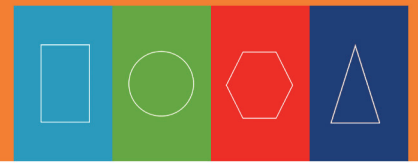


# Vacancy Overview 2012

February 2013



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

February 2013

## Authors

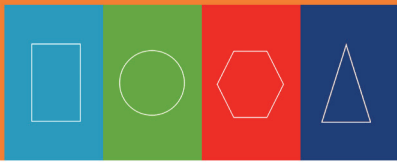
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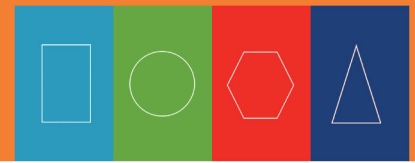
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## Foreword

The Vacancy Overview 2012 is the third in a series of annual reports prepared by the Skills and Labour Market Research Unit (SLMRU) in FÁS on behalf of the Expert Group on Future Skills Needs. The report examines the demand for labour in Ireland as measured by trends in advertised job vacancies, thereby contributing to the EGFSN's on-going monitoring of the labour market. While the study does not cover the entire vacancy market in Ireland, the sources used here amounted to almost 100,000 vacancies in 2012.



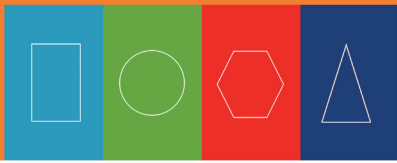
The Overview shows that despite the challenging economic climate, vacancies continue to arise in all occupational groups. The Department of Social Protection/FÁS Jobs Ireland vacancies were most prevalent in sales, personal services and elementary occupations while for IrishJobs.ie (private agency) vacancies occurred most frequently for IT professionals, sales and administrative roles. Foreign languages, particularly European languages, 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.

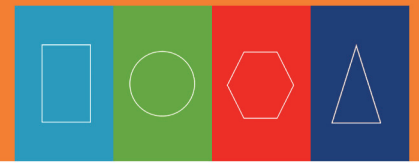
The contraction in employment levels combined with a continuous inflow of newly registered vacancies suggest that, for many occupations, vacancies are occurring due to turnover and/or replacement, rather than expansion demand. In addition, the analysis in this report points to a number of occupations for which vacancies are proving difficult to fill, mostly professional posts (in IT, engineering, science, health and business) as well as multilingual sales and customer care roles.

The Vacancy Overview 2012 can contribute to the success of active labour market measures by highlighting skills which are required by the Irish labour market due to replacement or expansion demand or because they are currently in short supply. The Overview is also valuable in assisting the education and training providers to better align their programmes to the labour market needs. It provides a useful guide to job seekers, graduates and career guidance professionals as it identifies the areas where employment opportunities exist.

Una Halligan

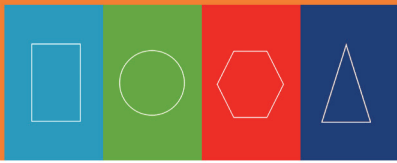
Chairperson, Expert Group on Future Skills Needs

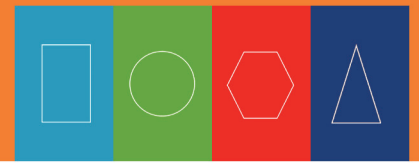




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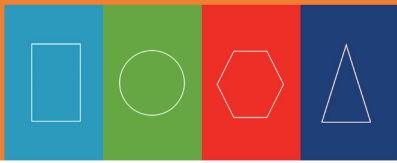




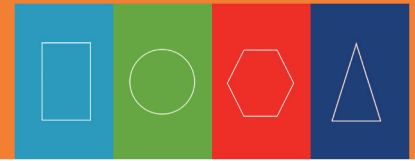
## Key Findings

- While the number of vacancies advertised through the Department of Social Protection (DSP)/FÁS Jobs Ireland in 2012 remained steady when compared to 2011, IrishJobs.ie saw a slow but steady rise over the year
- Employment contracted between 2011 and 2012 (based on Quarter 3, CSO data) for all occupations except for managers, professionals and associate professionals; given that there was little expansion demand this suggests that most of the vacancies arising were due to turnover and/or replacement
- An analysis of the Central Statistics Office's (CSO) questions in their Quarterly National Household Survey (QNHS) relating to job search methods for those unemployed revealed that the incidence of contacting either a private or public employment agency varied depending on the sector the person was previously employed in, age and duration unemployed; those previously employed in all occupational groups excluding professionals were more likely to contact a public rather than a private employment agency
- In 2012, the IT sector accounted for over 20% of all vacancies advertised through IrishJobs.ie; the sales sector and science, pharmaceutical and food sector each accounted for a further 9%
- In 2012, DSP/FÁS Jobs Ireland vacancies were primarily in associate professional, elementary and personal service occupations. The occupations which appeared most frequently were:
  - Care workers and home carers (accounting for 10% of all DSP/FÁS Jobs Ireland vacancies in 2012)
  - Business sales executives (e.g. sales representatives/agents; 8% of vacancies)
  - Kitchen and catering assistants (5% of vacancies)
  - Chefs (5% of vacancies)
  - Collector salespersons and credit agents (e.g. field/door to door sales agents; 5% of vacancies)
- IrishJobs.ie vacancies in 2012 were focused in the areas of professionals and associate professionals (these accounted for 45% of all IrishJobs.ie vacancies in 2012). When examined by occupation title the following appeared most frequently:
  - Programmers and software development professionals (accounting for 6% of all IrishJobs.ie vacancies in 2012)
  - Sales accounts and business development managers (5% of vacancies)
  - Book-keepers, payroll managers and wages clerks (3% of vacancies)
  - Business sales executives (3% of vacancies)
  - Business and related associate professionals (e.g. data analysts, QA/compliance administrators, logistics analysts; 3% of vacancies)
- Language skills are still in demand; this is particularly the case for associate professional positions. German was the most frequently mentioned language required, followed by French, Italian, Spanish and Dutch.





- Vacancies for professional occupations were by far the most likely to require a third level degree qualification and also in the main required 2-6 years' experience. In contrast, managerial vacancies had the highest share that had no minimum education requirements but also over a quarter of managerial vacancies (advertised through IrishJobs.ie) required at least 6 years' experience
- Employment permits provide an indication of which vacancies are difficult to fill within the Irish labour market and the European Economic Area (EEA). The number of permits issued to persons in the IT sector continues to grow, accounting for 46% of all new permits issued in 2012. In terms of occupations, professionals accounted for almost 60% of all new permits and of these the majority were for IT roles
- The Recruitment Agency Survey conducted by the SLMRU in October 2012 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 and business) as well as multilingual sales and customer care roles.
- Despite significant job losses occurring since the recession began, job announcements continued, particularly for IT professionals and sales related occupations. Expansion demand was also confirmed through job announcements by IDA client companies in 2012, most pronounced for the IT sector followed by the medical devices and pharmaceutical sectors.



# 1. Introduction

The Vacancy Overview 2012 report was prepared by the Skills and Labour Market Research Unit (SLMRU) in FÁS on behalf of the Expert Group on Future Skills Needs (EGFSN). Drawing on the various datasets held in the National Skills Database (NSD), this report aims to provide an overview of the demand for labour as measured by trends identified in advertised job vacancies.

While vacancy data has its limitations, as detailed in Section 2 of this report, 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<sup>1</sup>:

- Jobs Ireland (DSP/FÁS)<sup>2</sup>: public employment offices
- IrishJobs.ie: a private recruitment agency

The analysis focuses on the occupations and job titles of vacancies advertised in 2012 with the objective of identifying skills for which there is currently a demand in the Irish labour market.

Following an overview of vacancy data, the report 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 2012 are set out for each occupation according to:

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

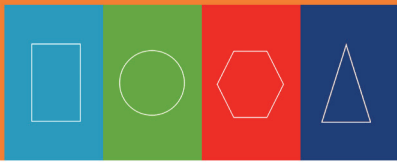
For each occupational group there is an analysis of:

- The Recruitment Agency Survey conducted by the SLMRU in October 2012 which identifies any difficult to fill vacancies that are occurring.
- Employment permit data, provided by the Department of Jobs, Enterprise and Innovation (DJEI), 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 2012 along with job announcements confirmed by IDA client companies indicating possible future demand in the short-medium term.

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<sup>1</sup> The Irish Times vacancy data utilised in previous reports is not currently available.

<sup>2</sup> In October 2012, the Government launched Intreo, a new employment and support service for jobseekers, to be rolled out nationwide throughout 2013. The Jobs Ireland vacancy data bank forms part of Intreo's supports. However, as the data in this report pre-dates the establishment of Intreo, in this report the public employment vacancy data is referred to as DSP/FÁS Jobs Ireland.



## 2. Data

### Vacancy Data

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

- DSP/FÁS Jobs Ireland: the public employment service, providing a collection of all vacancies advertised by employers through the National Contact Centre in the DSP (formerly in FÁS) FÁS; the DSP/FÁS vacancy data 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 agencies.

For the most part, the focus of this report is on vacancies that have occurred in 2012. In order to deliver an overview of trends, a five year analysis is provided where possible.

An analysis of the sectors in which vacancies occur utilises data from IrishJobs.ie (data on sectors is not available from DSP/FÁS Jobs Ireland at present).

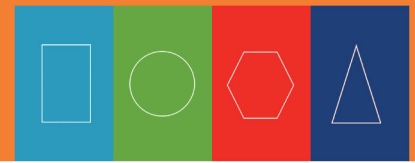
A further analysis on sectors utilises DJEI employment permit data to indicate in which sectors employers are required to source persons from outside of the EEA for positions.

The level of experience required for positions advertised is available from both IrishJobs.ie and DSP/FÁS Jobs Ireland. For each occupational group, the source which has the most vacancies is utilised to report on this variable. The level of education required is only available for positions advertised through IrishJobs.ie.

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.
- 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.

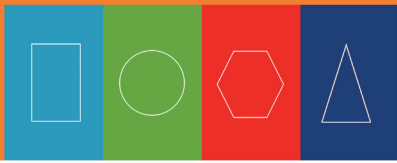


- There is a danger of an occupational bias in any given advertising channel. For instance, despite a gain in the market share for managerial and higher skilled job advertisements in recent years in the DSP/FÁS Jobs Ireland data, the distribution of vacancies advertised through DSP/FÁS Jobs Ireland is skewed towards skilled trades, caring/leisure services and sales 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/FÁS 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/FÁS Jobs Ireland, their occurrence in other data sets is likely to be low and therefore unlikely to skew the data unduly.
- The profile of vacancies advertised through other channels (e.g. an individual company's website, community of practice websites, international media) may differ from the profile of those outlined in this report; 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.

### 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/FÁS 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 skewing the perceived demand for a job.
- The DSP/FÁS Jobs Ireland vacancies are assigned codes manually (using a MANCO occupational coding system) which are then mapped by the SLMRU to 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. Quantitative information is limited to providing overall trends in the number of vacancies and by sector and broad occupation. The objective is not to quantify the number of vacancies but rather to show the direction of vacancies over time. In order to smooth the variability exhibited between individual months, the data is presented as a three month moving average.



## Seasonality

The issue of seasonality was examined for the overall vacancy time series as well as individual occupational groups. Only DSP/FÁS 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 FÁS 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 70 recruitment agencies were contacted and asked to participate in a telephone interview. The findings of the most recent survey (based on approximately 40 responses), which took place in October 2012, 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<sup>3</sup>
- new employment permits may be issued to EU citizens (i.e. Romanian and Bulgarian nationals).<sup>4</sup>

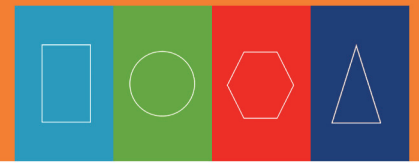
## Job Announcements

Announcements in the media (national newspapers) indicating the creation or loss of jobs have been documented by the SLMRU since 2010. Jobs created over the period January to December 2012 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 in Ireland, supported by the IDA, is also considered here.

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<sup>3</sup> 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.

<sup>4</sup> In July 2012, restrictions on Romanian and Bulgarian nationals were lifted.



