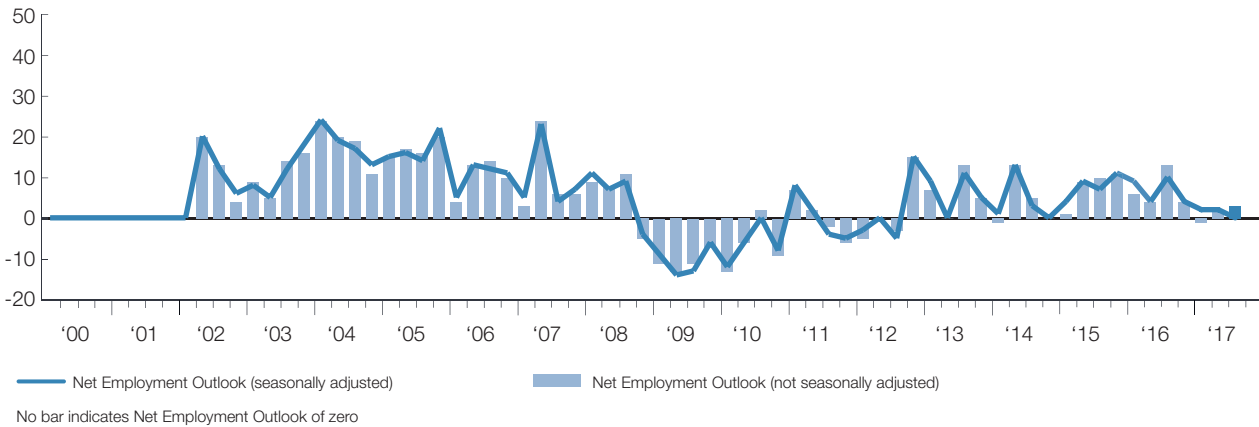




Manpower®

# 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

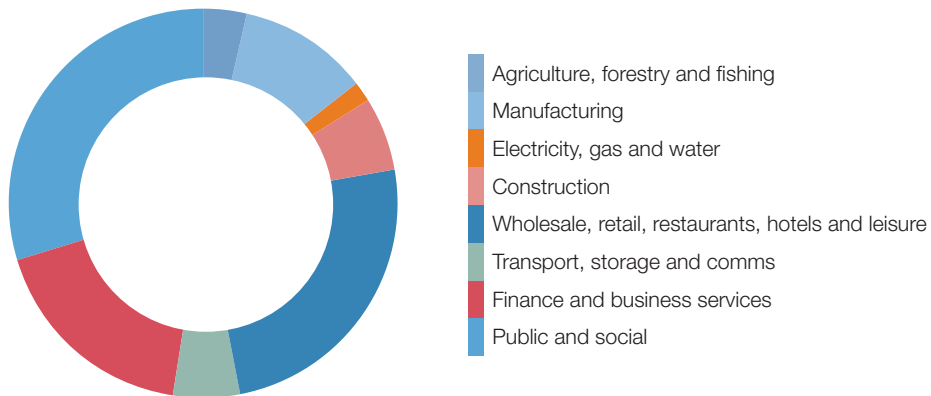
For the third quarter of 2017, the seasonally adjusted Net Employment Outlook in Wales is **0%** and below the national Outlook of +5%.

### Unemployment

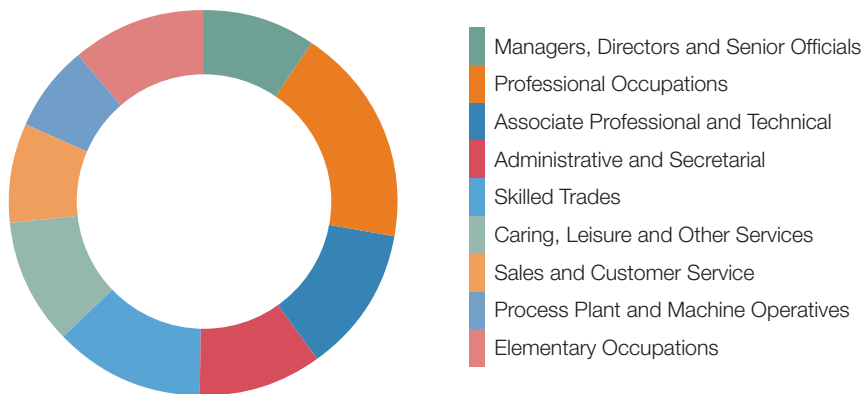
At **4.8%**, the unemployment rate is fractionally higher than the national average (4.6%) but unchanged when compared to the same period last year.

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.