

Skills Priority List Findings

Clerical and Administrative Workers

ANZSCO Major Group 5

Occupations in Shortage

Of Clerical and Administrative Worker occupations assessed for the 2021 Skills Priority List (SPL) none were found to be in shortage (Table 1). In comparison, across all occupation groups 19% of occupations were found to be in shortage.

Table 1: Occupations in shortage, Clerical and Administrative Workers Major Group and Sub-Major Groups

ANZSCO Group		No. reviewed	% of reviewed in shortage
51	Office Managers and Program Administrators	4	0%
52	Personal Assistants and Secretaries	3	0%
53	General Clerical Workers	4	0%
54	Inquiry Clerks and Receptionists	7	0%
55	Numerical Clerks	10	0%
59	Other Clerical and Administrative Workers	34	0%
5	Clerical and Administrative Workers	62	0%
	All occupations	799	19%

Future Demand

The majority of Clerical and Administrative Worker occupations (84%) are projected to have moderate future demand, compared with 60% of all occupations (Table 2).

Table 2: Future demand, Clerical and Administrative Workers Major Group and Sub-Major Groups

ANZSCO Group		No. of occupations reviewed	Future demand ratings (% of reviewed occupations)		
			Strong	Moderate	Soft
51	Office Managers and Program Administrators	4	50%	50%	0%
52	Personal Assistants and Secretaries	3	0%	100%	0%
53	General Clerical Workers	4	25%	75%	0%
54	Inquiry Clerks and Receptionists	7	86%	14%	0%
55	Numerical Clerks	10	0%	100%	0%
59	Other Clerical and Administrative Workers	34	0%	97%	3%
5	Clerical and Administrative Workers	62	15%	84%	3%
	All occupations	799	33%	60%	7%

A small proportion (15%) of Clerical and Administrative Worker occupations are projected to have strong future demand. Of the Sub-Major Groups, Inquiry Clerks and Receptionists have the highest proportion of occupations projected to have strong future demand (86%). Inquiry Clerks and Receptionist occupations which have strong future demand include Medical Receptionists, General Receptionists and Call Centre Team Leaders and Operators.

Results by State and Territory

Shortages were identified for a small number of Clerical and Administrative Worker occupations in New South Wales (9 occupations in shortage) and the Northern Territory (5 occupations in shortage) with the remaining states and territories following the national trend of no occupations in shortage. The variation across the states and territories reflects, at least in part, differences in the stakeholder input received regarding these regions.

Predicted Fill Rates

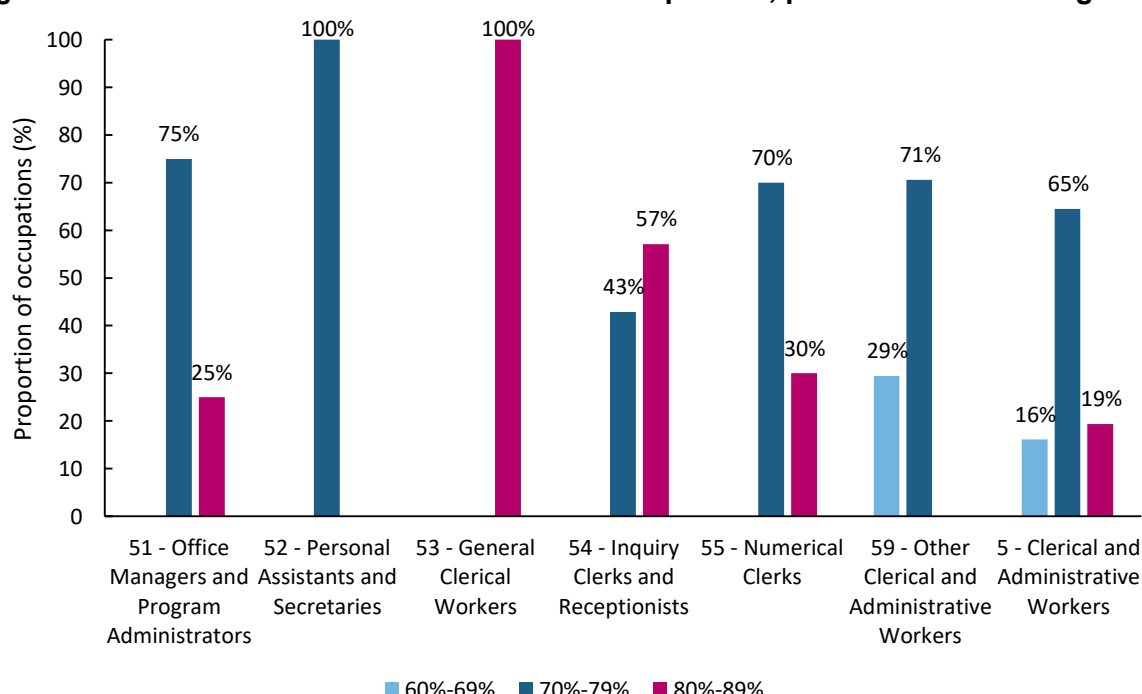
Incorporating many labour market indicators, the predicted fill rate has been formulated by the NSC to predict the percentage of vacancies filled by employers for a particular occupation over the 12 month research period.