### 3. Overview of Vacancies

This section examines the overall findings from the analysis of vacancy data to ascertain the sectors and occupations where vacancies are most commonly reported. As previously mentioned, this analysis utilises data from two vacancy sources, IrishJobs.ie and DSP/FÁS Jobs Ireland, along with supplementary information from the employment permit data to indicate where there have been difficulties in sourcing persons from the Irish labour market and the EEA.

As IrishJobs.ie and DSP/FÁS Jobs Ireland do not capture the total pool of vacancy data available it is of value to get an understanding of the share of persons who utilise the services of both public and private employment agencies and how preferences differ according to sectors and occupations. For this reason this section includes an analysis of the Job Search questions undertaken by the CSO in their Quarterly National Household Survey (QNHS). While this analysis is based on the responses of the job seeker rather than the employer who is advertising positions, it gives an indication of the market share each agency holds.

#### Job Search Analysis

In the CSO's QNHS those persons classified as unemployed are asked a series of questions in relation to methods used 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/FÁS Jobs Ireland is the only public employment agency in Ireland, while IrishJobs.ie is one of many private employment agencies.

While the number of persons unemployed has increased approximately three fold since the first quarter of 2004, the share of persons contacting public and private employment agencies has not changed dramatically over the nine year period examined in Figure 3.1. The share of unemployed persons who contacted both public and private employment agencies has increased from 21% in quarter 1 2004 to 24% in quarter 1 2012. In the first quarter of 2012, a further 30% stated that they had contacted a public employment agency only while 9% had contacted a private employment agency only.

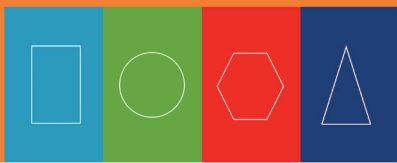
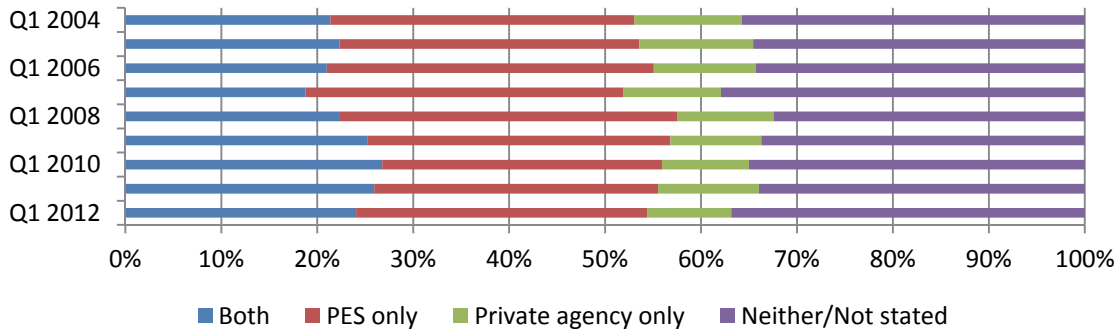


Figure 3.1: Job Search for Unemployed Persons, 2004-2012

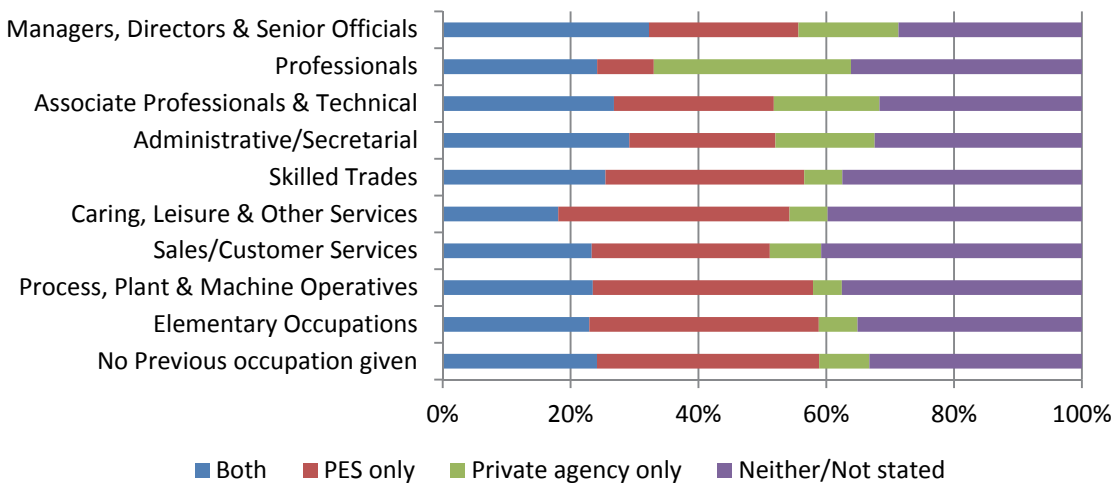


Source: SLMRU Analysis of CSO QNHS data

A third of those previously employed in a professional occupation contacted a public employment office, while for all other occupations the rate was over 50% (Figure 3.2). Persons previously employed as managers had the highest rate of contacting both public and private agencies in searching for a job, while the proportion of those contacting a private employment agency only was particularly high for those from professional occupations at 31%.

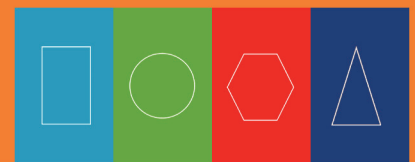
Approximately 35%<sup>5</sup> of those persons previously employed in caring or sales related occupations did not contact either a public or private employment agency when searching for a job, instead choosing other methods such as contacting employers directly, asking friends or relatives or responding to advertisements.

Figure 3.2: Job Search by Broad Occupation of Previous Employment, q1 2012



Source: SLMRU Analysis of CSO QNHS data

<sup>5</sup> A further 5% did not state whether they contacted either a private/public employment agency



A further analysis of the Job Search data is detailed in Appendix A showing that the incidence of contacting either a private or public employment agency varied depending on the sector the person was previously employed in, age and duration unemployed.

## Overall Vacancies

Table 3.1 examines the share of employment by occupation in quarter 3 2012 and compares it to the share of vacancies for both DSP/FÁS Jobs Ireland and IrishJobs.ie. An analysis of this table raises the following questions in relation to the data sources utilised in this report:

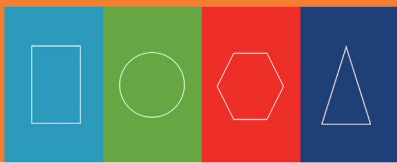
- Are the sources representative?** The distribution of vacancies in both DSP/FÁS Jobs Ireland and IrishJobs.ie differs from the employment distribution across occupations and moreover differs from each other. While there is an overrepresentation of professional vacancies in IrishJobs.ie, there is an underrepresentation in these occupations in DSP/FÁS Jobs Ireland. Conversely there is a greater share of DSP/FÁS 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?** Given that employment contracted between 2011 and 2012 (quarter 3) for all occupations except managers, professionals and associate professionals, there was little expansion demand suggesting that most of the vacancies arising were due to turnover and/or replacement.

Table 3.1: Occupational Distributions of Employment, Employment Growth and Vacancies, 2012

	Employment			IrishJobs.ie Vacancies 2012		DSP/FÁS Jobs Ireland Vacancies 2012	
	Total Employment Q3 2012	% Share of Employment	% Change, Q3 2011-Q3 2012	Share of Total Employment	Share of Total Vacancies	Share of Total Employment	Share of Total Vacancies
Managers	147,000	8%	7.5%	1%	7%	1%	2%
Professionals	346,000	19%	3.6%	3%	30%	1%	6%
Associate Professionals	209,000	11%	2.4%	5%	33%	6%	21%
Admin/Secretarial	209,000	11%	-1.5%	2%	11%	2%	6%
Skilled Trades	265,000	14%	-2.5%	1%	5%	3%	11%
Personal Services	145,000	8%	-1.6%	0%	2%	7%	16%
Sales	163,000	9%	-0.5%	1%	6%	5%	12%
Operatives	141,000	8%	-8.5%	1%	4%	3%	6%
Elementary Occupations	206,000	11%	-2.6%	0%	2%	6%	20%
Other/Not Stated	10,000	1%	5.4%	0%	0%	0%	0%
<b>Total</b>	<b>1,841,000</b>	<b>100%</b>	<b>-0.2%</b>	<b>2%</b>	<b>100%</b>	<b>3%</b>	<b>100%</b>

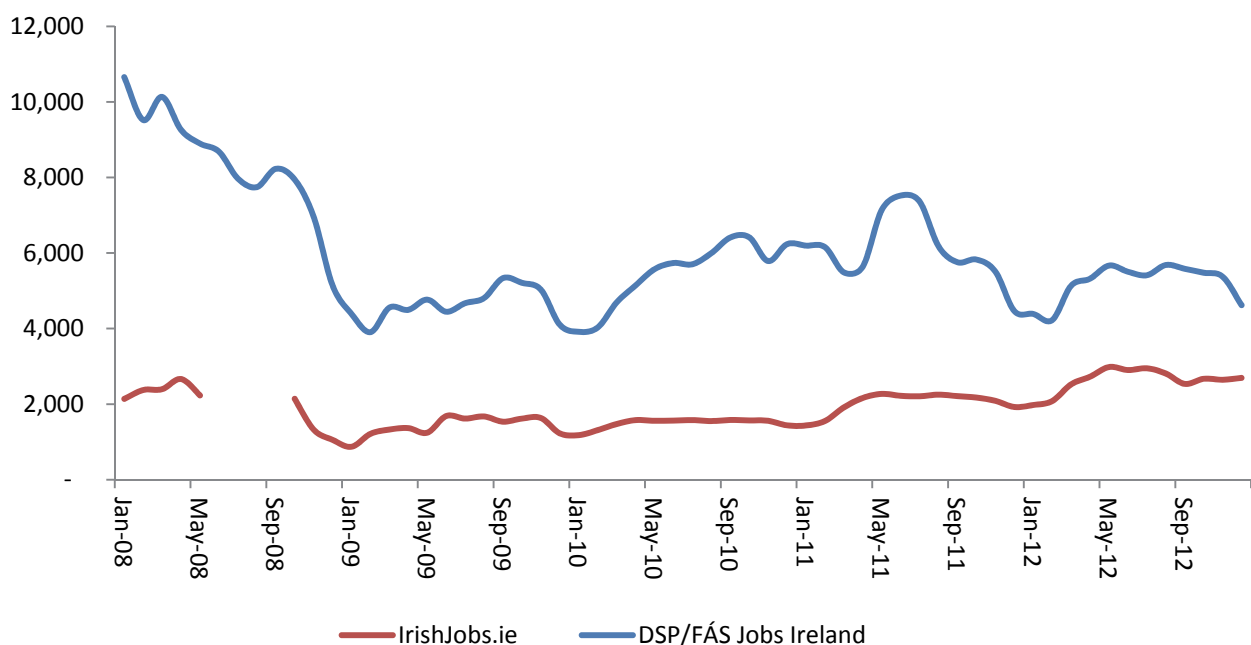
Source: CSO QNHS, IrishJobs.ie, DSP/FÁS Jobs Ireland





While the numbers of vacancies notified to DSP/FÁS Jobs Ireland were in decline up to the start of 2009, the numbers have remained relatively steady since (see Figure 3.3); the peak that occurred in mid-2011 relates to the advertisement for a considerable number of Census enumerators and a change in recruitment practices of care workers at this time. On average approximately 5,500 vacancies are notified to DSP/FÁS Jobs Ireland each month. Notifications to IrishJobs.ie have seen a slow but steady increase in the same time period with an average of approximately 2,500 vacancies notified by employers each month. A trend analysis by occupation is detailed in Appendix B.

