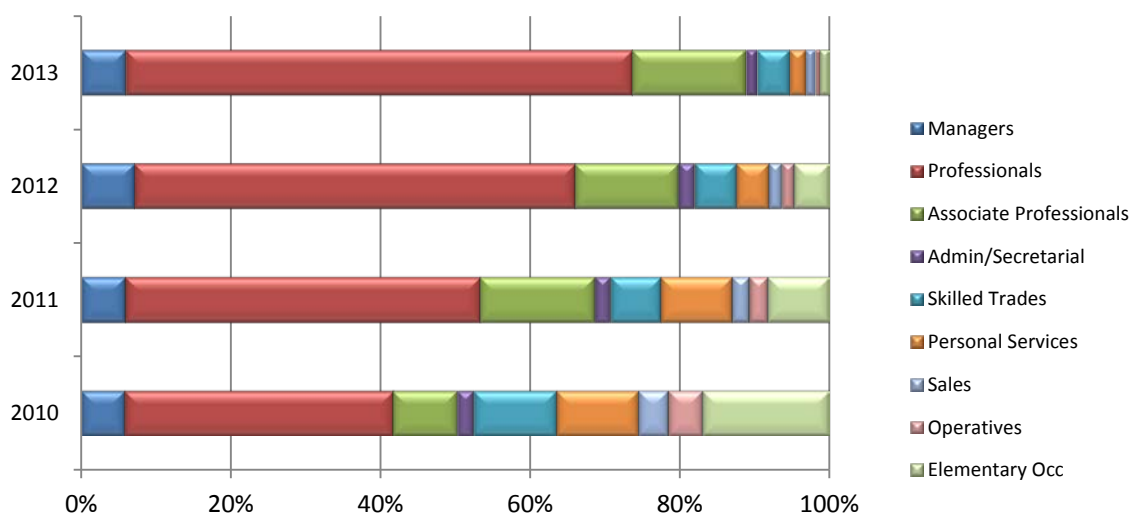


Source: DSP Jobs Ireland

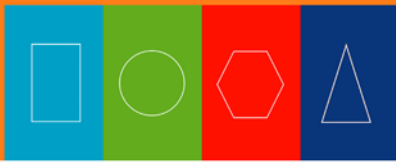
Employment permits by occupation

The 3% growth in the number of new work permits issued between 2012 and 2013, following a number of years of decline affected the occupational groups differently. Both the number and share of new work permits issued to professional occupations has been increasing annually over the period between 2010 and 2013, accounting for a third of all new work permits in 2010 and over two thirds in 2013; in contrast the number of work permits issued to all other occupational groups excluding associate professionals has been in decline since 2010. For associate professionals, new work permits increased by 13% between 2012 and 2013 and by 43% for the period between 2010 and 2013 although the numbers involved are relatively small.

Figure 3.8: Employment Permits by Broad Occupation, 2010-2013



Source: DJEI

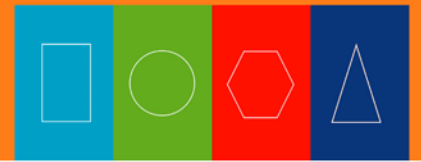


Occupations and job titles

Vacancies notified to IrishJobs.ie and DSP Jobs Ireland combined were most frequent for

- **Corporate managers and directors** (e.g. production managers in manufacturing, managers in warehousing, HR managers, financial managers, retail managers, purchasing managers)
- **Science and engineering professionals**
 - IT professionals (e.g. programmers and software developers, IT business analysts, web designers, IT specialist managers)
 - design and development engineers
 - process engineers
- **Business professionals** (e.g. financial project management professionals, chartered accountants, management consultants and business analysts, financial and investment analysts, marketing professionals, quality control professionals)
- **Science and engineering associate professionals**
 - IT associate professionals (e.g. IT operation technicians, IT user support technicians)
 - engineering technicians
 - laboratory technicians
- **Administrative occupations** (e.g. book-keepers, payroll clerks, accounts assistant, bank cashier, receptionist)
- **Caring personal services**
 - care workers (accounted for 12% of all DSP Jobs Ireland vacancies)
- **Sales and related occupations**
 - business associate professionals (e.g. sales accounts and business development managers, business sales executives, marketing associate professionals)
 - sales occupations (e.g. field sales agents, retail sales assistants)
 - customer service occupations
- **Catering occupations**
 - chefs
 - waiters
 - kitchen/catering assistants
- **Elementary occupations**
 - Security guards
 - Cleaners
 - General labours/operatives
 - Storage occupations (e.g. retail stock taker, warehouse operative)

A requirement for language skills was also frequently cited, particularly for associate professional positions. German was the most frequently mentioned language required, followed by French, Italian, Spanish and Dutch.



Approximately 4% of vacancies advertised through IrishJobs.ie in 2013 were for locations outside of Ireland. Of these vacancies, the majority were for positions in the UK and mainland Europe (combined accounting for 74%). The vacancies were across all sectors but primarily for the engineering, IT and sales sector. Professional and associate professional vacancies had the highest number of vacancies advertised for foreign locations (often combined with an Irish location) although construction related positions were also mentioned (in locations such as the Middle East).



4. Managerial Occupations

- Managerial occupations accounted for 2% of all notified vacancies to DSP Jobs Ireland and 7% of vacancies notified to IrishJobs.ie in 2013
- The number of notifications for managerial occupations for DSP Jobs Ireland and IrishJobs.ie combined fell slightly in 2013 on the previous year although remained higher than in 2011
- Vacancies were most common in retail, financial services and the IT sector; combined these sectors accounted for almost a third of all notified managerial vacancies to IrishJobs.ie in 2013
- The Job Search analysis of the CSO's QNHS data indicates that in quarter 1 2013, unemployed managers were marginally more likely to contact a public employment office (37%) than a private employment agency (36%) when searching for a job, with the numbers who contacted neither almost doubling on the 2012 figure.

Figure 4.1 DSP Jobs Ireland Vacancies 2013

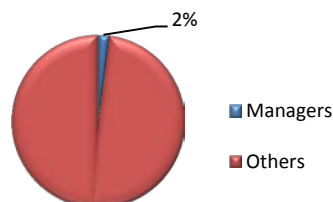
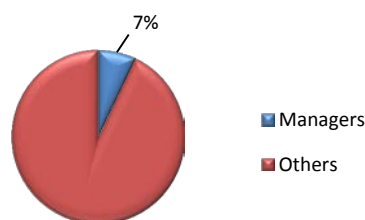


Figure 4.2 IrishJobs.ie Vacancies 2013



Job Titles

Vacancies for managerial positions were most frequent for the following job titles:

- **Operations managers** across all sectors
- **Functional managers:**
 - **Financial managers**
 - **HR managers** across all sectors
 - **Logistics managers** - procurement, supply chain, purchasing, warehouse
 - **Sales and marketing managers**
- **Services managers** in banking, retail and hotel and catering.



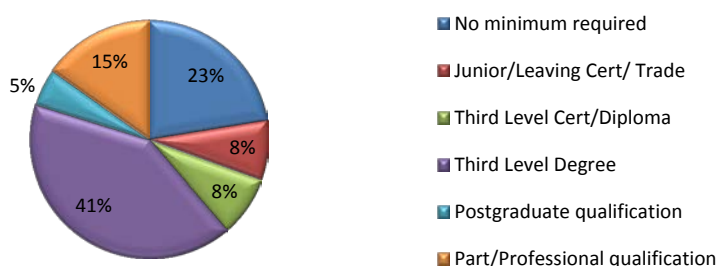
Skills

Language skills were required for a small number of managerial positions including German, French, Dutch and Norwegian, while a high level of experience was a key requirement for many posts advertised.

Education

Of those who stated an education requirement⁷, 23% had no minimum level required; over two fifths of vacancies advertised required a third level degree qualification. As the number of vacancies which stated a level of education required were small, however, any assumptions based on the findings should be treated with caution.

Figure 4.3 Level of Education Required, 2013

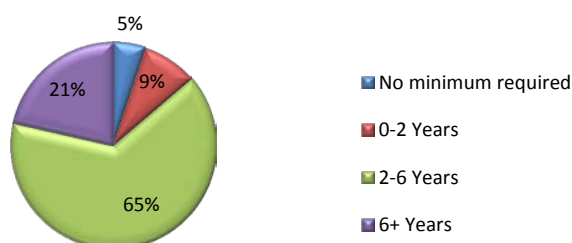


Source: IrishJobs.ie

Experience

Of those who stated a level of experience required⁸, 65% required two to six years' experience with the overall pattern similar to that of the previous year. Over a fifth required six or more years of experience, the highest share for all occupational groups.

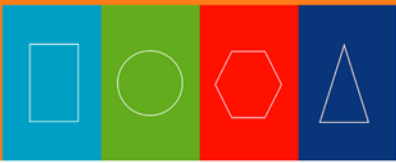
Figure 4.4 Level of Experience Required, 2013



Source: IrishJobs.ie

⁷ 48% of managerial vacancies stated a level of education required.

⁸ 50% of managerial vacancies stated a level of experience required.



Difficult to Fill Vacancies

Of all difficult to fill vacancies reported in the Recruitment Agency Survey conducted in October 2013, 6% were for managers in the following areas:

- sales and marketing managers (product strategy, retail managers, sales managers with industry specific knowledge including procurement and supply chain management)
- project management and production planning in biopharma
- technical managers in science, technology and engineering and in the Fast Moving Consumer Goods (FMCG) environment
- senior ICT managers, including IT project/network managers, Oracle supply chain functional lead management roles
- senior HR managers with industry relevant expertise
- financial managers.

Vacancies filled with non-EEA workers

- In 2013, approximately 180 new permits were issued for managerial occupations accounting for 6% of all employment permits issued (the share has been consistent in recent years)
- Almost a half of permits issued to managers were for intra-company transfers (accounting for almost a fifth of all intra-company transfer permits issued in 2013) in sectors including manufacturing, financial services and IT; a further 41% of new permits issued were for green cards, primarily in services, financial services and IT
- USA nationals accounted for 55% of all new managerial permits issued in 2013, compared to a 43% share in 2012
- Occupations most often cited include:
 - chief executives/vice presidents
 - financial managers/directors
 - general managers in manufacturing.

Figure 4.5 Employment Permits 2013

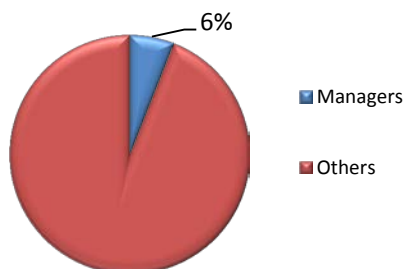
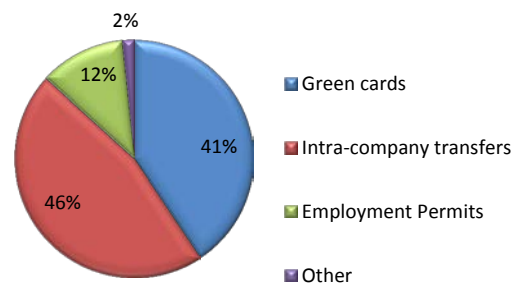
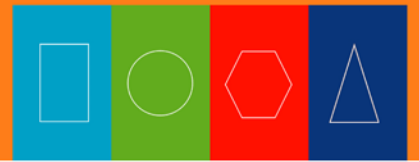


Figure 4.6 Employment Permits by Type 2013



Source: DJEI



Job announcements

There were few job announcements in the media that specified managerial skills. Those mentioned included management roles in industry (mostly high-tech manufacturing) and retail outlets. However, it is expected that some management posts may also arise in relation to several job announcements, particularly where large numbers of individuals were being recruited (e.g. contact centres, customer support centres, back office support activities).