The predicted fill rates for Clerical and Administrative Worker occupations were relatively high, with around 85% of occupations having predicted fill rates in the 70%-79% or 80%-89% range (Figure 1). This shows that most vacancies were predicted to be filled.

Of the Sub-Major Groups, Other Clerical and Administration Workers was the only group to have any occupations in the relatively lower predicted fill rate range of 60%-69%. These occupations included Taxation and Water Inspectors, and Insurance Investigator, Loss Adjuster and Risk Surveyor occupations.

Conversely, all General Clerical Worker and most Inquiry Clerks and Receptionist occupations had predicted fill rates in the 80%-89% range. These occupations included General Clerk and General, Hotel or Motel and Medical Receptionist.

Figure 1: Clerical and Administrative Worker occupations, predicted fill rate ranges



Stakeholder Engagement

A small number of Clerical and Administrative Worker occupations were raised by stakeholders through the stakeholder engagement process, where various representative bodies responded to surveys, met with the NSC, or provided other submissions.

Clerical and Administrative Worker occupations where stakeholders reported recruitment difficulty varied in terms of experience and qualifications required for the roles, as well as the reasons for recruitment difficulty. Stakeholders generally did not expect recruitment difficulty to change over the next 12 months. Additionally, a key future challenge mentioned was the lack of a locally trained workforce.

Demand and Supply

Indicators of the demand for Clerical and Administrative Workers are mixed. The number of advertised vacancies for these workers rose strongly over the year to June 2021, to its highest level in more than a decade (although remains well below the peak levels recorded in 2008).¹ Employment, however, fell in Clerical and Administrative Worker occupations over the year to May 2021, down by 2%.²

New supply to this labour market is difficult to measure. Qualification and experience requirements vary by occupation and a significant share of these workers do not hold post-school qualifications.³

¹ National Skills Commission, Internet Vacancy Index, June 2021, trend

² ABS, Labour Force, May 2021, National Skills Commission trend

³ ABS, Census of Population and Housing, 2016

Appendix – SPL Findings for Clerical and Administrative Worker Occupations

Occupation		Current Labour Market Ratings and Future Demand Rating									
ANZSCO	Occupation	National Labour Market Rating	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	National Future Demand
511111	Contract Administrator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
511112	Program or Project Administrator	NS	S	NS	NS	NS	NS	NS	NS	NS	Strong
512111	Office Manager	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
512211	Health Practice Manager	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
521111	Personal Assistant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
521211	Secretary (General)	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
521212	Legal Secretary	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
531111	General Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
532111	Data Entry Operator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
532112	Machine Shorthand Reporter	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
532113	Word Processing Operator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
541111	Call or Contact Centre Team Leader	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
541112	Call or Contact Centre Operator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
541211	Information Officer	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
542111	Receptionist (General)	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
542112	Admissions Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
542113	Hotel or Motel Receptionist	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
542114	Medical Receptionist	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
551111	Accounts Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
551112	Cost Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
551211	Bookkeeper	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
551311	Payroll Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
552111	Bank Worker	NS	S	NS	NS	NS	NS	NS	S	NS	Moderate
552211	Credit or Loans Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
552311	Bookmaker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
552312	Insurance Consultant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
552313	Money Market Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
552314	Statistical Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
591112	Production Clerk	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
591113	Purchasing Officer	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
591115	Stock Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
591116	Warehouse Administrator	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate

Occupation		Current Labour Market Ratings and Future Demand Rating									
ANZSCO	Occupation	National Labour Market Rating	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	National Future Demand
591117	Order Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
591211	Despatching and Receiving Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
591212	Import-Export Clerk	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599111	Conveyancer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599112	Legal Executive	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599211	Clerk of Court	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599212	Court Bailiff or Sheriff	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599213	Court Orderly	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599214	Law Clerk	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
599215	Trust Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599311	Debt Collector	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
599411	Human Resource Clerk	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
599511	Customs Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599512	Immigration Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599513	Motor Vehicle Licence Examiner	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599514	Noxious Weeds and Pest Inspector	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599515	Social Security Assessor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599516	Taxation Inspector	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599517	Train Examiner	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599518	Transport Operations Inspector	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599521	Water Inspector	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599611	Insurance Investigator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599612	Insurance Loss Adjuster	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599613	Insurance Risk Surveyor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599711	Library Assistant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599912	Production Assistant (Film, Television, Radio or Stage)	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599913	Proof Reader	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599914	Radio Despatcher	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
599915	Clinical Coder	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
599916	Facilities Administrator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate

Ratings: S – Shortage; NS – No Shortage