Figure 3.3 New Notified Job Vacancies (three-month moving average), 2008-2012



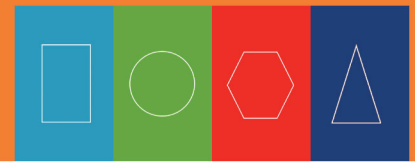
Note: A break occurred in the IrishJobs.ie data between June 2008 and July 2008 and it is therefore excluded from the trend analysis reported in this paper

Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

## Vacancies by Sector

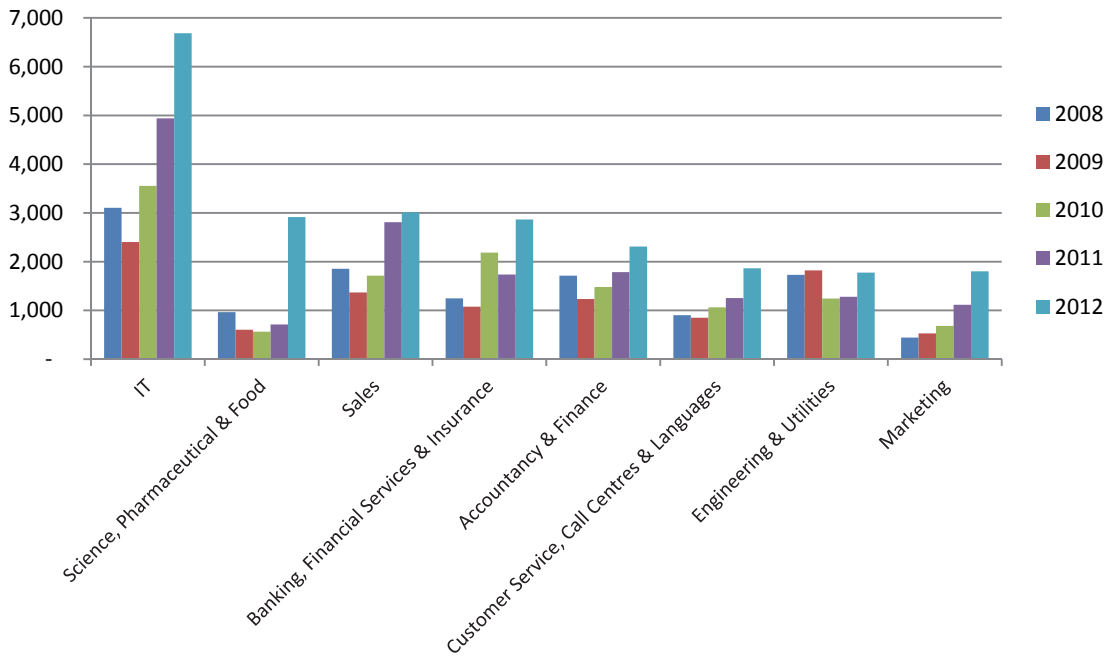
Sectoral data is available for IrishJobs.ie but not for DSP/FÁS Jobs Ireland vacancy data. This analysis is supplemented by the inclusion of sectoral data available for employment permits issued (provided by the Department of Jobs, Enterprise and Innovation (DJEI)). The sectors listed in Figure 3.4 and Figure 3.5 are assigned by IrishJobs.ie and DJEI respectively. As the number of sectors examined are too extensive to report, this section examines those sectors most frequently mentioned.

The sectors shown in Figure 3.4 represent approximately 70% of all vacancies notified to IrishJobs.ie in the period 2008 to 2012. IT remains the sector with the highest proportion of vacancies with 21% of vacancies in 2012. There was a significant jump in the proportion of vacancies notified for the



science, pharmaceutical and food sector from 3% in 2010 to 9% in 2012; this is primarily related to vacancies notified by one company with over 1,000 vacancy notifications in 2012. The 4 percentage point decline that occurred in the banking sector between 2010 and 2011 showed a slight recovery in 2012 with a 9% share.

Figure 3.4: IrishJobs.ie Vacancies by Sector for Top 8 Sectors, 2010-2012



Source: IrishJobs.ie

Figure 3.5 refers to employment permits issued by sector between 2010 and 2012. While the number of employment permits issued to most sectors has declined in the period examined, the IT sector has seen a significant increase, with the number of new permits doubling between 2010 and 2012; the IT sector accounted for over 40% of all new permits issued in 2012. In contrast the number of employment permits issued for positions in the healthcare sector in 2012 dropped by approximately 400, or nine percentage points, since 2010<sup>6</sup>.

<sup>6</sup> 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.

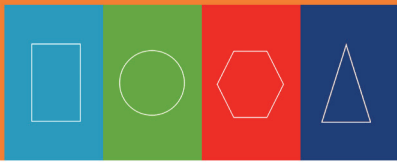
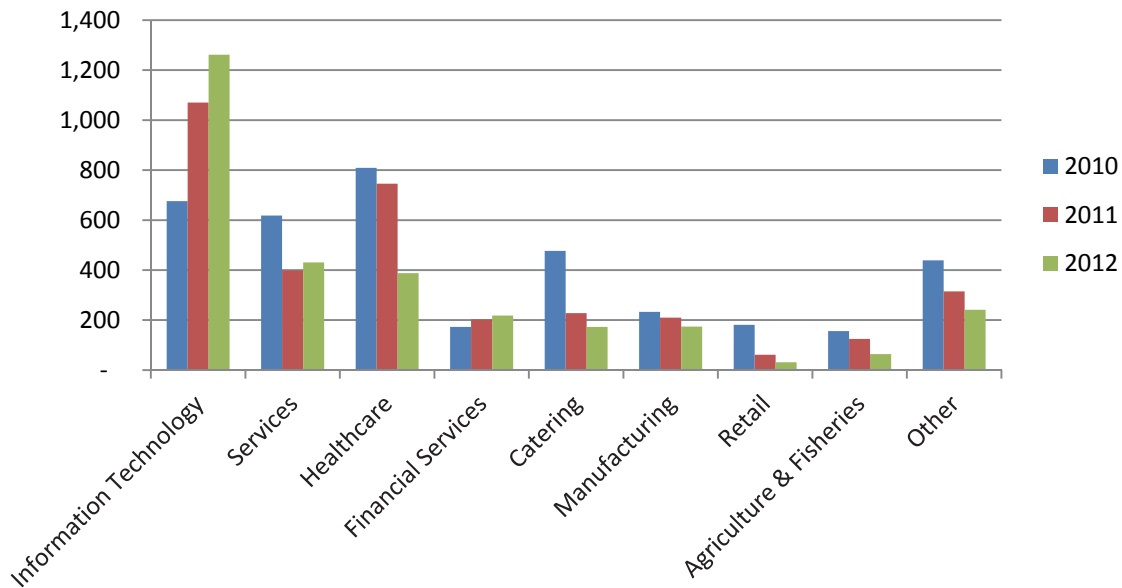


Figure 3.5: Employment Permits by Sector, 2010-2012

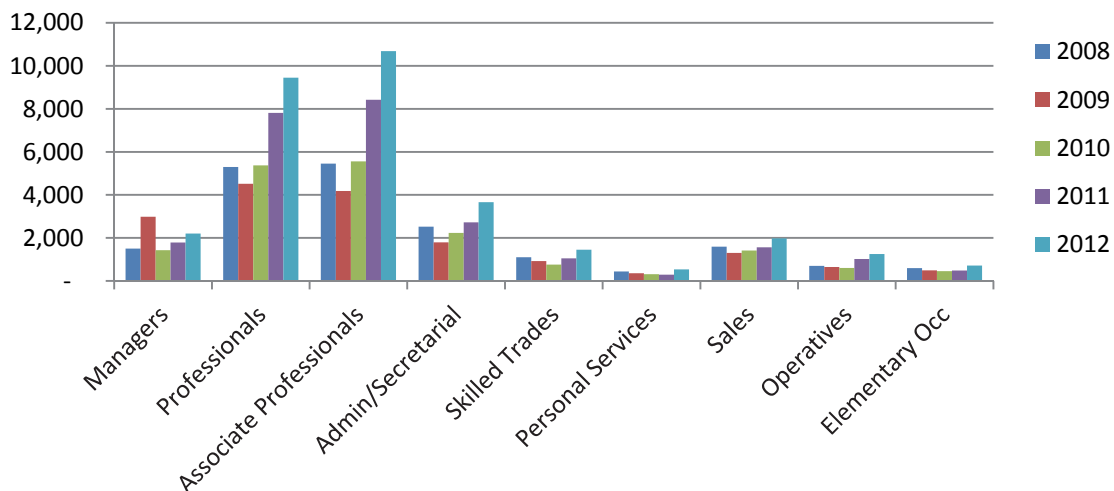


Source: DJEI

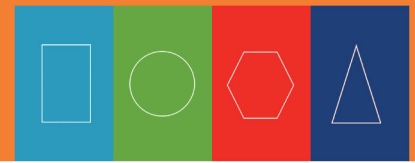
### Vacancies by Broad Occupation

The proportion of vacancies advertised directly by employers for professional and associate professional positions through IrishJobs.ie has remained high despite an overall drop in the number of vacancies posted since the recession began (see Figure 3.6); indeed, the numbers of professional and associate professional vacancies have been increasing since 2009.

Figure 3.6: IrishJobs.ie Vacancies by Broad Occupation, 2008-2012

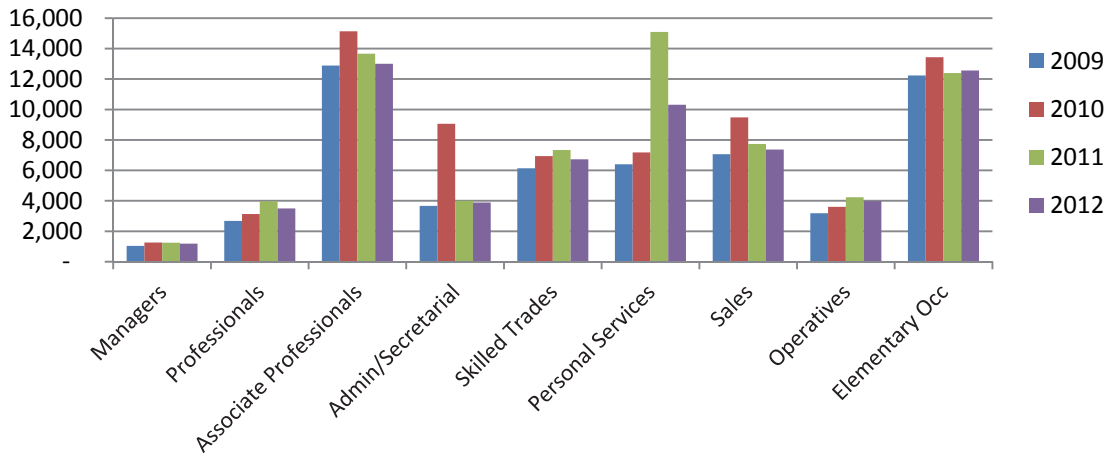


Source: IrishJobs.ie



DSP/FÁS Jobs Ireland has a large share of vacancies for associate professionals (primarily sales related) and elementary occupations (Figure 3.7). The peak observed in admin/secretarial vacancies in 2010 is related to positions for Census enumerators, while the peak in vacancies for personal services in 2011 was due to a surge in notifications for care workers primarily by one company.

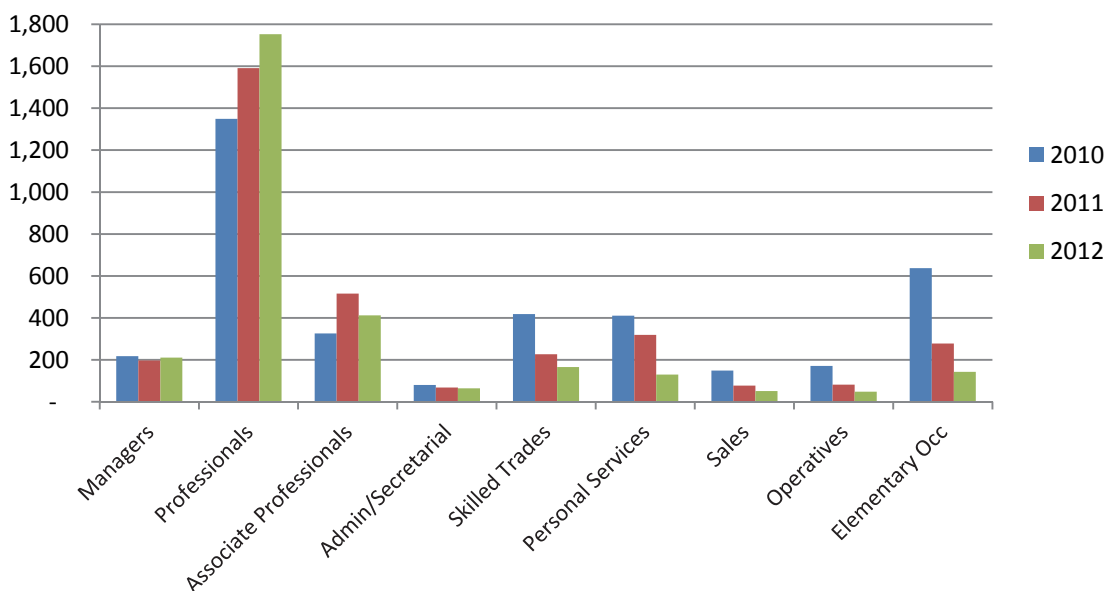
Figure 3.7: DSP/FÁS Jobs Ireland Vacancies by Broad Occupation, 2009-2012

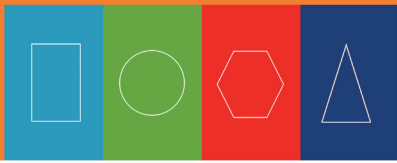


Source: DSP/FÁS Jobs Ireland

While the overall number of employment permits has been in decline, the number of employment permits for professionals has increased significantly since 2010, reaching over 1,700 permits in 2012 (Figure 3.8); their share has also increased in this time period from 36% in 2010 to 59% in 2012. Over the same period the share of employment permits for elementary occupations fell by twelve percentage points, accounting for just a 5% share in 2012.