Job creation for managerial occupations is also confirmed in the jobs announced by IDA client companies in 2013. The posts are relatively small in number and mostly for senior positions in the high tech and ICT sectors (e.g. legal and other professional service work within regulatory frameworks), as well as some senior sales/marketing managerial and financial managers.

5. Professional Occupations

- Professional occupations accounted for 5% of all notified vacancies to DSP Jobs Ireland and 31% of vacancies notified to IrishJobs.ie in 2013
- Despite a slight decline in the combined number of professional vacancies in 2013, the overall number of vacancies advertised remains 65% higher than in 2009
- IrishJobs.ie vacancies were primarily in the IT sector, with over a 33% share, followed by science and engineering, health and business and financial services
- Unemployed persons previously employed in professional occupations were significantly more likely to contact a private employment agency than a public employment office although a large share contacted neither.

Figure 5.1 DSP Jobs Ireland Vacancies 2013

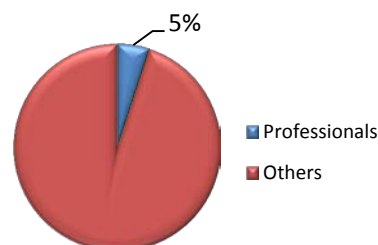
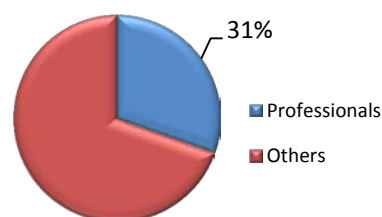


Figure 5.2 IrishJobs.ie Vacancies 2013



Job Titles

IT professionals: (almost a third of all professional vacancies)

- Programmers and software developers** in client/application development (C#, C++, Java, PHP, iOS, Kindle content development, ASP), database/enterprise development (Oracle, SQL Server, SAP) and operating systems
- IT business analysts, architects and systems designers** in areas such as platform and user operations
- Web designers/developers**
- Network engineers and test engineers**
- IT project managers** (e.g. for desktop/helpdesk support, business systems, service delivery)

Engineers and Scientists

- Process engineers** - one of the most cited engineering professional vacancies; chemical, food, manufacturing, mechanical, automation and quality control
- Product development and design engineers** (electrical, mechanical, R&D)
- Civil/structural engineers** (a small share for positions outside of Ireland)
- Technologists** (food, process, product development, R&D, technical solutions, refrigeration)



- **Scientists:** chemical scientists (e.g. analytical, process, quality control); biological scientists (e.g. microbiology, biomedical, biochemistry); R&D scientist

Business and Finance professionals

- **Chartered accountants** (primarily financial accountants but also management accountants, both qualified and part-qualified)
- **Management consultants and business analysts** (e.g. funds industry, banking, SAP)
- **Other business professionals** (actuaries, project management, compliance and risk management, quantity surveyors)

Health professionals: (5% of all professional vacancies advertised on IrishJobs.ie)

- **Nurses** (e.g. clinical, theatre, paediatric and staff nurses), **doctors**, **clinical psychologists**, **pharmacists**, **radiographers**, **therapists** (occupational, speech and language), **other healthcare professionals** (e.g. dietician).

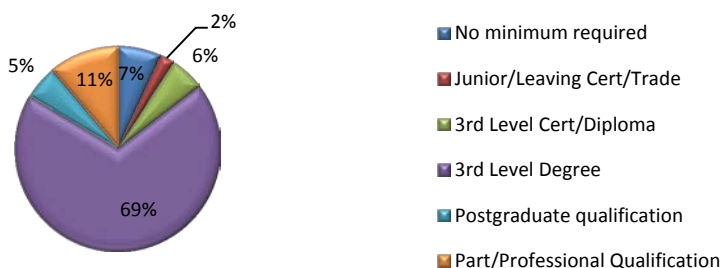
Skills

Some vacancies, including those for programmers and software developers, business analysts, account managers and technical support engineers positions, required language skills in German, French, Italian, Spanish and to a lesser extent Dutch, Danish and Russian.

Education

Of those vacancies that stated an education requirement⁹, almost three quarters stated a minimum of a third level degree qualification, the highest share for any of the occupational groups. A further 5% of vacancies required postgraduate qualifications, while 11% required part- or professional qualifications (across a variety of sectors including finance, banking, health and IT).

Figure 5.3 Level of Education Required, 2013



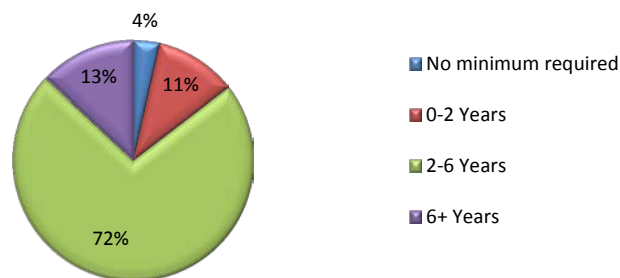
Source: IrishJobs.ie

⁹ 58% of vacancies for professional occupations stated a level of education required.

Experience

A high level of experience was required for the majority of vacancies for professional occupations. Of those which stated an experience requirement¹⁰, 72% required two to six years' experience with a further 13% requiring six or more years' experience (primarily in engineering-related roles).

Figure 5.4 Level of Experience Required, 2013



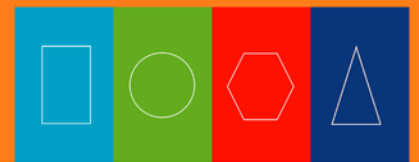
Source: IrishJobs.ie

Difficult to Fill Vacancies


Professional occupations accounted for approximately 70% of all difficult to fill vacancies in the October 2013 Recruitment Agency Survey. Within this occupational grouping, the following occupations were identified as difficult to source:

- Programmers and software developers (15% of all DTF mentions)
 - Cloud computing (cloud developers in the area of Software as a Service (SaaS), Web services and APIs as in RESTful and SOAP), cloud-based Customer Experience Management/Business Process Management (Real Time decision management solution) such as KANA Case & Knowledge Management
 - PHP developers, CSS, HTML, Interactive visual, UX/UI (user interface/experience online, interactive UI, Senior UX/UI Designer, RoR, open source web application framework - Ruby/FLEX), Web design & publishing - content using OS (e.g. Drupal, Joomla, etc.), Python-open source scripting language for web applications
 - Java/Java complementary skills (most often Java developers with iOS, Objective-C (object oriented constructs), C++, Java & Summit, .net, C# (C Sharp) and Java, JSP, JQuery, AJAX and Javascript), Lotus Domino Developers (Java with Lotus Notes, Intelliprint Analytics with Lotus Notes, Crystal Reports, IBM DB2), mobile applications development - JavaScript with Sencha-touch framework or JQuery mobile, backbon.js/Angular JS, Java developer with J2EE, Spring, Struts, and Hibernate ORM (Object Relational Mapping) framework
 - Database (DB) related - Software engineers with Oracle DB experience, SEO (Search Engine Optimisation)

¹⁰ 56% of vacancies for professional occupations stated a level of experience required.



- Big data visualisation developers- web and mobile e-Commerce solutions, proprietary software developer e-commerce web applications (e.g. Magneto developer)
- Software Quality Assurance Engineer - Senior (security, malware, digital forensics, incident response)
- Technical writer - IT, engineering, and life sciences.
- Engineers:
 - Production and process engineers - process automation and system control and associated skills (lean manufacturing , Six Sigma/Six-Sigma Black-Belt, other Six Sigma specialist with business knowledge relevant for continuous improvement), CNC operation and programming (e.g. Mazak/Mori Seiki), CAD/CAM, automation & system control engineers PLCs (e.g. Siemens & Rockwell PLC's)
 - Quality & validation engineers - Certified Quality Engineer (with COE certification), software control system specialists, engineers specialising in pneumatic/hydraulics (GAMP5); Computer Validation System (CVS) Engineers; Commissioning Engineers - overseeing the installation of systems, plant and equipment
 - Process safety engineers
 - Chemical engineers with product process/product relevant knowledge for highly specialised roles in supply chain in biotech/pharmaceutical industry, namely chemical engineers/manufacturing production planners (e.g. engineers in food, biopharma, and medical device industry), project engineer/project management in biopharma - (e.g. Equipment Project Engineers - Specification, Design, C&Q, Org. of FAT, SAT)
 - Design engineers (medical devices)
 - Electrical design engineer (e.g. power generation and transmission)
 - Electronic engineer (mobile telephony handset developers - android & iPhone; PCB microchip).
- Scientists: biologists (e.g. microbiologist), chemists (e.g. product formulation, analytical development, chemical process engineer with biopharma API background, food quality R&D technologists), R&D Chemists and Pharmacovigilance (PV/PhV) scientists for pharmaceuticals (e.g. drugs safety, clinical trials).
- Healthcare professionals:
 - doctors (e.g. GPs, non-consultant hospital doctors/Senior House Officers locums, emergency medicine, anaesthetists, consultant radiologists, medical radiographers (e.g. MRI radiographers) and sonographers, clinical psychologists
 - nurses: Adult nurse practitioner (ANP) & specific nursing roles (e.g. nurse clinical managers, advanced nursing practitioners in intensive care, theatre nursing, oncology, paediatrics, general nurses for geriatric/older people care)
- Financial professionals: accountants (e.g. expertise in taxation, regulation & compliance, solvency, audit, and rationalisation), management accountants and business/financial analysts with relevant industry expertise for roles in manufacturing (incl. ERP System & Reporting Tools - Oracle, Hyperion & OBIEE, FP&A, MDI) and utilities (e.g. Fixed Asset Accountant for telecoms),



systems accountant in IT (e.g. with Oracle Financials Applications); SAP specialists, risk analysts, actuaries, financial managers and senior fund managers

- Business professionals: data analysts, business analysts (e.g. SAP business analyst, analysts specialising in financial market investment), business M&A/takeover specialists, Enterprise Resource Planners with SAP, statisticians
- Construction professionals: limited to positions in niche areas (specialised highly experienced quantity surveyor and project manager for specific construction developments).

Vacancies filled with non-EEA workers

- In 2013, professional occupations accounted for 68% of all new permits issued; the number of new permits has increased significantly in recent years, with a year on year increase of 18% since 2012
- Of the 2,000 new permits issued for professionals, the IT sector accounted for 64%, 12% in healthcare¹¹ and 7% each in services and financial services
- Of all new permits issued for professional occupations in 2013, 60% were for green cards, primarily in the IT sector; professional occupations accounted for over four fifths of all green cards issued
- Almost half of new permits issued in 2013 were issued to Indian nationals
- Occupations most often cited included:
 - programmers and software developers (e.g. analyst, application developer, software/systems engineer)
 - IT computer systems analysts/architects, network engineers
 - medical doctors (interns) and nurses
 - auditors.

¹¹ Since 2010 doctors can enter the Irish labour market through channels other than the employment permit scheme thus reducing the number of permits issued for the healthcare sector.



Figure 5.5 Employment Permits 2013

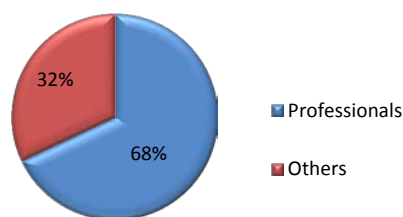
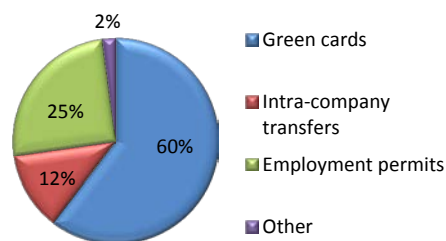


Figure 5.6 Employment Permits by Type 2013



Source: DJEI

Job Announcements

Professional occupations accounted for the largest number of job announcements in the media during 2013. Job creation for professionals was also confirmed in jobs announced by IDA client companies. Most of the jobs announced at this level were in the ICT sector. While there were also jobs in other sectors, especially high-tech manufacturing and business, many were associated with the ICT needs of these sectors.

