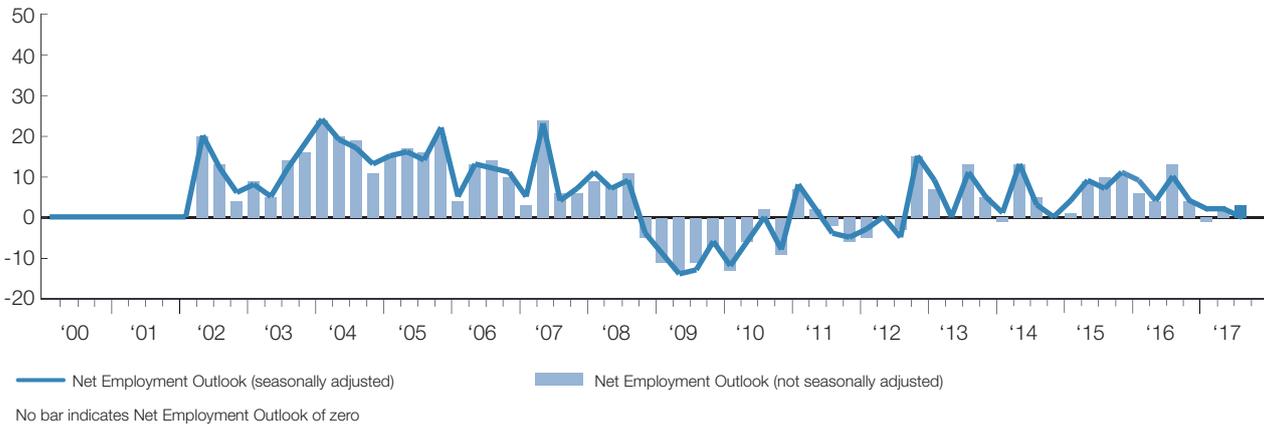




Manpower®

Employer optimism turns neutral

Hiring intentions in Wales have turned neutral (0) for the third quarter of 2017, and are now well below the national average (+5%). Welsh employers have become subdued about the prospects for job creation.



Q3 2017

Wales employment snapshot

Average weekly pay

Average weekly pay is **£527**, which is £72 lower than the national average and makes Wales the fourth lowest-paid region in the UK.

Employment

At **73.7%**, the rate of employment in Wales is below the national average, but the rate has risen by 1.3 percentage points when compared to the same period twelve months ago.

Hiring Outlook

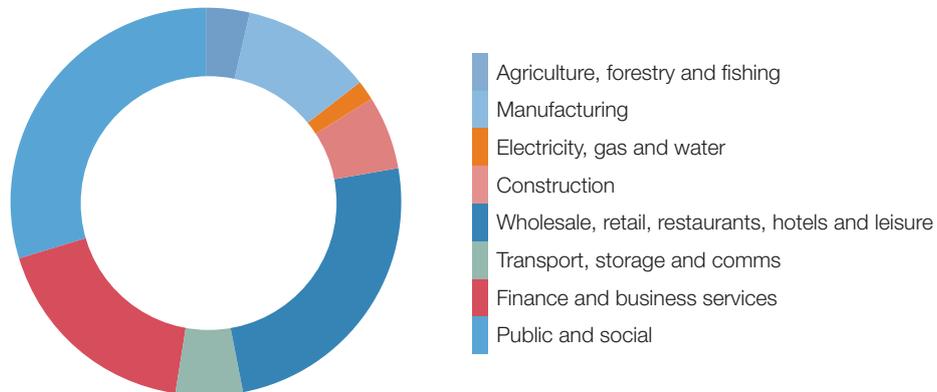
For the third quarter of 2017, the seasonally adjusted Net Employment Outlook in Wales is **0%** and below the national Outlook of +5%.

Unemployment

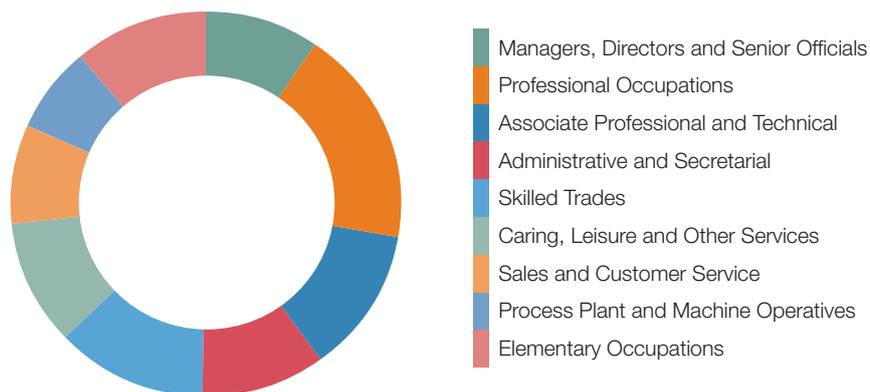
At **4.8%**, the unemployment rate is fractionally higher than the national average (4.6%) but unchanged when compared to the same period last year.

2017
Q3

WHERE DO PEOPLE WORK?



WHAT DO PEOPLE DO?



Market overview

Despite the cautious Outlook, some industries have seen an increase in hiring activity and pay – and especially so in the logistics, manufacturing, and contact centre sectors.

In the Logistics sector, the growth in opportunities has been driven by a number of major companies expanding their workforces. By contrast, a surge in the number of Contact Centre jobs is being driven by businesses choosing to re-shore their call centre operations.

In fact, re-shoring seems to be having an effect on the nature of contact centre work. While some employers still offer minimum-wage, entry level positions; others are becoming more ambitious. Some are increasingly seeking highly skilled and educated individuals able to take on a 360-degree role and responsibilities that go beyond simple customer service. As a result, pay is rising for candidates who possess these attributes and this experience.