Figure 3.8: Employment Permits by Broad Occupation, 2010-2012





Source: DJEI

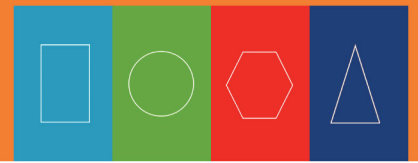
## Occupations and job titles

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

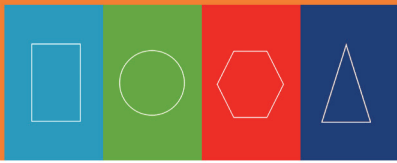
- **Sales and related occupations**
  - business associate professionals (e.g. sales accounts and business development managers, business sales executives, marketing associate professionals)
  - sales occupations (e.g. field sales agents, retail sales assistants)
  - customer service occupations
- **Science 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, regulatory professionals, quality control professionals)
- **Administrative occupations** (e.g. book-keepers, payroll clerks, financial clerks)
- **Caring personal services**
  - care workers
  - nursing assistants
- **Catering occupations**
  - chefs
  - waiters
  - kitchen/catering assistants
- **Science and engineering associate professionals**
  - IT associate professionals (e.g. IT operation technicians, IT user support technicians)
  - engineering technicians
  - laboratory technicians
- **Corporate managers and directors** (e.g. production managers in manufacturing, managers in warehousing, HR managers, financial managers, retail managers, purchasing managers).

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.

Of the vacancies advertised through IrishJobs.ie in 2012, 12% stated that the job's location was outside of Ireland. The majority of these vacancies were for positions in the UK followed by



mainland Europe. Associate professional vacancies had the highest number of vacancies advertised for foreign locations (often combined with an Irish location) while managerial vacancies had the highest share at 21%.



## 4 Managerial Occupations

- Managerial occupations accounted for 2% of all notified vacancies to DSP/FÁS Jobs Ireland and 7% of vacancies notified to IrishJobs.ie in 2012
- The number of notifications for managerial occupations to both DSP/FÁS Jobs Ireland and IrishJobs.ie saw a slight increase between 2011 and 2012
- Vacancies were most common in the IT sector, retail and sales; combined these sectors accounted for almost a third of all notified managerial vacancies to IrishJobs.ie
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, unemployed managers were marginally more likely to contact a public employment office (56%) than a private employment agency (48%) when searching for a job

Figure 4.1 DSP/FÁS Jobs Ireland Vacancies 2012

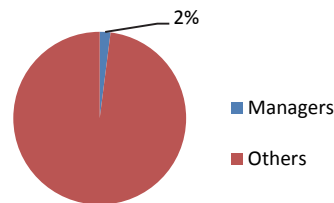
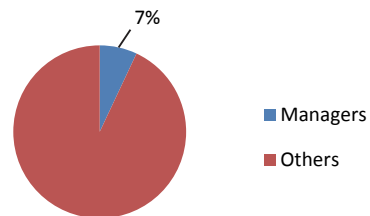


Figure 4.2 IrishJobs.ie Vacancies 2012



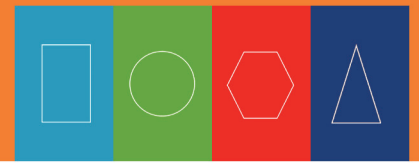
### Job Titles:

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

- **Operations managers** across all sectors
- **Services managers** in banking, retail and hotel and catering
- **HR managers**
- **Financial managers**
- **Sales and marketing managers**

### Skills

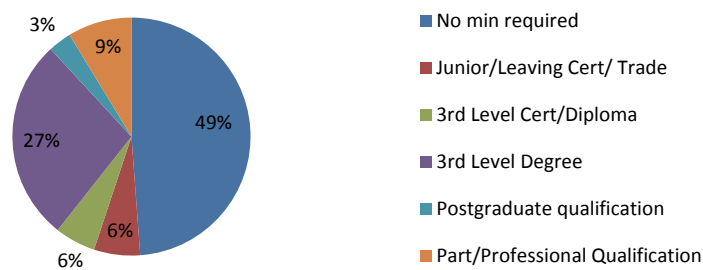
Language skills were required for a number of managerial positions including German, French, Dutch, Swedish and Norwegian, while a high level of experience was a key requirement for many posts advertised.



## Education

Of those who stated an education requirement<sup>7</sup>, 49% stated no minimum level was required (the highest share of all occupational groups); a further 27% of vacancies required a third level degree qualification. This significant variation in levels of education required is due to the large disparity between managerial occupations from chief executives of large companies to managers of a coffee shop.

Figure 4.3 Level of Education Required

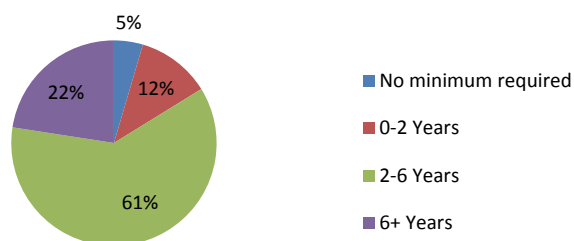


Source: IrishJobs.ie

## Experience

Although a high level of education was not always a requirement for managerial positions, of those vacancies which specified a level of experience<sup>8</sup>, 61% required 2-6 years' experience and a further 22% required at least six years of experience.

Figure 4.4 Level of Experience Required



Source: IrishJobs.ie

## Difficult to Fill Vacancies

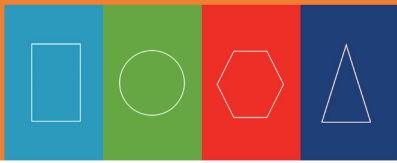
While relatively limited, some difficult to fill vacancies were reported for managers in the Recruitment Agency Survey conducted in October 2012 in the following specific niche areas:

- Financial managers and directors (for roles in financial services e.g. business takeover and M&A, client relationship, etc.)

<sup>7</sup> 61% of managerial vacancies stated a level of education required

<sup>8</sup> 43% of managerial vacancies stated a level of experience required





- Purchasing managers and directors (procurement and global supply chain roles)
- Marketing and sales directors (for senior roles in business-to-business sales in IT and biopharma)
- Managers and directors in retail and wholesale (agri-food related activities)

### Vacancies filled with non EEA workers

- In 2012 approximately 200 new permits were issued for managerial occupations accounting for 7% of all employment permits issued (a similar share to that of 2011)
- Almost a half of permits issued to managers were for intra-company transfers (accounting for a quarter of all intra-company transfer permits issued in 2012) in sectors including manufacturing, IT and services; a further third were green cards, primarily in services and financial services
- USA nationals accounted for almost 42% of all new managerial permits issued
- Occupations most often cited include:
  - Chief executives/vice presidents
  - Financial managers/directors
  - Marketing and sales directors.

Figure 4.5 Employment Permits 2012

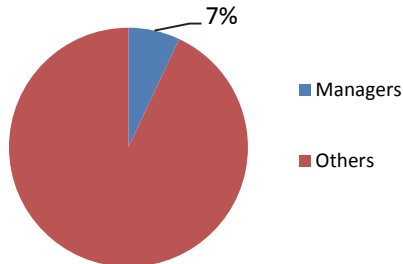
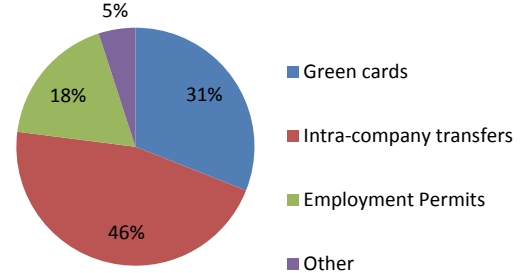


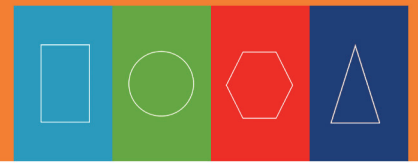
Figure 4.6 Employment Permits by Type 2012



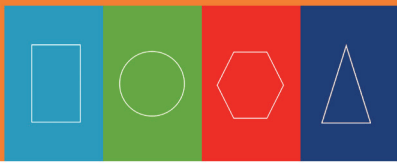
Source: DJEI

### Job Announcements

There were few specific job announcements for managers in 2012; those mentioned were mainly in manufacturing (medical devices), finance (senior management roles, project management) and ICT (non-technical management roles). Typical roles announced were for senior managers with some also specifying supply chain management or multilingual skills. Positions for manager occupations are also implicit in other job creation announcements, particularly where large numbers were involved, e.g. contact centres (customer service, sales and marketing).



Job creation for senior managerial roles is confirmed by the jobs announced by IDA client companies in 2012, to be rolled out over the short-medium term. These roles are relatively small in number and mostly for senior positions (CEO or director level), sales and marketing directors, as well as some HR, finance and legal roles.



## 5 Professionals

- Professional occupations accounted for 6% of all notified vacancies to DSP/FÁS Jobs Ireland and 30% of vacancies notified to IrishJobs.ie in 2012
- While the number of professional vacancies notified to DSP/FÁS Jobs Ireland remained steady in 2012, notifications to IrishJobs.ie saw an increase in 2012, peaking in the second quarter at almost 900 professional vacancies notified each month
- IrishJobs.ie vacancies were primarily in the IT sector with over a 40% share, followed by business and financial services along with science and engineering occupations
- Unemployed persons previously employed in professional occupations were the only group who were more likely to contact a private employment agency than a public employment office as shown in the Job Search analysis of the CSO's QNHS data

Figure 5.1 DSP/FÁS Jobs Ireland Vacancies 2012

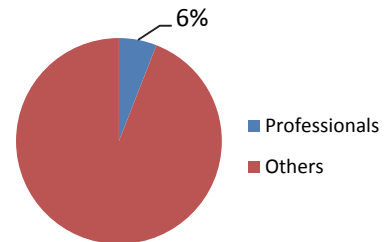
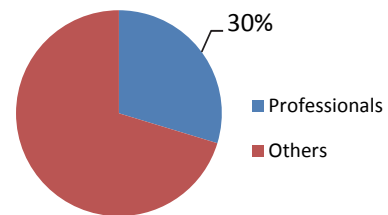


Figure 5.2 IrishJobs.ie Vacancies 2012



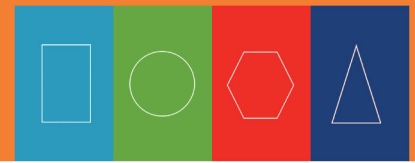
### Job Titles:

**IT professionals:** with over 40% of all vacancies for professionals, IT occupations advertised included:

- Programmers and software developers** in client/application development (C#, C++, Java, PHP, ASP, VB, Python), database/enterprise development (Oracle, SQL Server, DB2, SAP, Informatica) and operating systems (UNIX, Windows Servers)
- IT business analysts, architects and systems designers** (in areas such as cloud computing, platform and user operations, Agile Focus)
- Network engineers** (e.g. Cisco) and test engineers
- IT project managers** (e.g. for desktop/helpdesk support, business systems, service delivery)

### Engineers and Scientists

- Process engineers** were one of the most cited engineering professional vacancies in areas including chemical, manufacturing, food, mechanical and validation
- Product development and design engineers** (electrical, electronics, mechanical, process automation, R&D)



- **Technologists** (food, process, product development, technical solutions)
- **Scientists:** chemical scientists (e.g. analytical, nutritional, process, regulatory, validation); biological scientists (e.g. microbiology, biostatisticians); R&D scientist

### Business and Finance professionals

- **Chartered accountants** (e.g. corporate finance, financial accountant, management accountants)
- **Management consultants and business analysts** (e.g. funds industry, banking, SAP), including risk (mostly operational) analysts and actuaries
- **Business professionals** (project management, compliance and risk management)

**Health professionals:** these accounted for 5% of all professional vacancies advertised on IrishJobs.ie. Job titles include:

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

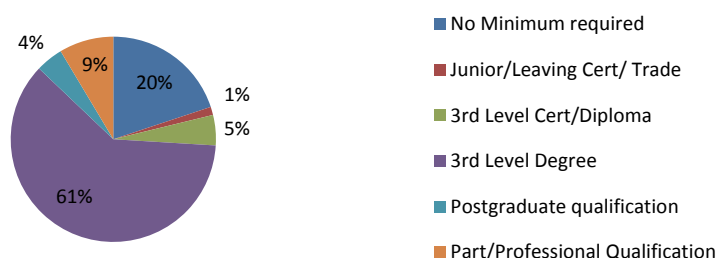
### Skills

Many vacancies, including those for occupations such as 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

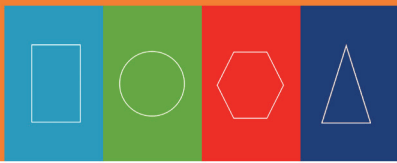
Of those who stated an education requirement<sup>9</sup>, 61% of vacancies stated a minimum of a third level degree qualification, the highest share for any of the occupational groups. A further 20% of vacancies required postgraduate qualifications while 9% required part- or professional qualifications (including for accountancy roles).