The demand for professionals as indicated through announcements in the media was especially strong for

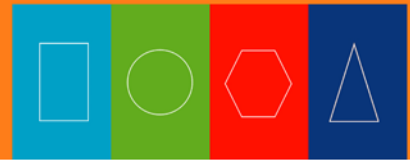
- **IT professionals**
 - Software engineers and developers, particularly in cloud computing; many of the roles related to social media, online shopping, online payment services, IT/data security (e.g. forensics, e-discovery and cyber security), data analytics and mobile phone technologies
 - Senior IT specialists, project managers, product managers
 - Software test analysts, performance engineers, quality assurance IT engineers
 - Web developers
- **business professionals:** business analysts and consultants, risk managers, and legal and compliance professionals
- **financial professionals:** accountants, tax experts
- **engineers and scientists:** automation engineers, process engineers (chemical), biotechnologists and quality control engineers in high-tech manufacturing sectors; energy engineers (wind, ocean, smart heating technology)
- **R&D:** scientists and engineers in IT, energy, life sciences, and marine science/technology; while many job announcements include a small number of such R&D roles, there was also a small



number of dedicated research facilities announced; the roles were for highly skilled and experienced candidates

- **Construction:** announcements associated with the development of new (or the expansion of existing) activities, mainly in high technology sectors but also in education, for civil engineers, quantity surveyors and construction project managers.

While many job announcements specified high skilled roles, often for experienced candidates, there were also a number of mentions for graduate positions, especially in high-tech manufacturing, IT and business services (e.g. legal).



6. Associate Professional & Technical Occupations

- Associate professional/technical occupations accounted for 15% of all notified vacancies to DSP Jobs Ireland and 31% of vacancies notified to IrishJobs.ie in 2013
- There was a drop in the number of associate professional/technical vacancies notified to both IrishJobs.ie and DSP Jobs Ireland in 2013 following a number of years of growth
- Vacancies were primarily in IT, financial services, sales and accounting
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, unemployed associate professionals were more likely to contact a private employment agency (53%) than a public employment office (41%) when searching for a job, a reverse of the pattern observed in 2012.

Figure 6.1 DSP Jobs Ireland Vacancies 2013

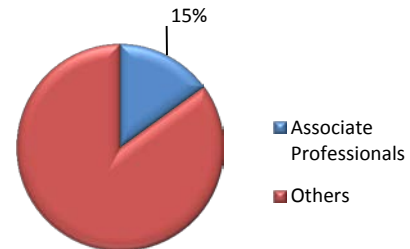
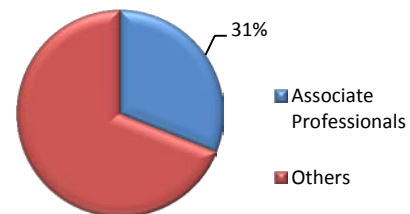


Figure 6.2 IrishJobs.ie Vacancies 2013



Job Titles

Vacancies for associate professionals were most frequent for

- **Business associate professionals** (accounted for the largest number of vacancies)
 - business sales executives - multilingual inside¹²/advertising sales representatives (Danish, Finnish, German, Swedish, French) in sectors including IT and medical devices; field sales agents (B2B); telesales; fundraisers; collection agents
 - marketing - marketing managers (e.g. brand, product), client accounts managers; market research; mystery shoppers
 - sales accounts - multilingual customer account managers including on line sales accounts (Dutch, German, French, Spanish, Danish, Hebrew, Russian, Norwegian etc.)
 - business and finance- financial analysts, credit analysts, pricing specialists, transfer agent
 - HR specialists
 - buyers and procurement officers (supply chain specialist)
 - compliance officers

¹² Inside sales representatives work in-house, often in contact centres.

- **Science, engineering and technology technicians:**
 - IT technical support primarily with language skills (German, French, Dutch, Nordic languages); systems/network administration
 - laboratory technicians (chemistry, environmental, quality control, pharmaceutical)
 - engineering technicians (mechanical, building services, manufacturing)
- **Vocational trainers** (e.g. healthcare, social science, career guidance, health and safety, IT)
- **Interpreters.**

There were also a number of vacancies for performing artists (extras) associated with activity in the domestic and foreign film industry in Ireland which were excluded from the data as they were once off short-term engagements.

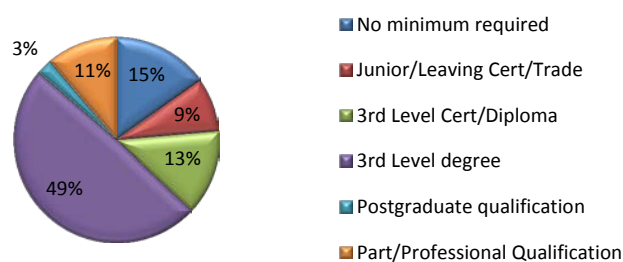
Skills

Language skill requirements were predominant in vacancies for associate professionals. Foreign language skills, particularly German, French, Italian and Nordic languages and were required for roles in IT technical support, fraud analysts, risk management, claims and collections. Other skills in demand included business-to-business (B2B) sales and marketing skills often combined with languages.

Education

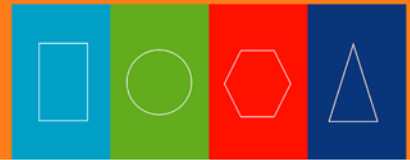
Of those who stated an education requirement¹³, 49% stated a minimum of a third level degree qualification with a further 3% requiring a postgraduate qualification. Requirements for professional qualifications were primarily for areas such as finance and accounting.

Figure 6.3 Level of Education Required, 2013



Source: IrishJobs.ie

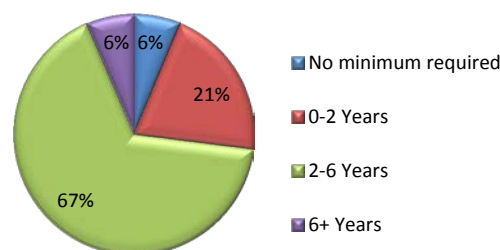
¹³ 54% of associate professional vacancies stated a level of education required.



Experience

Over a half (54%) of all associate professional occupations stated a level of experience required. Over two thirds of these vacancies stipulated a requirement of two to six years' experience. Approximately a quarter of vacancies either did not have a minimum level of experience required or specified up to two years' experience. In terms of sectors, positions in customer service/call centres had the lowest level of experience required.

Figure 6.4 Level of Experience Required, 2013



Source: IrishJobs.ie

Difficult to Fill Vacancies

Approximately one tenth of all difficult to fill mentions noted in the October 2013 Recruitment Agency Survey were at associate professional level, primarily in the areas of:

- electronic technicians generic roles and SMT/PTH Rework operators (electronic printed circuit board assembly (PCBA))
- QA IT testers, IT software testing & troubleshooting
- metrology Engineers - technicians (calibration, GD&T practices)
- CNC technicians - production process
- quality control technicians
- technical sales/sales representatives for health related products (B2B and B2C) in areas such as medical devices, health care, and the pharmaceutical industry
- cardiac technicians.

Vacancies filled with non-EEA workers

- In 2013, 465 new employment permits were issued for associate professional/technical occupations, accounting for 15% of all employment permits issued (an increase of 13% on the previous year)
- Over 40% of employment permits for associate professional positions were issued for the IT sector; services, financial services and the manufacturing sector accounted for a further 43% combined

- Of all new permits issued in 2013 for associate professionals, 31% were for green cards, while 44% were employment permits; the share of green cards increased by nine percentage points when compared to 2012
- Those issued with employment permits for associate professional positions were most likely to come from the USA and India (combined accounting for 39% of all permits issued in this category)
- Occupations most often cited include:
 - IT technicians
 - business/finance associate professionals (e.g. account strategist, financial analysts)
 - sales and marketing (e.g. business development, online sales/media)

Figure 6.5 Employment Permits 2013

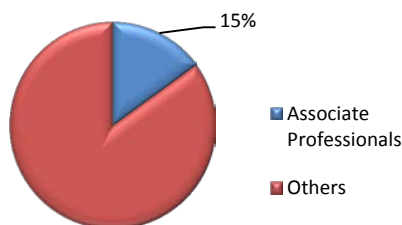
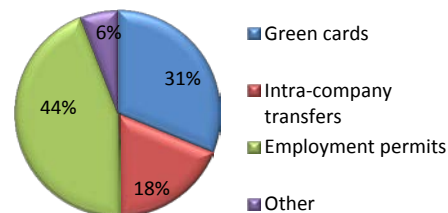


Figure 6.6 Employment Permits by Type 2013



Source: DJEI

Job Announcements

Job announcements, both in the media and IDA client companies in 2013, for associate professional occupations were in general confined to the ICT and, to a lesser extent, high-tech manufacturing sectors. The jobs announced were chiefly for roles in

- sales and marketing: digital marketing specialists and marketing managers; customer relationship managers, business development managers, account managers
- IT technical support (e.g. help desk support)
- engineering: automation technicians, quality technicians, process technicians
- finance: especially for insurance assessors, asset managers, claims managers, financial and accounting technicians, and other business associate professionals
- human resources: managers and officers.



7. Administrative and Secretarial Occupations

- Administrative/secretarial occupations accounted for 5% of all notified vacancies to DSP Jobs Ireland and 13% of vacancies notified to IrishJobs.ie in 2013
- Vacancies through both DSP Jobs Ireland and IrishJobs.ie for administrative/secretarial occupations fell slightly between 2012 and 2013
- Vacancies were primarily in banking and finance, accountancy, and secretarial/admin sectors
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, those previously employed in administrative/secretarial jobs were more likely to contact a private employment agency (49%) than a public employment office (48%) when searching for a job, a reverse of the pattern observed in Q1 2012.

Figure 7.1 DSP Jobs Ireland Vacancies 2013

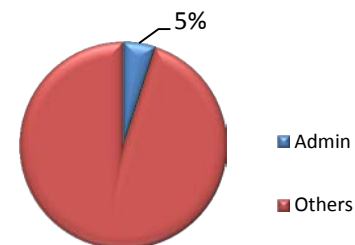
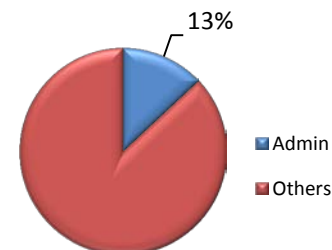


Figure 7.2 IrishJobs.ie Vacancies 2013



Job Titles

Administrative and secretarial vacancies were most frequent for

- administrative positions in finance
 - cost/fund accountants
 - accounts payable/receivable clerks
 - financial administration clerks
 - payroll clerks
 - multilingual credit controllers (e.g. German, French, Spanish)
- HR, pensions and insurance administrators
- administrative positions in logistics and distribution:
 - freight clerks (air, ship and road, freight forwarding)
 - purchasing administration, stock controllers
 - logistics co-ordinators
- multilingual sales/customer support admin roles, marketing assistants
- receptionists, personal assistants, medical/legal secretaries.



Skills

Language skills including German, French, Spanish and Dutch were frequently cited as a requirement for accounts payable/receivable, customer service/sales administration, credit control and logistics support roles. Part professional or professional qualifications were required for a significant number of jobs in the areas of accountancy and finance.

Education

Of vacancies which stated an education requirement¹⁴, 29% stated a minimum of a third level qualification (as compared to 69% for professional vacancies). This occupational group had the highest share of vacancies requiring a part/professional qualification, at 22% (primarily for accounting related positions).

Figure 7.3 Level of Education Required, 2013

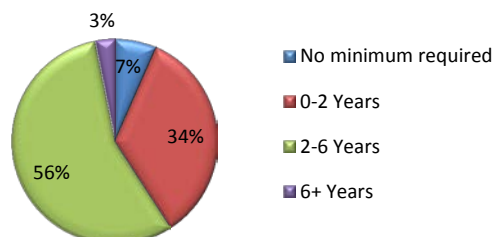


Source: IrishJobs.ie

Experience

Of vacancies which stated a minimum level of experience required¹⁵, over half (56%) required two to six years' experience. A third of vacancies required up to two years' experience with only a small share of vacancies requiring six or more years' experience.

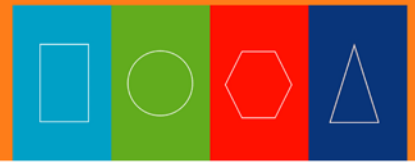
Figure 7.4 Level of Experience Required, 2013



Source: IrishJobs.ie

¹⁴ 54% of vacancies for administrative occupations stated a level of education required.

¹⁵ 52% of vacancies for administrative occupations stated a level of experience required.



Difficult to Fill Vacancies

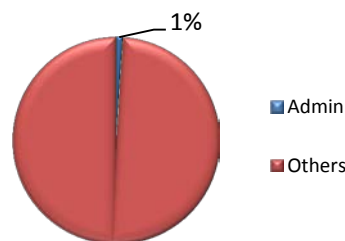
Administrative occupations that were reported as being difficult to fill in the Recruitment Agency Survey in October 2013 were limited to the following job titles:

- accounts/financial clerks - e.g. junior accounts payable with languages, credit control including debt recovery/collection
- supply chain & logistics operations clerks, most often with language skills
- data entry with language (e.g. German).

Vacancies filled with non-EEA workers

- Administrative occupations did not feature strongly in the employment permit statistics in 2013, with just 44 new permits issued (representing 1% of the total permits issued)
- Job titles included:
 - fund accountant
 - account strategist with language skills.

Figure 7.5 Employment Permits 2013

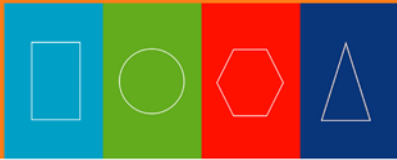


Source: DJEI

Job Announcements

There was some job creation for secretarial and administrative occupations announced as part of overall job creation in the media and by IDA client companies, mostly confined to support activities in ICT and finance, particularly for

- administration roles in online media
- financial administrative roles (fund and loan administration, recovery and support)
- administration support roles (retail and services sector (e.g. travel))
- back office support roles (particularly in legal and financial services).



There were also a number of job loss announcements for financial administrative occupations in 2013. However, the total number of jobs created (as announced in the media) far outnumbered the total number of job losses announced. In addition, while the jobs created tended to be in financial services, the jobs lost were mainly in retail banking.



8. Skilled Trades Occupations

- Skilled trades accounted for 13% of all notified vacancies to DSP Jobs Ireland and 5% of vacancies notified to IrishJobs.ie in 2013
- The total number of vacancies for skilled tradespersons increased between 2012 and 2013 related to increased notifications to the DSP Jobs Ireland
- Vacancies most often occurred in the following sectors: hotel and catering, manufacture of food and beverage and construction
- Skilled trades had the highest share of IrishJobs.ie vacancies located overseas (Mainland Europe, UK and Middle East), although the numbers involved are small
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013 unemployed skilled tradespersons were more likely to contact a public employment office (48%) than a private employment agency (30%) when searching for a job.

Figure 8.1 DSP Jobs Ireland Vacancies 2013

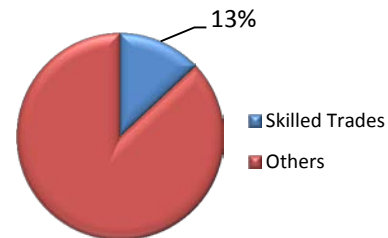
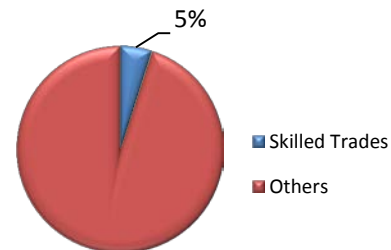


Figure 8.2 IrishJobs.ie Vacancies 2013

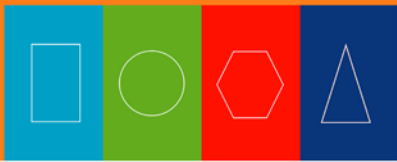


Job Titles

Vacancies for skilled trades were most frequent for:

- food preparation trades (primarily chefs who accounted for a third of all DSP Jobs Ireland vacancies for this occupational group; also, butchers/deboners and to a lesser extent, bakers)
- electrical and electronic trades (electricians, industrial electrician)
- construction trades (plumbers, industrial plumber, painter, carpenter, steel fixer/erector, roofer)
- vehicle trades (mechanic, HGV mechanic, panel beater)
- welders (stainless steel, TIG/MIG¹⁶, fabricator, pipe fitter, orbital, arc)
- fitters and toolmakers (CNC machinist, metal fabricators, maintenance, construction plant, setting out engineer, mechanical).

¹⁶ TIG=Tungsten Inert Gas welding; MIG=Metal Inert Gas



Skills

Vacancies for mechanics stipulated a variety of driving licences required, while electricians and welders were often required to have a B licence. A number of welding vacancies also stated an ASME9 certificate as a requirement.

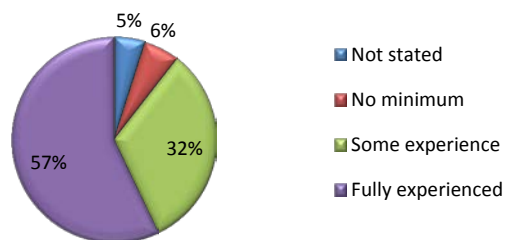
Education

As vacancies for skilled trades occupations are typically advertised through DSP Jobs Ireland, IrishJobs.ie data is unlikely to capture a representative share of vacancies in this occupational group. The number of advertised skilled trades vacancies which stated a level of education through IrishJobs.ie are too small to make any inferences from and are therefore excluded from the report on this occasion.

Experience

As DSP Jobs Ireland accounted for approximately 85% of the vacancies for skilled trades, the level of experience required is based on the data available from this source. Over half of all vacancies required fully experienced individuals. This occupation had the highest share of DSP Jobs Ireland vacancies with a requirement for fully experienced staff.

Figure 8.3 Level of Experience Required, 2013



Source: DSP Jobs Ireland

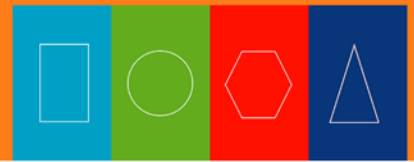
Difficult to Fill Vacancies

The Recruitment Agency Survey in October 2013 reported limited difficulties in sourcing skilled tradespersons in some areas, namely for:

- skilled metal, electrical and electronic trades - limited to TIG & MIG welders
- skilled construction and building trades - limited to steel erectors/fixers and pipe layers
- chefs - limited to New Product Development (NPD) chefs.

Vacancies filled with non EEA workers

- In 2013 approximately 135 new employment permits were issued for skilled trades occupations; this is a decline of 19% on 2012



- The significant decline in the number of employment permits issued for skilled trades occupations in recent years is primarily related to a fall-off in the number of permits issued in the catering sector
- Despite this, the catering sector still accounted for almost two thirds of the permits issued for this occupational group
- Chefs accounted for 67% of permits issued for this occupational group in 2013; while the share of new work permits issued for chefs has been increasing in recent years, the overall number of permits issued for this occupation continues to decline
- Occupations most often cited in the employment permit analysis include:
 - chefs
 - engineering technicians.

Figure 8.4 Employment Permits 2013

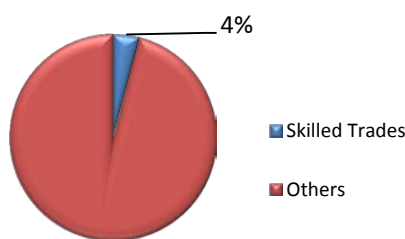
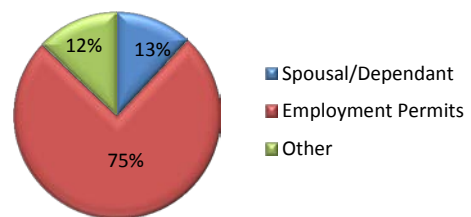


Figure 8.5 Employment Permits by Type 2013



Source: DJEI

Job Announcements

Job announcements for skilled trades occupations were mainly for temporary positions associated with the construction of new, or the expansion of existing, facilities. The majority of job creation for these occupations was for the construction of buildings associated with R&D activity in high value sectors such as high-tech manufacturing and ICT; there were also construction jobs announced expected to be created through construction work for the retail and food/beverage manufacturing sectors. A number of jobs were also announced in relation to the installation of water meters, some of which are expected to be for skilled trades persons.

There were also a comparatively small number of job announcements for chefs in the hotel and catering sector.

Job loss announcements for skilled trades occupations included some field technicians (telecommunications), aircraft maintenance and related roles. Nonetheless, job announcements for skilled trades persons overall outnumbered the job losses announced.

9. Caring, Leisure and Other Services Occupations

- Vacancies for caring, leisure and other services occupations were more likely to be notified through DSP Jobs Ireland, accounting for 18% of all DSP Jobs Ireland vacancies
- There was an increase in the overall number of caring vacancies notified between 2012 and 2013
- In terms of sectors, vacancies most often occurred in the healthcare sector
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, public employment offices were the most likely route through which unemployed caring, leisure and other service persons would search for a job.

Figure 9.1 DSP Jobs Ireland Vacancies 2013

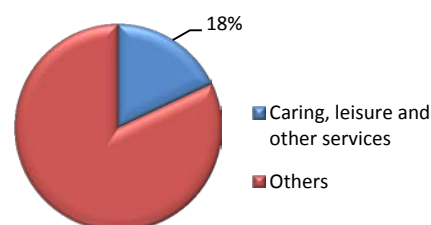
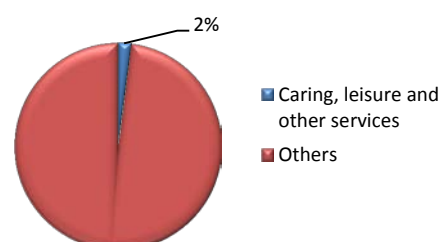


Figure 9.2 IrishJobs.ie Vacancies 2013



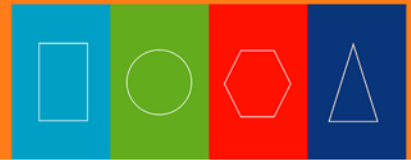
Job Titles

Vacancies for caring, leisure and other service occupations were most frequent for:

- care workers and home carers (accounting for over two thirds of DSP Jobs Ireland vacancies for this occupational group and 12% of total DSP Jobs Ireland vacancies); three quarters of these vacancies were for part time positions
- childcare workers
- barbers/hairdressers
- beautician/nail technician/spa therapists
- housekeepers/accommodation assistants.

Education

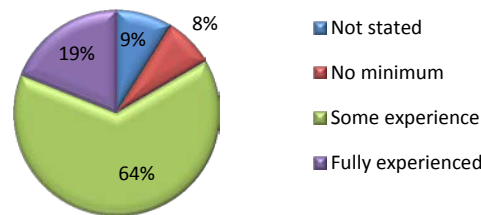
There is insufficient data available through IrishJobs.ie vacancies to provide a meaningful analysis of the levels of education required for this occupational group.



Experience

DSP Jobs Ireland accounted for 95% of all caring, leisure and other services vacancies examined in this report and is therefore used as the source to examine the level of experience required. Almost two thirds of vacancies advertised by DSP Jobs Ireland for caring occupations required some experience with a further 19% requiring candidates to be fully experienced.