Figure 5.3 Level of Education Required



Source: IrishJobs.ie

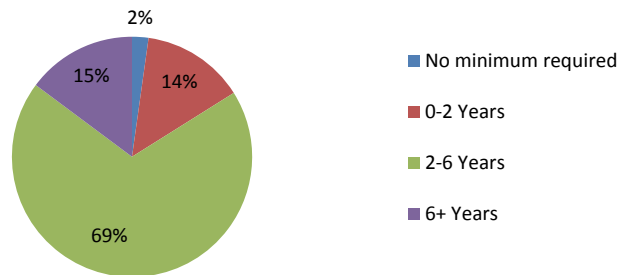
<sup>9</sup> 63% of vacancies for professional occupations stated a level of education required.



## Experience

Of those who stated a minimum level of experience required<sup>10</sup>, 84% stated at least 2 years' experience was required, the highest levels alongside managers.

Figure 5.4 Level of Experience Required



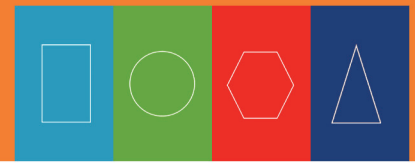
Source: IrishJobs.ie

## Difficult to Fill Vacancies

The October 2012 Recruitment Agency Survey found that professionals accounted for the largest segment of difficult to fill vacancies. Within this occupational grouping, the following occupations were identified as difficult to source:

- **Information technology and telecommunication professionals:**
  - programmers and software developers (accounting for a quarter of all difficult to fill mentions) with specific skill sets such as Java, C++, Summit, .NET, C Sharp, PHP, CSS, VBS, Interactive visual applications (e.g. 3D imaging for gaming industry), those proficient in open source software/operating systems (e.g. Linux) and applications (e.g. Ruby on Rails and Flex); IT skills associated with cloud computing (e.g. expertise in Java related applications and the migration of CRS / CRM application to web based or cloud computing architecture) and financial/business application skills (e.g. SAP analysts)
  - IT business analysts, architects and system designers (e.g. Oracle and SQL developers)
  - web development professionals (including Wordpress programmers)
- **Engineering professionals** - these skills accounted for approximately 16% of difficult to fill mentions; particularly in demand were:
  - process and production engineers (lean production, process automation and system control and associated skills e.g. Six Sigma); quality assurance, validation, and regulatory (standard) compliance
  - design and development engineers including R&D engineers (e.g. for the medical devices industry)

<sup>10</sup> 52% of professional vacancies stated a level of experience required.



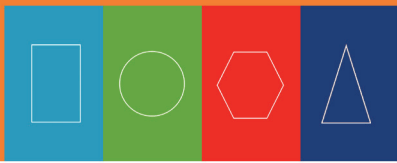
- electronic engineers - mobile telephony developers (e.g. android mobile telephone technology, engineers with PCB (printed circuit boards) skills, HTML5 mark-up language, Smartphone Mobile Apps such as Objective-C 2.0, Objective C J2ME / Java ME -Java platform designed for embedded systems such as mobile devices, etc.)
- electrical engineers (wind energy engineers and power generation and transformation/high tension and substation power engineers with experience)
- **Scientists** (natural and social science professionals): demand mostly stemmed from biopharma offering opportunities for chemists (e.g. product formulation, analytical development, and chemical process engineering and production process planning)
- **Healthcare professionals:**
  - medical doctors (e.g. non-consultant hospital doctors - registrars, Senior House Officers)
  - radiographers (e.g. MRI radiographers, CT radiographers, and sonographers)
  - nurses: nursing clinical managers, advanced nursing practitioners in specialised areas such as intensive care and theatre nursing; demand also exists for geriatric/older people care nursing posts in private nursing homes
  - Speech and language therapists
- **Business Professionals:**
  - chartered and certified accountants and taxation experts, i.e. accountants with experience in financial services, solvency, auditing, regulatory compliance (e.g. financial regulation skills such as Dodd-Frank compliance, etc.)
  - management accountants and auditors
  - actuarial specialist, risk and credit risk analysts
  - business and financial project management professionals - demand persists for those possessing a set of specialised skills such as SAP business analysts with relevant industry knowledge, business analysts with in-depth knowledge of financial investment markets, data analysts with business intelligence related skills, etc.

## Vacancies filled with non EEA workers

- In 2012 professional occupations accounted for 59% of all new permits issued; this is an increase of 12 percentage points on 2011
- While the share of new permits issued for occupations in the healthcare<sup>11</sup> and manufacturing sectors declined year on year, increases occurred for occupations in the services and IT sectors; the IT sector accounted for 59% of all new permits issued for professional occupations
- Of all new permits issued for professional occupations in 2012, 49% were for green cards, primarily in the IT sector; indeed professional occupations accounted for over four fifths of all green cards issued
- Those from India accounted for over half of new permits issued in 2012 (up nine percentage points on 2011)

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<sup>11</sup> 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.



- Occupations most often cited include:
  - Programmers and software developers (e.g. analyst, application developer, software/systems engineer)
  - IT computer systems analysts/architects
  - Network engineer
  - Medical interns and nurses.

Figure 5.5 Employment Permits 2012

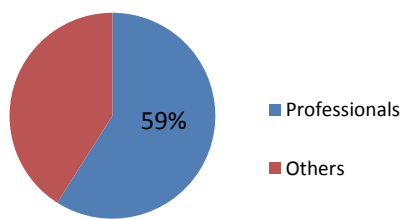
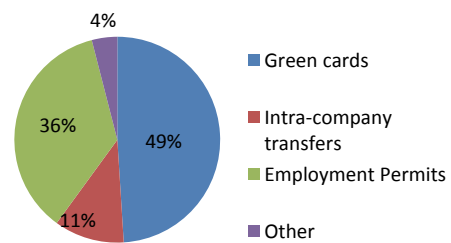


Figure 5.6 Employment Permits by Type 2012

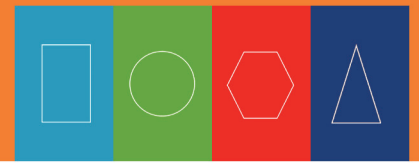


Source: DJEI

## Job Announcements

A significant share of the job creation announcements in the media during 2012 were for professional positions. Most of the job announcements were in the IT, medical devices, pharmaceutical sectors, and to a lesser extent, green technology. The demand for professionals was particularly strong for

- Software engineers and developers, test engineers, database architects, systems engineers, support engineers and network engineers; the positions were in research and development centres, cloud computing, e-commerce and electronic payments, online sales, marketing and advertising, mobile (e.g. tablet computers), internet and social media technologies and, to a lesser extent, IT for specialised sectors (e.g. healthcare or manufacturing management solutions).
- Research & development engineers and scientists (especially medical devices, food processing)
- Regulatory and quality assurance professionals (pharmaceuticals and IT)
- Electrical/electronic engineers (green energy and smart power generation; semiconductors)
- Production/industrial engineers (pharmaceuticals, medical devices, food processing)
- Life scientists, chemical/biochemical scientists and operation research scientists

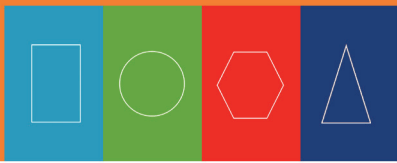


- Some temporary jobs will be created for construction professionals (civil engineers, quantity surveyors, construction project managers) in projects associated with the expansion of plants and building of new premises
- Business analysts/ enterprise risk analysts
- Finance, accounting and tax experts (IT, consulting, financial and manufacturing)
- Supply chain, programme and change management consultants.

Many of the positions specified high skilled, senior roles, although there were also some job creation announcements for graduate position recruitment. The majority of announcements were for 50 positions or less.

Job creation for professional occupations is also confirmed by the jobs announced by IDA client companies in 2012; these roles are predominantly in the IT, pharmaceuticals and medical devices sectors and mainly for roles in IT (software/R&D developers, IT managers), followed by engineers/scientists (including R&D), business professionals (e.g. accountants), and quality and regulatory professionals.





## 6. Associate Professionals & Technical Occupations

- Associate professional/technical occupations accounted for 21% of all notified vacancies to DSP/FÁS Jobs Ireland and 33% of vacancies notified to IrishJobs.ie in 2012
- While associate professional/technical vacancies notified to DSP/FÁS Jobs Ireland saw a slight increase in 2012, notifications to IrishJobs.ie for this occupational grouping increased by 25%
- Vacancies were primarily in sales, IT, science, pharmaceuticals and food, marketing and financial services
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, unemployed associate professionals were more likely to contact a public employment office (52%) than a private employment agency (43%) when searching for a job

Figure 6.1 DSP/FÁS Jobs Ireland Vacancies 2012

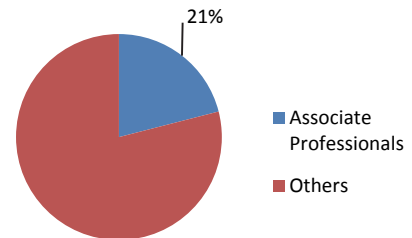
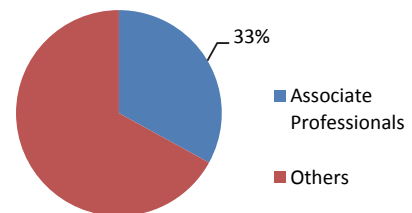


Figure 6.2 IrishJobs.ie Vacancies 2012

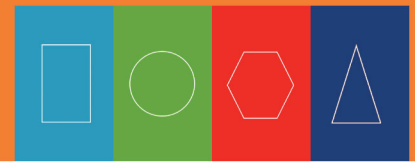


### Job Titles:

Vacancies for associate professionals were most frequent for

- Business associate professionals** accounted for the largest number of vacancies in this occupational group with the majority of jobs requiring language skills. Job titles include:
  - multilingual inside<sup>12</sup>/advertising sales representatives (Danish, Finnish, German, Swedish, French) in IT, pharmaceuticals, and medical devices
  - multilingual customer account managers including on line sales accounts (Dutch, German, French, Spanish, Danish, Hebrew, Russian, Norwegian etc.)
  - marketing managers (e.g. brand, product)
  - multilingual business development executives (sales development), claims officers, collection agents, fraud analysts
  - financial analysts, credit, pricing, transfer agency
  - human resources specialists
  - buyers and procurement officers (supply chain specialist)
  - compliance officers

<sup>12</sup> Inside sales representatives work in-house, often in contact centres.