Figure 9.3 Level of Experience Required, 2013



Source: DSP Jobs Ireland

Difficult to Fill Vacancies

Difficult to fill mentions in the Recruitment Agency Survey in October 2013 were limited to caring positions primarily for home carers due to the positions not being sufficiently attractive.

Vacancies filled with non EEA workers

- In 2013, 67 new employment permits were issued for caring, leisure and other services occupations; this is a decline of 48% on 2012 and 84% on 2010
- This decline is primarily due to a drop in the number of permits issued to the healthcare sector for this occupational group; this sector accounts for most (82%) of all new caring, leisure and other services permits issued
- Permits issued to spousal/dependants accounted for 72% of all caring, leisure and other services permits issued in 2013
- Permits were most often issued to persons from India and the Philippines
- Care workers were the most frequently advertised occupation.

Figure 9.4 Employment Permits 2013

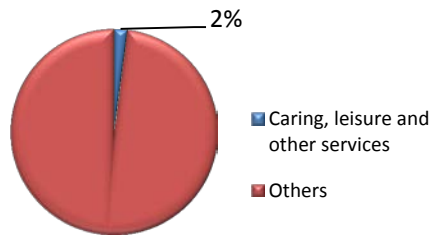
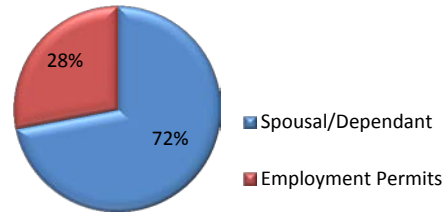


Figure 9.5 Employment Permits by Type 2013



Source: DJEI

Job Announcements

There were comparatively few job announcements for personal services occupations. Any announcements made were confined to a small number of mentions for carers in nursing home settings and personal service roles (e.g. beauticians). There was also a number of jobs expected to be created in the travel industry, but these may be cancelled out by the job losses for these occupations also announced in the media.



10. Sales and Customer Services Occupations

- Notified sales and customer service vacancies accounted for 12% of all DSP Jobs Ireland vacancies and 6% of IrishJobs.ie vacancies
- There was a small decline in the overall number of vacancies notified for this occupational group relating to a decline in notifications to IrishJobs.ie
- In terms of sectors, vacancies most often occurred in customer services/call centres, banking, financial services and insurance and sales
- In line with the share of vacancies for DSP Jobs Ireland and IrishJobs.ie, the Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, unemployed sales and customer service persons were far more likely to contact a public employment office (54%) than a private employment agency (33%) when searching for a job.

Figure 10.1 DSP Jobs Ireland Vacancies 2013

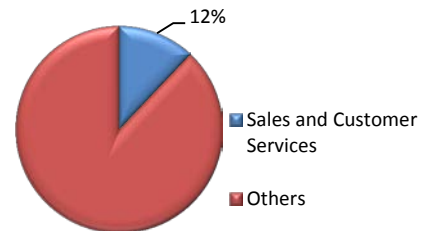
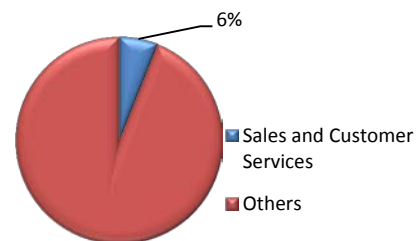


Figure 10.2 IrishJobs.ie Vacancies 2013



Job Titles

Vacancies for sales and customer service occupations were most frequent for

- field sales agents (5% of total vacancies for DSP Jobs Ireland)
- sales and retail assistants; approximately half of these positions were part-time
- customer services occupations (primarily multilingual (German, French, Dutch) contact centre agents, verification officers in Driving Licence Centres)
- other sales/customer services (tele-sales, merchandisers, credit collection, pharmacy assistants).

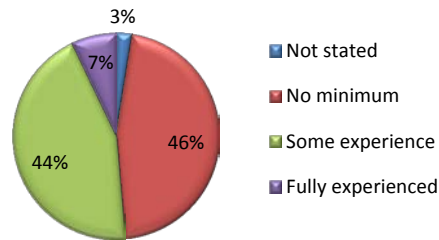
Education

There is insufficient data available through IrishJobs.ie vacancies to provide a meaningful analysis of the levels of education required for this occupational group once those vacancies which did not state a level of experience are excluded.

Experience

DSP Jobs Ireland had the highest share of vacancies for sales positions. Of these vacancies, 46% required no minimum experience, the highest level for all occupational groups. A further 44% required some level of experience while this occupational group had the lowest share of positions requiring fully experienced persons at 7%.

Figure 10.3 Level of Experience Required, 2013



Source: DSP Jobs Ireland

Difficult to Fill Vacancies

Sales and customer services positions accounted for approximately 6% of difficult to fill mentions in the Recruitment Agency Survey in October 2013. Difficult to fill vacancies were most frequent for

- sales representatives: IT sales and marketing skills integrated with IT (e.g. online digital marketing/sales, online gaming sales specialists)
- internet advertising - sales and marketing with some IT skills (e.g. "pay per click" operators)
- telesales and customer support roles with language skills (e.g. Nordic languages, Dutch) and IT skills.

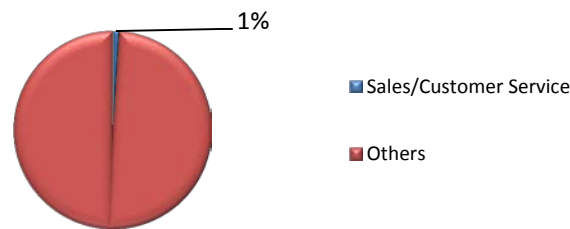
Vacancies filled with non EEA workers

- In 2013, 38 new employment permits were issued for sales and customer service occupations; this is a decline of approximately 25% on 2012
- The numbers have been in decline in recent years, primarily due to changes in the eligibility process for the spousal/dependant permit¹⁷
- Occupations cited include customer services representatives and sales assistants.

¹⁷ Only spouses/dependants of persons who attained their employment permit before 1 June 2009 are eligible for an employment permit under the spousal/dependant scheme.



Figure 10.4 Employment Permits 2013



Source: DJEI

Job Announcements

Sales and customer services occupations were amongst the most frequently mentioned roles in job announcements in the media (second only to professional occupations). Job creation for these roles was also confirmed in the jobs announced by IDA client companies. Job announcements for sales and customer service occupations were chiefly for

- retail assistants, especially for supermarket sales staff
- customer support/telesales & marketing roles, often in contact centres as companies establish or expand European (and EMEA¹⁸) operations, indicating that many of the roles may require multilingual skills; job announcements for customer support and sales roles were typically associated with
 - internet marketing
 - digital media
 - online sales
 - financial services (e.g. online payments)
 - other IT software solutions.

Despite some job loss announcements in the media for sales occupations (mostly retail sales, especially in supermarkets), the number of job creation announcements far exceeded those for jobs lost.

¹⁸ Europe, Middle East and Africa (EMEA)

11. Process, Plant and Machine Operative Occupations

- Notifications for operative positions accounted for 7% of all notified vacancies to DSP Jobs Ireland and 4% of vacancies notified to IrishJobs.ie in 2013
- The overall number of vacancies notified for operative jobs have been increasing in recent years with a 10% increase between 2012 and 2013
- In terms of sectors, vacancies most often occurred in the IT, engineering and science sectors
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, unemployed operatives were more likely to contact a public employment office (57%) than a private employment agency (38%) when searching for a job.

Figure 11.1 DSP Jobs Ireland Vacancies 2013

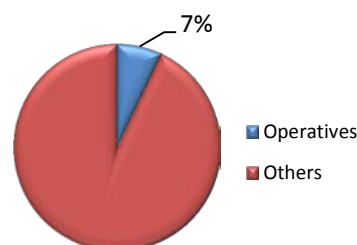
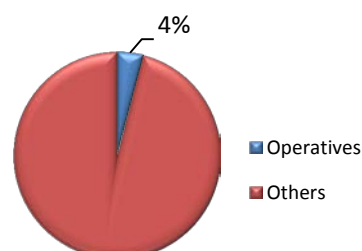


Figure 11.2 IrishJobs.ie Vacancies 2013



Job Titles

Vacancies for operatives were most frequent for:

- road transport drivers (large goods vehicle, bus/coach, taxi, deliveries)
- process operatives (e.g. in the food industry, quality control)
- fork-lift truck drivers (e.g. for Reach, Counterbalance, Power Pallet trucks)
- construction operatives (e.g. scaffolder, pipelayer)
- plant and machine operatives (e.g. CNC machine operators).

Skills

Vacancies for large goods vehicle drivers stipulated the requirement of E+C driving licences, while bus and coach drivers required a D licence. Forklift drivers were required to have a valid fork-lift licence.



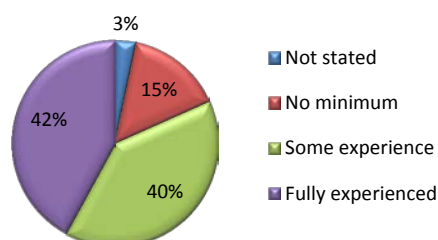
Education

There is insufficient data available through IrishJobs.ie vacancies to provide a meaningful analysis of the levels of education required for this occupational group once those vacancies which did not state a level of experience are excluded.

Experience

Experience was required for the majority of vacancies advertised through DSP Jobs Ireland for positions as operatives with 40% requiring some experience and a further 42% requiring candidates to be fully experienced. Fifteen percent of vacancies stated no minimum level of experience was required; most of these vacancies were for general operative positions and team driver/fundraisers.

Figure 11.3 Level of Experience Required, 2013



Source: DSP Jobs Ireland

Difficult to Fill Vacancies

Difficult to fill mentions for operatives in the Recruitment Agency Survey in October 2013 were limited to the following:

- specific road transport drivers, namely HGV drivers (E+, C1 licence)
- mobile machine drivers and operatives (forklift drivers (with VNA and/or turret license; Reach Truck, Stand-up & Electric Pallet Jack operators))
- process operatives for segments of high tech manufacturing (pharmaceuticals and medical devices).

Vacancies filled with non-EEA workers

- With 19 new permits, operatives accounted for only a 1% share of the employment permits issued in 2013 with the number of permits declining by 89% since 2010.

Job announcements

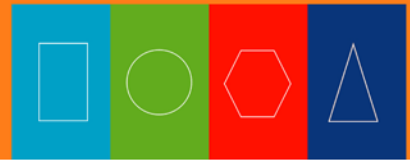
Operative occupations were the third most frequently mentioned occupation in the job announcements in the media (after professional and sales occupations), although there were also a



number of job loss announcements involving these occupations. The job announcements, both in the media and by IDA client companies, included positions for

- construction operatives: these were mostly temporary roles related to the building of new (or expansion of existing) facilities in high-tech sectors and road building
- process operatives, mainly in the food and beverage industry
- plant operatives, mostly temporary positions for water meter installers.

In contrast, many of the job loss announcements related to operative positions in the pharmaceutical sector.



12. Elementary Occupations

- Vacancies for elementary occupations were primarily notified through DSP Jobs Ireland accounting for almost a quarter of their total notified vacancies
- The number of overall vacancies for elementary occupations increased by 12% between 2012 and 2013
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2013, persons previously employed in elementary occupations were more likely to contact a public employment office (47%) than a private employment agency (28%) when searching for a job.

Figure 12.1 DSP Jobs Ireland Vacancies 2013

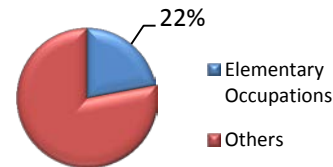
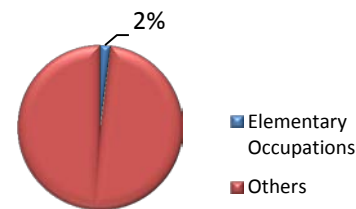


Figure 12.2 IrishJobs.ie Vacancies 2013



Job Titles

Vacancies for elementary occupations were most frequent for:

- security guards (Loss Prevention Officers, store detectives, retail security)
- kitchen and catering assistants; approximately half of these vacancies were for part time positions
- cleaners (over two thirds of these vacancies were for part time positions)
- elementary operatives (signing, lighting and guarding operatives (roadworks), water meter installation operatives, ground workers in construction)
- waiters and waitresses
- elementary storage (warehouse assistant, banksperson, retail stock scanning).

Skills

A Private Security Authority (PSA) licence was required for the majority of positions for security guards. A valid Safe Pass card was required for some elementary positions.

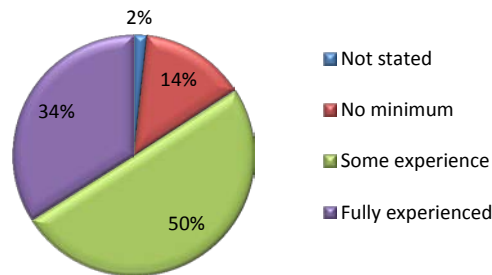
Education

An analysis of levels of education is excluded from this section as an insufficient number of vacancies were advertised through IrishJobs.ie to capture a representative share of vacancies in this occupational group.

Experience

DSP Jobs Ireland had by far the highest share of vacancies for elementary positions in 2013. Of these vacancies, 14% required no minimum experience, while 84% required some or fully experienced candidates.

Figure 12.3 Level of Experience Required, 2013



Source: DSP Jobs Ireland

Difficult to Fill Vacancies

Warehouse/logistical operators were the only elementary positions which appeared as difficult to fill in the October 2013 Recruitment Agency Survey.

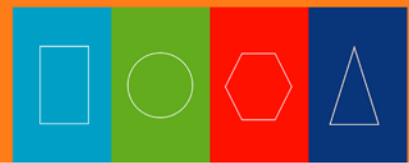
Vacancies filled with non EEA workers

- Elementary occupations accounted for a 1% share in the employment permits issued in 2013; the number of new permits issued for this occupational group declined by 71% since 2012 and by 93% since 2010
- Employment permits for this occupational group were primarily in catering and agriculture and occupations included catering assistants, work riders and cleaners¹⁹.

Job Announcements

There were few job announcements for elementary occupations; those that appeared were mostly for restaurant, catering and bar staff.

¹⁹ It should be reiterated that although this analysis of employment permits only examines new permits, it is possible to be issued a new permit if a person changes employers and new permits can also be issued to spouses/dependants of existing employment permit holders.



13. Policy Implications

The following are the policy implications which have been derived from this report:

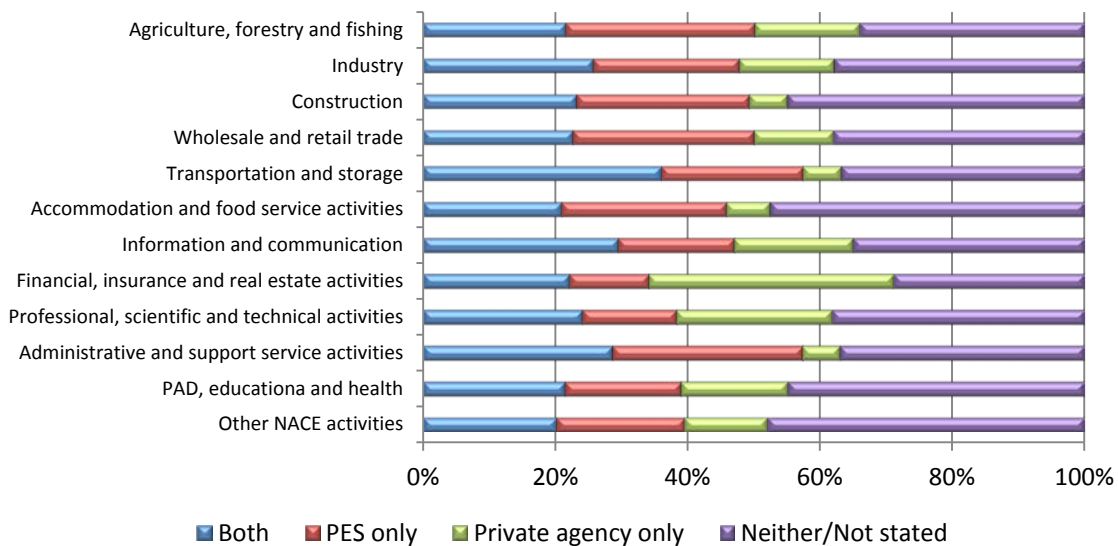
- Education and training
 - The reoccurrence of language skills as a prerequisite for a large share of vacancies points to the importance of foreign languages as an integral part of the skills portfolio of candidates across a range of occupational groups in areas such as business analysts, technical support engineers, fraud analysts, sales, customer service/sales administration and credit control
 - The analysis of the vacancy data supports the findings from the labour market transitions analysis that a great deal of turnover is occurring in the lower skilled jobs such as carers, cleaners and some sales roles; an examination of this issue should be considered
 - The findings from this report continue to show that incorporating work experience of a significant duration into the education and training process should assist in improving employment prospects for new graduates from further/higher education and first time entrants to the labour market
- Labour market interventions
 - The analysis of the vacancy data highlights the areas where employment opportunities exist, which can be utilised for career guidance purposes to assist in education and training choices of students and the unemployed
 - Labour market activation measures should continue to focus on areas which are proving to be difficult to fill or where there are signs of expansion demand rather than where vacancies are occurring due to replacement/turnover demand
- Immigration
 - A shortage of high level skills persists in the Irish labour market, particularly in IT, with employment permits required to meet the demand for these skills not currently met from within the EEA. The ICT Skills Action Plan 2014²⁰ has introduced measures for up to 2,000 permits to be issued per annum for ICT occupations in demand and for a reduction in the complexity of the application process to assist the IT sector in attaining persons with the necessary skills required.

²⁰ ICT Skills Action Plan 2014-2018; Department of Education and Skills/Department of Jobs, Enterprise and Innovation, March 2014

Appendix A. Job Search Analysis

Those previously employed in the traditionally lower skilled sectors of administration, construction and agriculture had the highest rate of contacting only public employment offices while previous employees of professional and financial activities were more likely to contact a private employment agency than a public employment office (Figure A1). At 71%, those from financial activities backgrounds had the highest rate of using either source when searching for a job whereas those in construction, PAD, education and health and other NACE activities had the highest share of persons utilising other methods in their job search.

Figure A1: Job Search by Broad Sector of Previous Employment, Q1 2013



Source: SLMRU Analysis of CSO QNHS data

The longer a person is unemployed the more likely they are to contact a PES with the reverse the case for those utilising the services of private employment agencies (Figure A2). From 12-17 months, the share of persons using either of these sources declines.

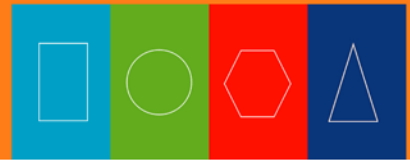
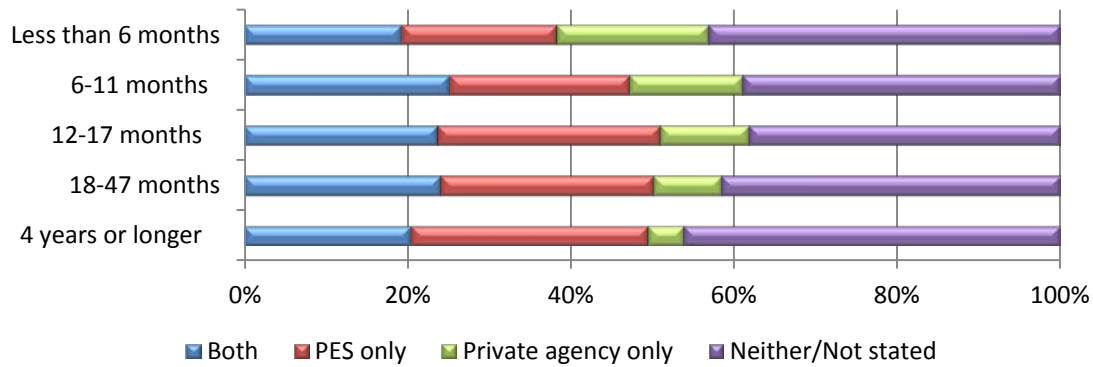


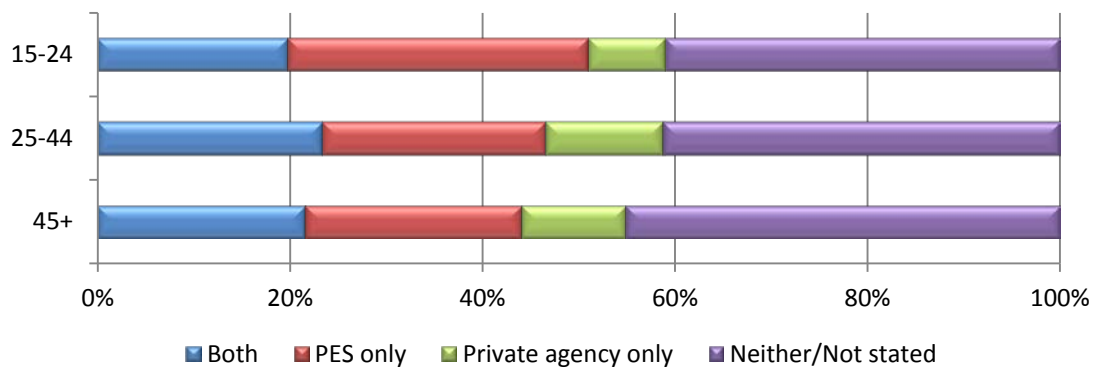
Figure A2: Job Search by Duration of Unemployment, q1 2013



Source: SLMRU Analysis of CSO QNHS data

The younger age cohorts of unemployed persons were more likely to contact a public employment office than their older counterparts (Figure A3). Conversely, those aged 15-24 in quarter 1 2013 were less likely to contact a private employment agency than older unemployed persons. Indeed, those aged 45 and above were the least likely to contact either a public or private employment agency at a rate of 45%.