- **Science, engineering and technology technicians:**
  - IT technical support for clients, compliance, applications and databases primarily with language skills (German, Danish, Finnish, Norwegian, Swedish, French, Spanish etc.), systems/network administration
  - laboratory technicians (microbiology, metrology, medical, chemistry, quality control, pharmaceutical)
  - engineering technicians (electrical, electronic, manufacturing, mechanical, process, quality control)
- **Vocational trainers** (healthcare, social science, career guidance, health and safety, IT etc.)
- **Interpreters.**

There were also a number of vacancies for performing artists (actors/directors) associated with activity in the domestic and foreign film industry in Ireland.

## Skills

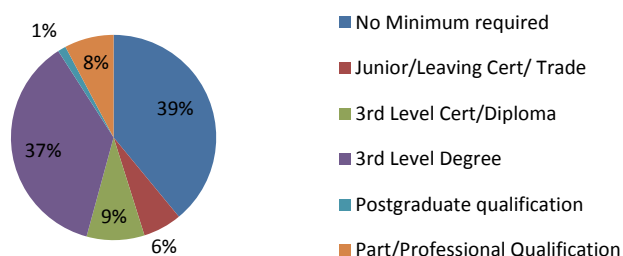
Language skill requirements were predominant in vacancies for associate professionals. Foreign language skills, particularly German, Nordic languages and French were required for roles in IT technical support, business analysts, risk management, claims and collections; the languages most in demand were German and French, but other European languages were also required. Other skills in demand included:

- e-business, business-to-business (B2B) sales and marketing skills, often combined with languages
- a driving licence (B licence) for sales roles across a variety of sectors (e.g. energy, security, IT installation, etc.).

## Education

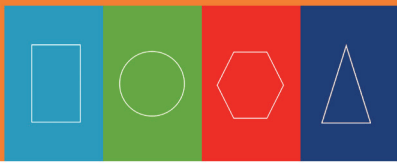
Of those who stated an education requirement<sup>13</sup>, 39% stated a minimum of a third level degree qualification while an almost equal share (37%) stated no minimum education level was required.

Figure 6.3 Level of Education Required



Source: IrishJobs.ie

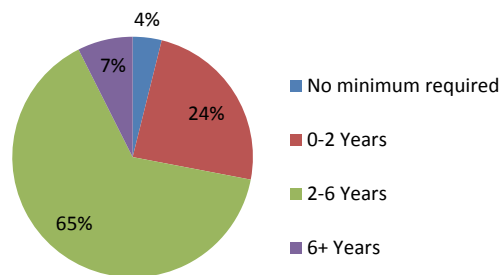
<sup>13</sup> 60% of associate professional vacancies stated a level of education required.



## Experience

Of those who stated a level of experience required<sup>14</sup>, 28% stated either no minimum level or 0-2 years was required while almost two thirds required 2-6 years' experience.

Figure 6.4 Level of Experience Required



Source: IrishJobs.ie

## Difficult to Fill Vacancies

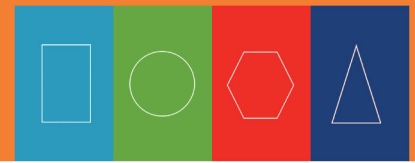
Associate professional skills stated as being difficult to source in the October 2012 Recruitment Agency Survey were mainly for:

- science, engineering and production technicians (quality assurance and validation)
- information technology technicians (IT operations and IT user support technicians)
- sales, marketing and related associate professionals (business sales executives, technical sales representatives for the medical device industry)
- health associate professionals (cardiac technicians)

## Vacancies filled with non EEA workers

- In 2012 approximately 400 new permits were issued for associate professional/technical occupations, accounting for 14% of all employment permits issued (a decline of 20% on the previous year)
- Permits issued to the IT sector accounted for over a third of associate professional permits issued; services, financial services and the sports sector accounted for a further 46% combined
- Of all associate professional new permits issued in 2012, 22% were for green cards, while 51% were employment permits
- Those issued with employment permits for associate professional positions were most likely to come from the USA and India (combined accounting for 42% of all permits issued in this category)
- Occupations most often cited include:
  - IT technicians

<sup>14</sup> 42% of associate professional vacancies stated a level of experience required.



- Business/finance associate professionals (e.g. account strategist, finance/tax analysts)
- Sales and marketing (e.g. business development, online sales/media)

Figure 6.5 Employment Permits 2012

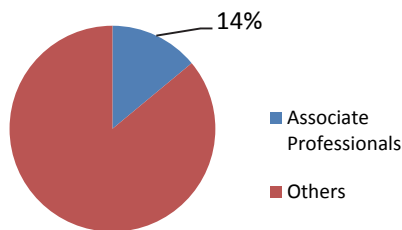
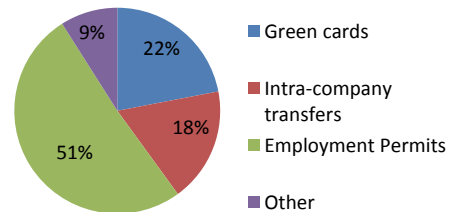


Figure 6.6 Employment Permits by Type 2012



Source: DJEI

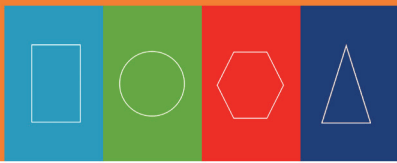
## Job Announcements

At associate professional level, job creation announcements were chiefly for roles in

- IT technical support, including multilingual (across a range of sectors, including business and financial software support and gaming)
- business associate professionals (financial services, asset management, investment management)
- business sales and marketing (sales accounts and business development, and buyers and procurement officers)

A minority of job announcements related to the creation of graduate positions.

Job creation for associate professional occupations is also confirmed by the jobs announced by IDA client companies in 2012; sectors in which these roles are expected to occur include IT (especially for IT support technicians), finance and insurance (e.g. financial advisors, fund accountants), and high-tech manufacturing (engineering/science technicians).



## 7. Administrative and Secretarial Occupations

- Administrative/secretarial occupations accounted for 6% of all notified vacancies to DSP/FÁS Jobs Ireland and 11% of vacancies notified to IrishJobs.ie in 2012
- Vacancies for administrative/secretarial occupations through DSP/FÁS Jobs Ireland have remained steady in recent years apart from a significant jump in 2010 related to Census enumerators; vacancies advertised through IrishJobs.ie have seen an increase on 2011 in line with an overall increase in vacancy notifications
- Vacancies were primarily in the finance, banking, accountancy, and secretarial/admin sectors
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, those previously employed in administrative/secretarial jobs were more likely to contact a public employment office (52%) than a private employment agency (45%) when searching for a job.

Figure 7.1 DSP/FÁS Jobs Ireland Vacancies 2012

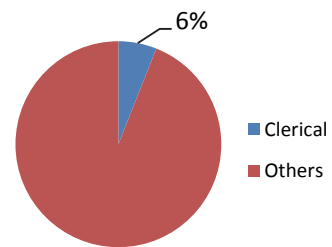
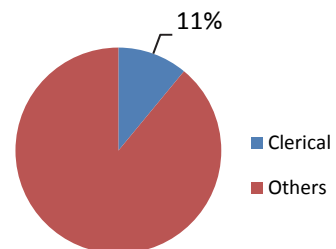


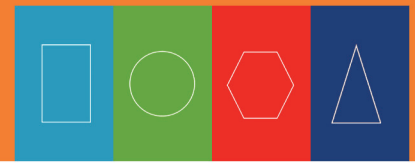
Figure 7.2 IrishJobs.ie Vacancies 2012



### Job Titles:

Administrative and secretarial vacancies were most frequent for

- administrative positions in finance:
  - accounts payable/receivable clerks
  - financial administration clerks
  - payroll clerks
  - multilingual credit controllers (e.g. French, Spanish, Italian)
  - cost/fund accountants
  - claims administrators (e.g. in motor industry, pensions and personal injury)
- receptionists
- property management admin/holiday home inspectors



- personal assistants
- administrative positions in logistics and distribution:
  - freight clerks (air, ship and road; freight forwarding)
  - purchasing administration, stock controllers, warehouse operatives
  - logistics co-ordinators

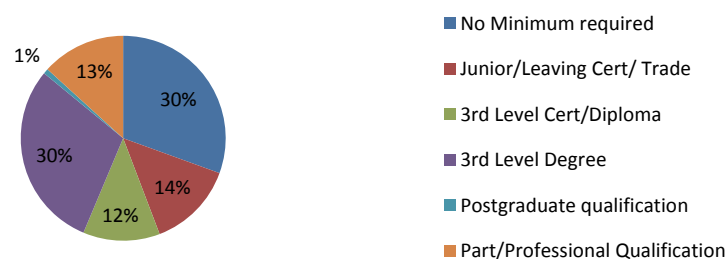
## Skills

Language skills including German, French, Spanish and Dutch were frequently cited as a requirement for accounts payable, credit analysts, payroll, credit control, financial accounts assistants and sales support roles. Part professional or professional qualifications were required for a significant number of jobs in the areas of accountancy and finance. A driving licence was required for holiday home inspectors.

## Education

Of those who stated an education requirement<sup>15</sup>, 43% stated a minimum of a third level qualification (as compared to 70% for professional vacancies). This occupational group had the highest share of vacancies requiring a part/professional qualification at 13% (for accounting related positions).

Figure 7.3 Level of Education Required



Source: IrishJobs.ie

## Experience

Of those who stated a minimum level of experience required<sup>16</sup>, 39% stated either no minimum level was required or 0-2 years of experience. The majority of positions (58%) required 2-6 years' experience. Only a very small share required over six years' experience.

<sup>15</sup> 59% of vacancies for administrative occupations stated a level of education required.

<sup>16</sup> 52% of administrative vacancies stated a level of experience required.

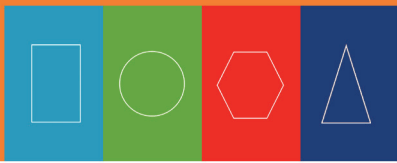
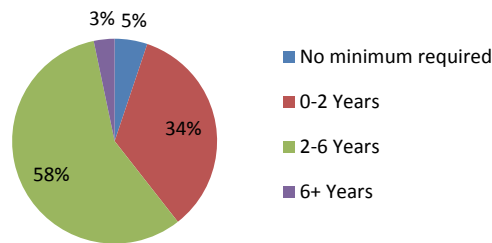


Figure 7.4 Level of Experience Required



Source: IrishJobs.ie

### Difficult to Fill Vacancies

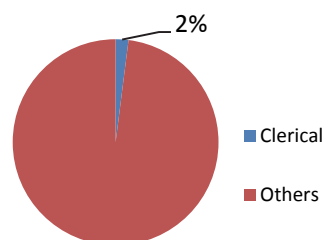
Administrative occupations that were reported as being difficult to fill in the Recruitment Agency Survey in October 2012 were limited to the following:

- administrative roles in finance (e.g. accounts clerks with languages, including multilingual candidates for positions in areas such as accounts payable, credit control and payroll)
- other administrative occupations: niche administrative roles such as specialist roles in logistics/supply chain operations and sales administration.

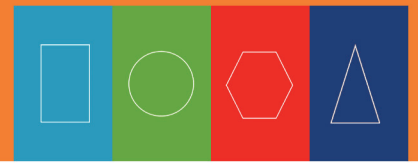
### Vacancies filled with non EEA workers

- Administrative occupations did not feature strongly in the employment permit statistics in 2012, accounting for 2% of all permits issued
- Job titles included:
  - Accounting and valuation administration staff
  - General accountant/administrator
  - Finance assistant
- Almost a half of all permits issued were for spousal/dependent permits or intra-company transfers.

Figure 7.5 Employment Permits 2012



Source: DJEI

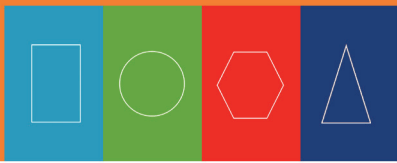


## Job Announcements

Job creation announcements for administrative occupations included those associated with office support for a range of sectors (e.g. retail, ICT, transport) as well as administrative roles in supply chain management, order management, finance, HR and accounts payable/receivable. While there were some job loss announcements for administrative roles, the losses were mainly related to retail bank clerks and insurance clerks.

Job creation for administrative roles is confirmed by the jobs announced by IDA client companies in 2012, particularly in the areas of HR, finance, and office managers/supervisors and mostly in high-tech sectors (e.g. medical devices and pharmaceuticals) and IT.