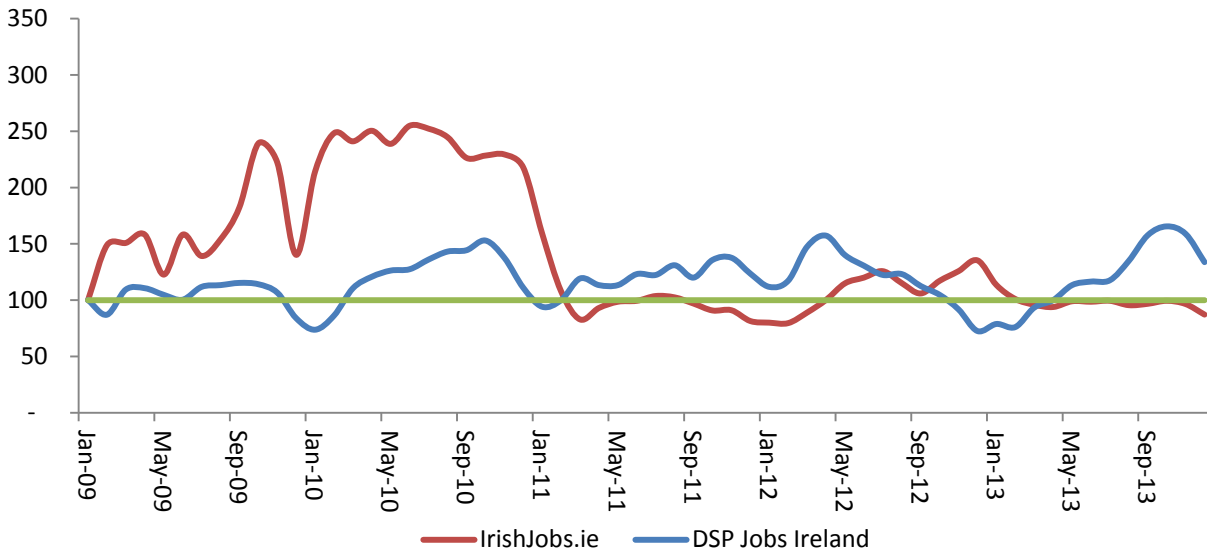
Figure A3: Job Search by Age, q1 2013



Source: SLMRU Analysis of CSO QNHS data

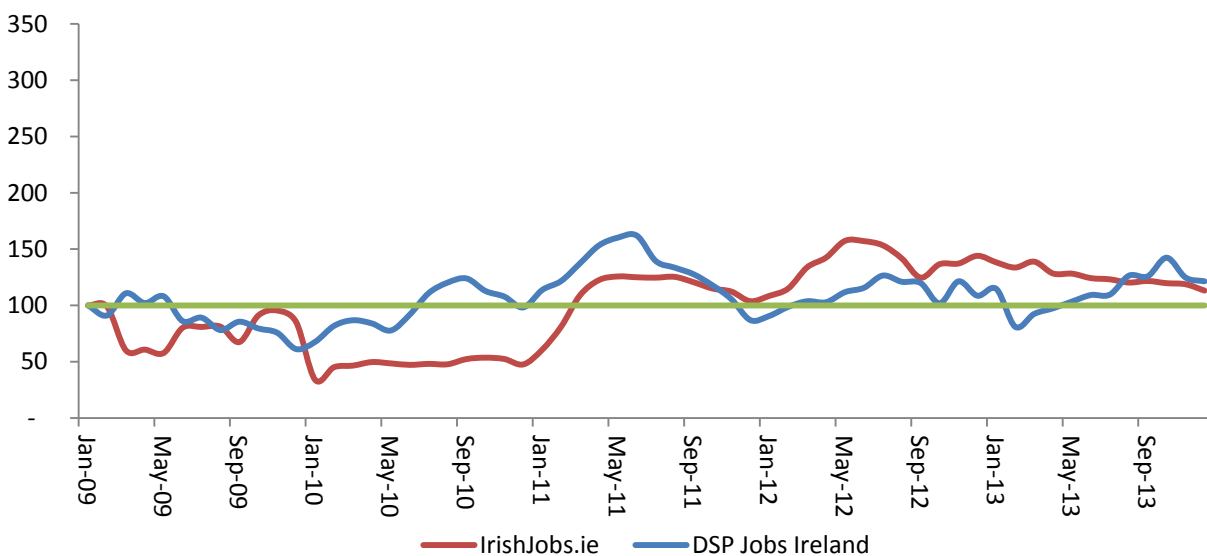
Appendix B. Vacancy Trends by Occupation

Figure B1 New Notified Job Vacancies Index for Managers, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

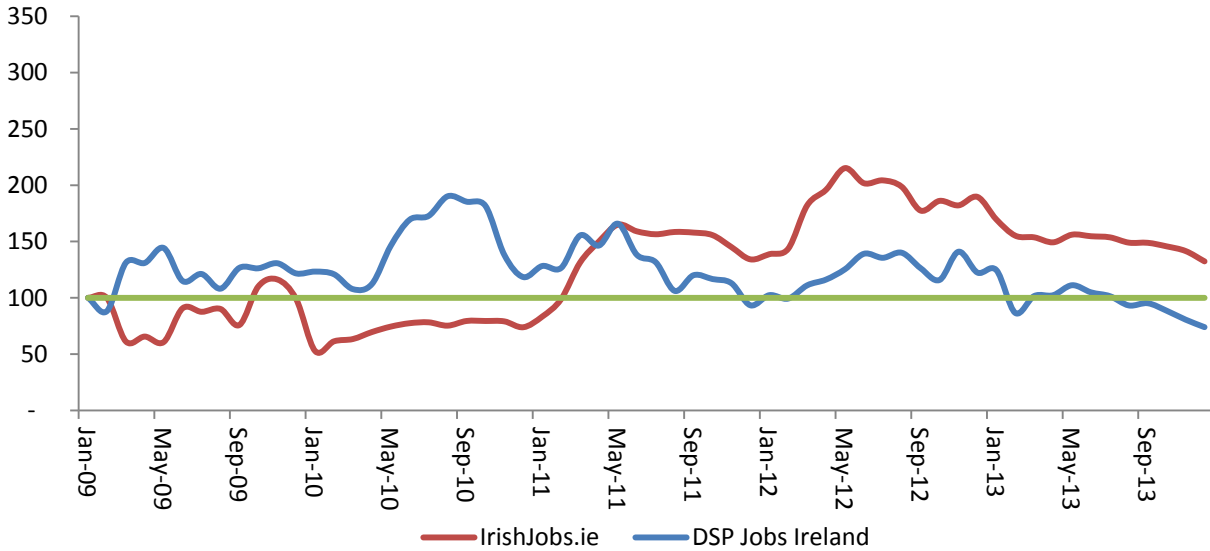
Figure B2 New Notified Job Vacancies Index for Professionals, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

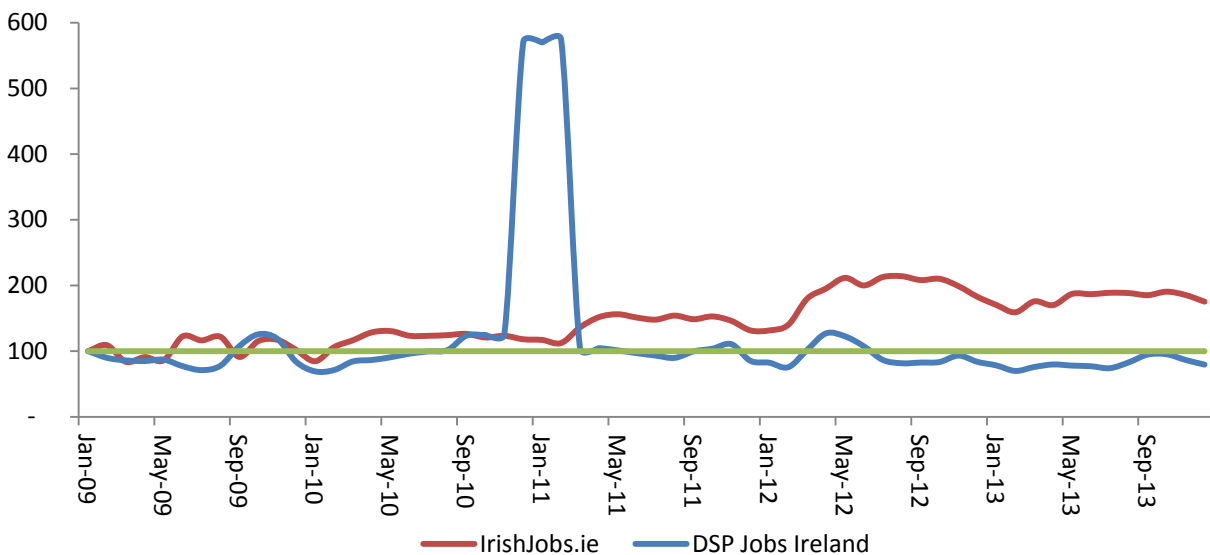


Figure B3 New Notified Job Vacancies Index for Associate Professionals, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

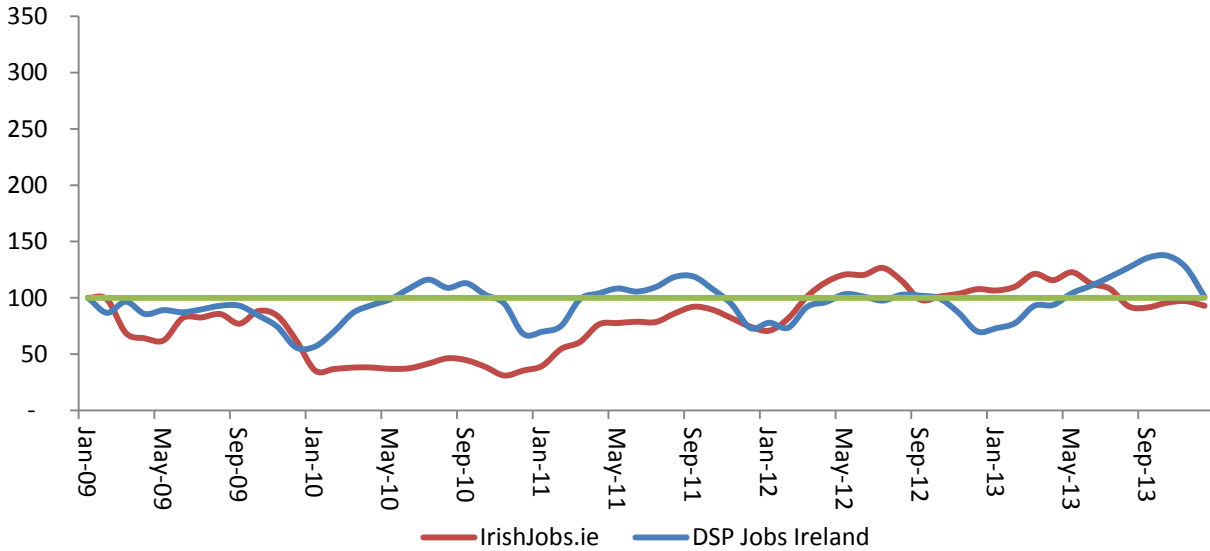
Figure B4 New Notified Job Vacancies Index for Administrative Occupations, (Base: January 2009=100), 2009-2013



Note: The spike that occurred in December 2010 refers to the recruitment of Census enumerators

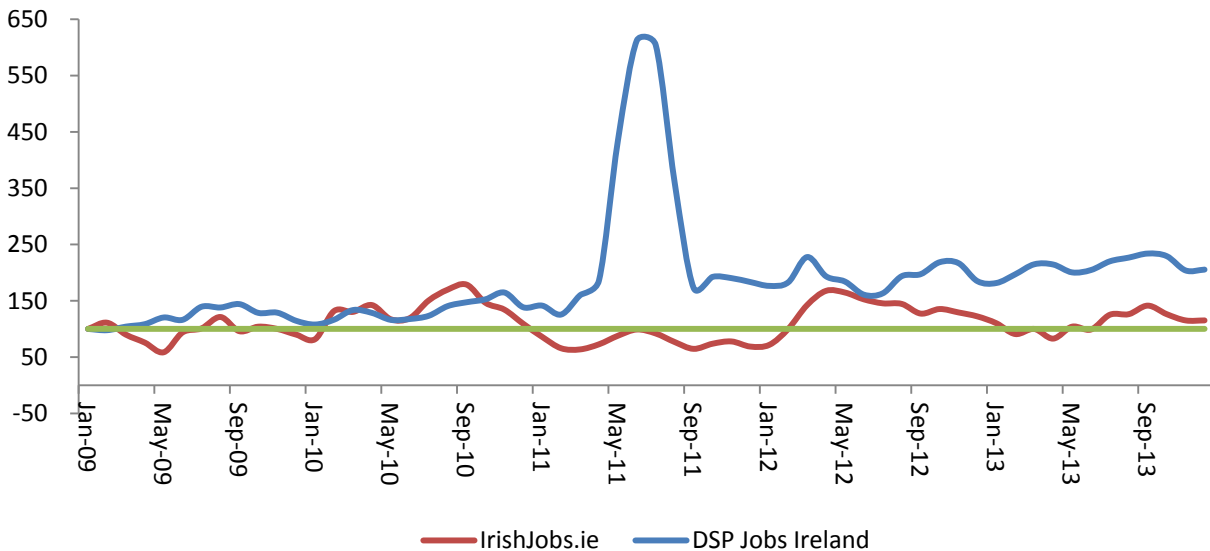
Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

Figure B5 New Notified Job Vacancies Index for Skilled Tradespersons, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

Figure B6 New Notified Job Vacancies Index for Personal Services Occupations, (Base: January 2009=100), 2009-2013



Note: The spike that occurred in Spring/Summer 2011 is related to vacancies advertised for carers following the move by the HSE to outsource some of their caring activities

Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

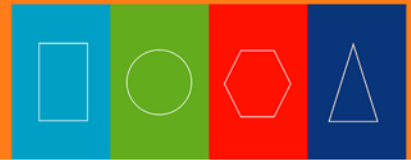
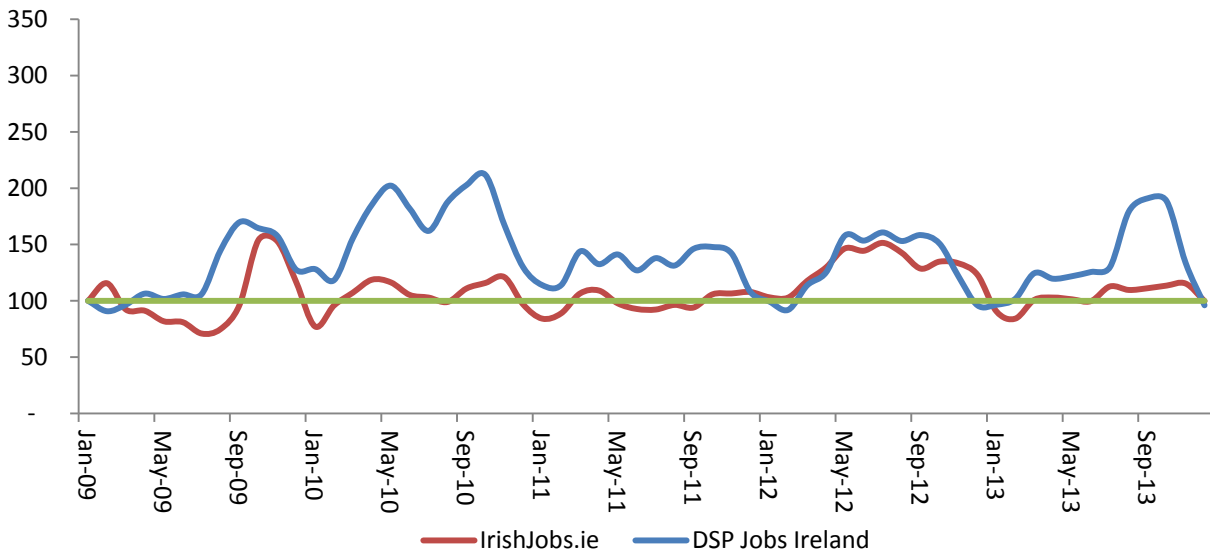
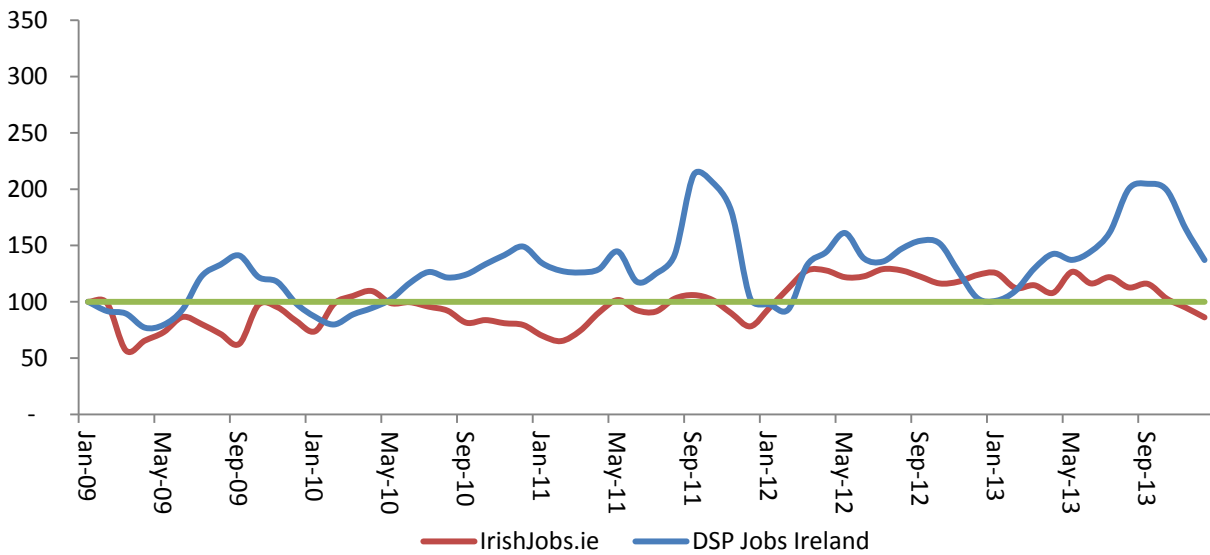


Figure B7 New Notified Job Vacancies Index for Salespersons, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)

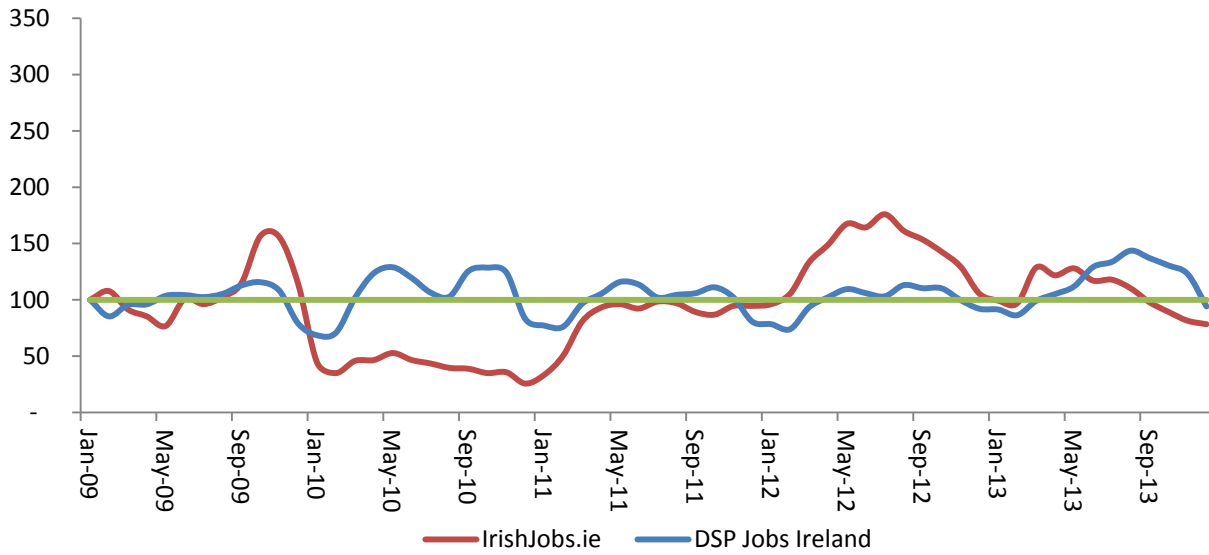
Figure B8 New Notified Job Vacancies Index for Operatives, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)



Figure B9 New Notified Job Vacancies Index for Elementary Occupations, (Base: January 2009=100), 2009-2013



Source: IrishJobs.ie and DSP Jobs Ireland (3 Month moving average)



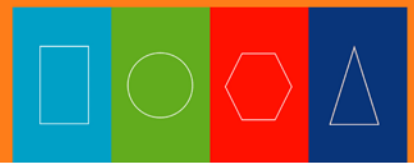
Appendix C. Members of the Expert Group on Future Skills Needs

Ms. Una Halligan	Chairperson
Ms. Marie Bourke	Head of Secretariat and Department Manager, Forfás
Ms. Inez Bailey	Director, National Adult Literacy Agency
Mr. Peter Baldwin	Assistant Secretary, Department of Education and Skills
Mr. Ray Bowe	IDA Ireland
Ms. Liz Carroll	Training and Development Manager, ISME
Mr. Ned Costello	Chief Executive, Irish Universities Association
Ms. Margaret Cox	Managing Director, I.C.E. Group
Mr. Bill Doherty	Executive Vice President, EMEA, Cook Medical
Mr. Tony Donohoe	Head of Education, Social and Innovation Policy, IBEC
Dr. Bryan Fields	Director, Curriculum Development / Programme Innovation, SOLAS
Ms. Sonia Flynn	EMEA Director for User Operations, Facebook
Ms. Anne Forde	Principal Officer, Department of Education and Skills
Mr. Joe Hogan	Founder, Chief Technology Officer & VP Openet Labs & IP Management
Mr. Jerry Moloney	Director of Skills, Enterprise Ireland
Mr. Frank Mulvihill	Former President of the Institute of Guidance Counsellors
Dr. Brendan Murphy	President, Cork Institute of Technology
Mr. Dermot Nolan	Principal Officer, Department of Public Expenditure and Reform
Mr. Alan Nuzum	CEO, Skillnets
Mr. Muiris O'Connor	Higher Education Authority
Dr. Peter Rigney	Industrial Officer, ICTU
Mr. Martin Shanagher	Assistant Secretary, Department of Jobs, Enterprise and Innovation
Mr. Martin D. Shanahan	Chief Executive, Forfás
Ms. Jacinta Stewart	Chief Executive, City of Dublin Education and Training Board



Appendix D. Recent Expert Group on Future Skills Needs Publications

The Expert Group on Future Skills Needs Statement of Activity 2013	March 2014
Regional Labour Markets Bulletin 2013	March 2014
Guidance for Higher Education Providers on Current and Future Skills Needs of Enterprise: Springboard 2014	February 2014
Addressing Future Demand for High-Level ICT Skills	November 2013
Monitoring Ireland's Skills Supply: Trends in Education and Training Outputs 2013	July 2013
National Skills Bulletin 2013	July 2013
Future Skills Requirements of the Manufacturing Sector to 2020	April 2013
The Expert Group on Future Skills Needs Statement of Activity 2012	April 2013
Guidance for Higher Education Providers on Current and Future Skills Needs of Enterprise: Springboard 2013	February 2013
Vacancy Overview 2012	February 2013
Regional Labour Markets Bulletin 2012	January 2013
Monitoring Ireland's Skills Supply: Trends in Education and Training Outputs 2012	July 2012
National Skills Bulletin 2012	July 2012
Key Skills for Enterprise to Trade Internationally	June 2012
EGFSN Statement of Activity 2011	April 2012
Vacancy Overview 2011	February 2012
Guidance for Higher Education Providers on Current and Future Skills Needs of Enterprise (Forfás report based on EGFSN identified future skills needs)	February 2012
Addressing High-Level ICT Skills Recruitment Needs: Research Findings	January 2012
Monitoring Ireland's Skills Supply: Trends in Education and Training Outputs	July 2011
National Skills Bulletin 2011	July 2011
EGFSN Statement of Activity 2010	May 2011
Developing Recognition of Prior Learning: The Role of RPL In the Context of the National Skills Strategy Upskilling Objectives	April 2011
Vacancy Overview 2010	March 2011
Future Skills Needs of Enterprise within the Green Economy in Ireland	November 2010
Future Skills Requirements of the Biopharma-Pharmachem Sector	November 2010



Monitoring Ireland's Skills Supply - Trends in Education and Training Outputs 2010	July 2010
National Skills Bulletin 2010	July 2010
Future Skills Needs of the Wholesale and Retail Sector	May 2010
EGFSN Statement of Activity 2009	April 2010



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