## 8. Skilled Trades Occupations

- Skilled trades accounted for 11% of all notified vacancies to DSP/FÁS Jobs Ireland and 5% of vacancies notified to IrishJobs.ie in 2012
- While the number of vacancies for skilled tradespersons through the DSP/FÁS declined (6,100 compared to 7,300 in 2011), the share of vacancies notified to IrishJobs.ie rose by one percentage point year on year
- In terms of sectors, vacancies most often occurred in the following sectors: engineering, IT, hotel and catering, science, pharmaceutical and food
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, unemployed skilled tradespersons were more likely to contact a public employment office (56%) than a private employment agency (31%) when searching for a job.

Figure 8.1 DSP/FÁS Jobs Ireland Vacancies 2012

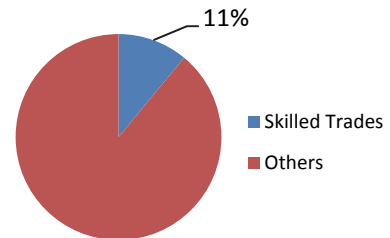
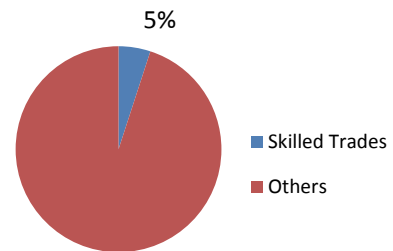


Figure 8.2 IrishJobs.ie Vacancies 2012



### Job Titles:

Vacancies for skilled trades were most frequent for:

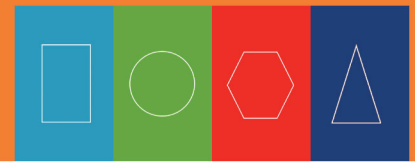
- Chefs (over 40% of DSP/FÁS Jobs Ireland vacancies were for this occupational group)
- Mechanics (NCT testers, HGV, motor)
- Fitters (maintenance, construction plant, mechanical, mobile service)
- Butchers/Deboners
- Welders (stainless steel, Tig<sup>17</sup>, fabricator, pipe fitter, butt fusion<sup>18</sup>)
- Electrical and electronic trades (electricians, engineers (Commissioning & Qualification(C&Q), computerised system validation (CSV), network, IT, security))

### Skills

Vacancies for mechanics stipulated a variety of driving licences required, while electricians and welders were often required to have a B licence.

<sup>17</sup> Tungsten Inert Gas welding

<sup>18</sup> Butt fusion is a type of hot plate welding which is used to make pipe end to end joints

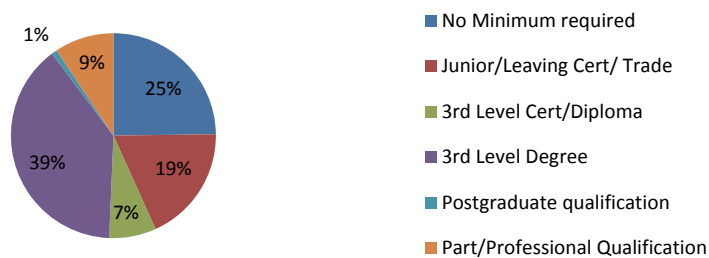


## Education

As vacancies for skilled trades occupations are typically advertised through DSP/FÁS Jobs Ireland, Irishjobs.ie data is unlikely to capture a representative share of vacancies in this occupational group. Nonetheless, as education data is not available for DSP/FÁS Jobs Ireland vacancies, a tentative analysis on the education level required for skilled trades vacancies advertised through Irishjobs.ie is presented in Figure 8.3. As 37% of IrishJobs.ie vacancies did not state a level of education required the data refers to approximately 10% of the overall skilled trades vacancies analysed in this report.

Almost 40% of these vacancies required at least a third level degree, indicating that demand for skilled trade persons may be encroaching on what has been traditionally regarded as technician level work, particularly as the majority of those vacancies which required a third level degree were in the area of engineering.

Figure 8.3 Level of Education Required

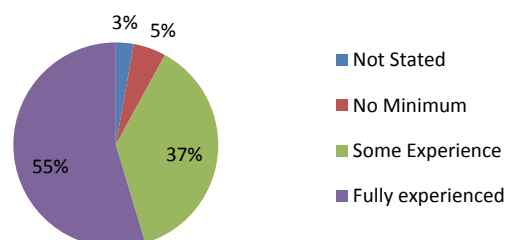


Source: IrishJobs.ie

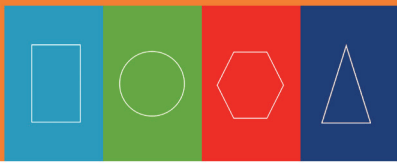
## Experience

As DSP/FÁS Jobs Ireland accounted for approximately 80% of the skilled trades' vacancies examined, the level of experience required is based on the data available from this source. Over half of all vacancies required fully experienced individuals; along with managers this occupation had the highest share of vacancies with a requirement for fully experienced staff.

Figure 8.4 Level of Experience Required



Source: DSP/FÁS Jobs Ireland



## Difficult to Fill Vacancies

While in general there remains an oversupply of skilled tradespersons, the Recruitment Agency Survey in October 2012 reported difficulties in filling certain posts in, namely for:

- Food preparation and hospitality trades (limited to butcher/deboners and chefs), and
- Skilled metal, electrical and electronic trades (limited to welding trades).

## Vacancies filled with non EEA workers

- In 2012 over 150 employment permits were issued for skilled trades occupations; this is a decline of almost 80 on 2011
- The significant decline in the number of employment permits issued for skilled trades occupations was 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; a further fifth were in agriculture and fisheries
- Chefs accounted for over 60% of permits issued for this occupational group in 2012; while the share increased the overall number of permits issued for chefs declined slightly since 2011
- Occupations include:
  - Chefs
  - Butchers.

Figure 8.5 Employment Permits 2012

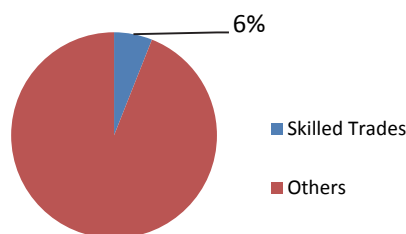
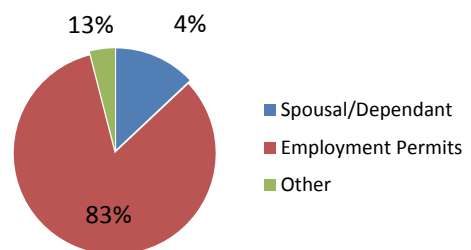


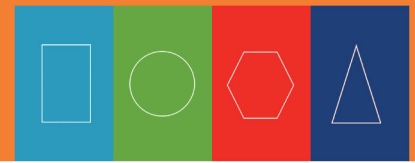
Figure 8.6 Employment Permits by Type 2012



Source: DJEI

## Job Announcements

There were a number of job creation announcements for the skilled trades in construction. Almost all the posts were temporary positions and associated with the new building or expansion of manufacturing facilities in sectors such as pharmaceuticals, food/beverages and retail. Other skilled trades include butchers/fish mongers for job creation announcements in the food processing field and a small number of chefs and cooks for a limited number of new restaurants.



## 9. Caring, Leisure and Other Services Occupations

- Vacancies for caring, leisure and other services occupations were most likely to be notified through DSP/FÁS Jobs Ireland, accounting for 16% of all DSP/FÁS Jobs Ireland vacancies
- A 35% drop in the number of caring, leisure and other services vacancies occurred between 2011 and 2012 for DSP/FÁS Jobs Ireland
- 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 2012, 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/FÁS Jobs Ireland Vacancies 2012

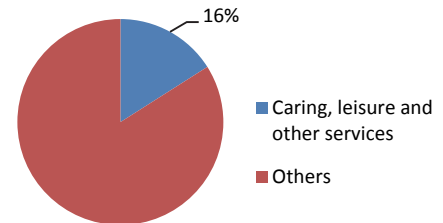
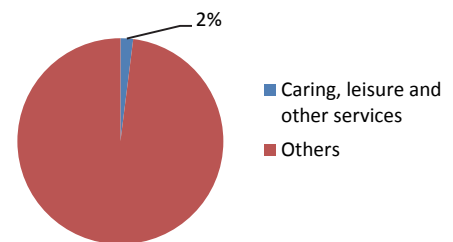


Figure 9.2 IrishJobs.ie Vacancies 2012



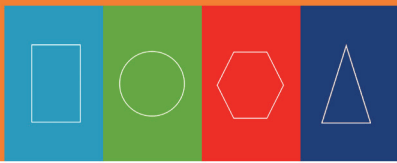
### Job Titles:

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

- Care workers and home carers (accounting for over 55% of DSP/FÁS Jobs Ireland vacancies for this occupational group and almost 10% of total DSP/FÁS Jobs Ireland vacancies); three quarters of these vacancies were for part time positions
- Healthcare assistants
- Barbers/hairdressers
- Childcare workers
- Beautician/nail technician/spa therapists
- Housekeepers/accommodation assistants.

### Education

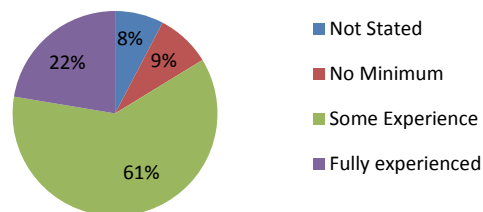
There is insufficient data available through IrishJobs.ie vacancies to provide a meaningful analysis of the levels of education required for this occupational group.



## Experience

Vacancies advertised for caring occupations through DSP/FÁS Jobs Ireland accounted for 95% of the overall vacancies analysed for this occupational group and is therefore used to examine the level of experience required. Almost two thirds of vacancies advertised by DSP/FÁS Jobs Ireland for caring occupations required some experience with a further 22% requiring candidates to be fully experienced.

Figure 9.3 Level of Education Required



Source: DSP/FÁS Jobs Ireland

## Difficult to Fill Vacancies

Difficult to fill mentions in the Recruitment Agency Survey in October 2012 were limited to caring workers mostly in the area of older persons' care (health care assistants/home carers).

## Vacancies filled with non EEA workers

- In 2012 130 employment permits were issued for caring, leisure and other services occupations; this is a decline of approximately 60% on 2011
- 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 over two thirds 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 2012
- Permits were most often issued to persons from India and the Philippines
- Occupations include:
  - Care assistants
  - Childcare workers.

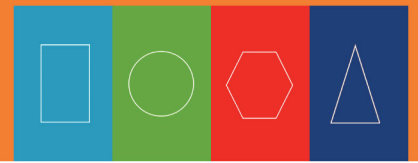


Figure 9.5 Employment Permits 2012

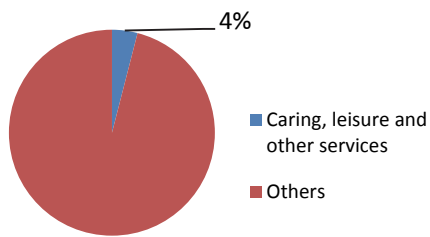
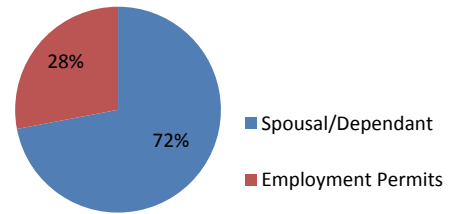


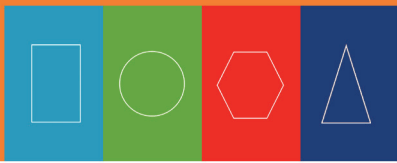
Figure 9.6 Employment Permits by Type 2012



Source: DJEI

### Job Announcements

There were few job creation announcements for caring, leisure and other services occupations, with the exception of home carers and care assistant positions for appropriately qualified personnel (FETAC level 5 or equivalent).



## 10. Sales and Customer Services Occupations

- Sales and customer service vacancies notified through DSP/FÁS Jobs Ireland accounted for 12% of all DSP/FÁS Jobs Ireland vacancies
- While IrishJobs.ie vacancy levels experienced no change for this occupational group since 2011, a 10% increase occurred for DSP/FÁS Jobs Ireland
- 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/FÁS Jobs Ireland and Irishjobs.ie, the Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, unemployed sales and customer service persons were far more likely to contact a public employment office (51%) than a private employment agency (31%) when searching for a job.

Figure 10.1 DSP/FÁS Jobs Ireland Vacancies 2012

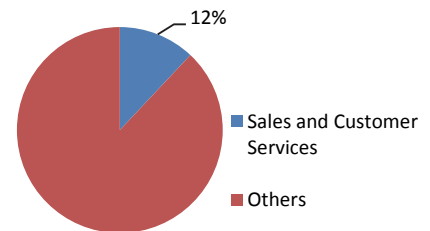
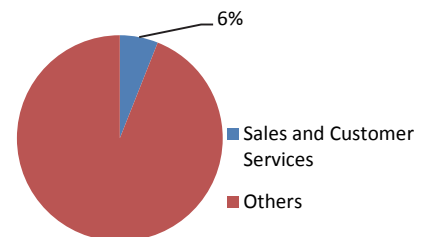


Figure 10.2 IrishJobs.ie Vacancies 2012



### Job Titles:

Vacancies for sales and customer service occupations were most frequent for:

- Field sales agents (5% of total vacancies for DSP/FÁS Jobs Ireland)
- Sales and retail assistants (e.g. in bookmakers, deli, fashion, pharmacies, off licences); over half of these positions were part-time
- Customer services occupations (primarily multilingual contact centre agents).

### Education

It should be borne in mind that when the vacancies which did not state a level of education<sup>19</sup> are excluded, the IrishJobs.ie data in Figure 10.3 refers to 10% of the overall sales vacancies examined in this report. Of the vacancies which did state a level of education, 43% required no minimum levels with 30% requiring a third level qualification.

<sup>19</sup> 50% of vacancies for sales/customer service occupations stated a level of education required.

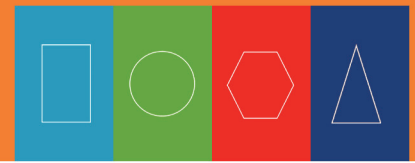
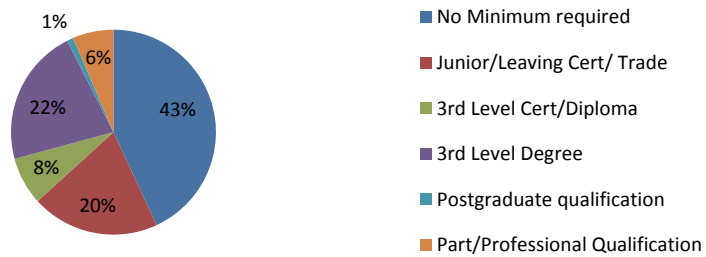


Figure 10.3 Level of Education Required

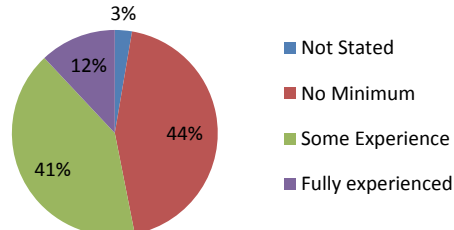


Source: IrishJobs.ie

## Experience

DSP/FÁS Jobs Ireland had by far the highest share of vacancies for sales positions. Of these vacancies, 44% required no minimum experience, the highest level for all occupational groups. A further 41% required some level of experience while this occupational group had the lowest share of positions requiring fully experienced persons at 12%.

Figure 10.4 Level of Experience Required



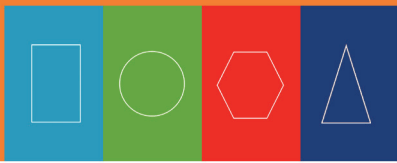
Source: DSP/FÁS Jobs Ireland

## Difficult to Fill Vacancies

There were a number of roles in sales and customer services which were considered difficult to fill in the Recruitment Agency Survey in October 2012, namely:

- Sales related occupations:
  - sales and marketing skills that are integrated with IT (e.g. online digital marketing, sales roles within the online gambling industry)
  - telesales with languages - e.g. multilingual sales combining some aspects of IT technical support
- Customer service occupations: multilingual or native language speakers in contact centre occupations, often with some IT skills - e.g. German with IT; customer care and sales roles with languages namely Nordic, French, Italian and Spanish.

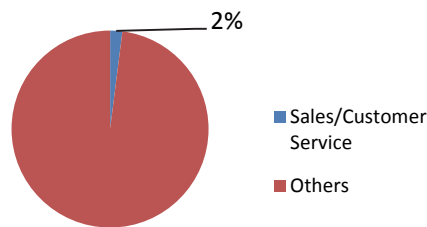




## Vacancies filled with non EEA workers

- In 2012 50 new employment permits were issued for sales and customer service occupations; this is a decline of approximately 50% on 2011
- This decline is primarily due to a drop in the number of spousal/dependant permits issued due to changes in the eligibility process for this category of permit<sup>20</sup>
- Almost a half of all permits issued for this occupational group were for persons from Romania/Bulgaria
- Occupations cited include sales assistants and deli assistants.

Figure 10.5 Employment Permits 2012



Source: DJEI

## Job Announcements

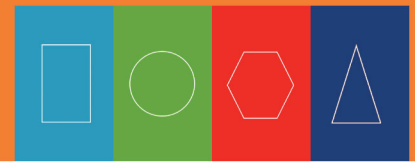
Sales and customer service occupations were the second most frequently mentioned category of job creation announcements, after professional occupations. Job creation announcements for sales and customer occupations were mainly for:

- sales assistants in various retail outlets
- telesales (with software, social media and other IT skills)
- contact centre occupations (e.g. insurance, television services, other sales and customer service support functions on behalf of other organisations in, for example, the travel industry, IT security, and electronic payments).

While the number of job announcements for customer service occupations in contact centres was small, many of the individual announcements were for a significant number of jobs (100+).

Job creation for sales and customer service occupations are confirmed by projects announced by IDA client companies in 2012, chiefly in the IT and high-tech manufacturing sectors. The roles are predominantly for customer support occupations and, to a lesser extent, sales and marketing roles (including multilingual sales).

<sup>20</sup> 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.



## 11. Operatives

- Notifications for operative positions accounted for 6% of all notified vacancies to DSP/FÁS Jobs Ireland and 4% of vacancies notified to IrishJobs.ie in 2012
- While the number of vacancies for operatives through DSP/FÁS Jobs Ireland have declined slightly since 2011, vacancies notified to IrishJobs.ie have risen
- In terms of sectors, vacancies most often occurred in the IT and science, pharmaceutical and food sectors
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, unemployed operatives were more likely to contact a public employment office (58%) than a private employment agency (28%) when searching for a job.

Figure 11.1 DSP/FÁS Jobs Ireland Vacancies 2012

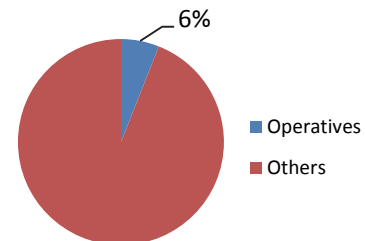
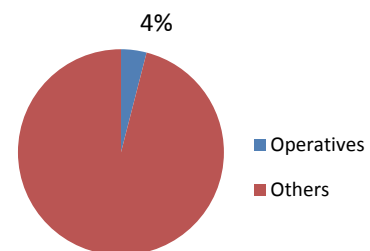


Figure 11.2 IrishJobs.ie Vacancies 2012



### Job Titles:

Vacancies for operatives were most frequent for:

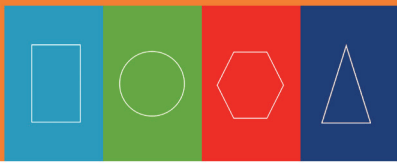
- Large goods vehicle drivers
- Process operatives (e.g. in meat industry, manufacturing, electrical, waste sorting)
- Delivery drivers
- Mobile machine drivers
- Fork-lift truck drivers (e.g. for Reach, Counterbalance, Power Pallet trucks)
- Bus and coach drivers.

### Skills

An E/C driving licence was required for large goods vehicle drivers, while bus and coach drivers required a D licence. Forklift drivers were required to have a valid fork-lift licence.

### Education

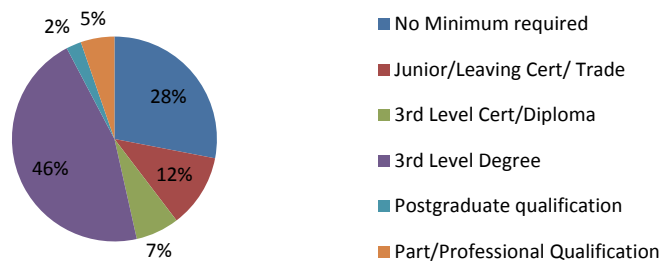
The education level required for operative positions is detailed in Figure 11.3. It should be noted, however, that when those vacancies which did not state a level of education (43% of IrishJobs.ie



operative vacancies) are excluded, the data described in Figure 11.3 refers to only 14% of the overall number of operative vacancies analysed.

The high proportion of third level degree requirements (46%) relates primarily to coding issues (as detailed in Section 2) where engineers have been erroneously coded as operatives rather than technicians.

Figure 11.3 Level of Education Required

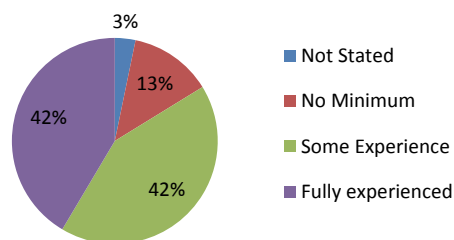


Source: IrishJobs.ie

## Experience

Experience was required for the majority of vacancies advertised through DSP/FÁS Jobs Ireland for positions as operatives with 42% requiring some experience and a further 42% requiring candidates to be fully experienced.

Figure 11.4 Level of Experience Required

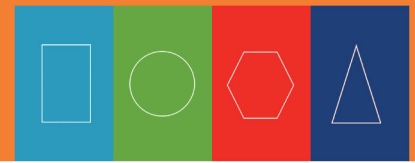


Source: DSP/FÁS Jobs Ireland

## Difficult to Fill Vacancies

Difficult to fill mentions in the Recruitment Agency Survey in October 2012 were limited to the following:

- process operatives (in biopharmaceuticals and the food industry)

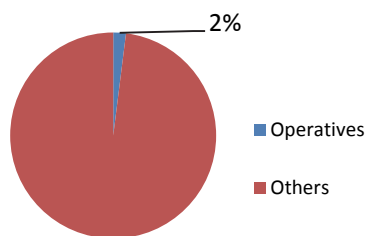


- transport and mobile machine drivers and operatives (fork lift drivers with very narrow aisle (VNA) skills and heavy goods vehicle (HGV) drivers)

### Vacancies filled with non EEA workers

- Operatives accounted for only a 2% share in the employment permits issued in 2012 with the number of permits halving since 2011
- Transport and the services sectors combined accounted for over a half of the permits issued for this occupational group
- Occupations include:
  - HGV driver
  - Operatives.

Figure 11.5 Employment Permits 2012

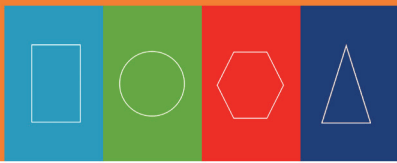


Source: DJEI

### Job Announcements

Job creation announcements for operative occupations were few in number and chiefly for process operative roles in manufacturing (mainly pharmaceuticals, food processing, medical devices and to a lesser extent energy sectors) and a limited number of delivery van drivers.

Job creation for operative occupations is confirmed by projects announced by IDA client companies in 2012, especially for manufacturing and production operatives in industry (e.g. pharmaceuticals).



## 12. Elementary Occupations

- Vacancies for elementary occupations are primarily notified through DSP/FÁS Jobs Ireland (approx. 11,000 vacancies notified in 2012) with only a small number (and a small share of total vacancies) advertised with IrishJobs.ie
- The number of vacancies notified to DSP/FÁS Jobs Ireland have seen a slight increase on 2011
- The Job Search analysis of the CSO's QNHS data indicates that in the first quarter of 2012, persons previously employed in elementary occupations were more likely to contact a public employment office (59%, the highest share of all occupational groups) than a private employment agency (29%) when searching for a job.

Figure 12.1 DSP/FÁS Jobs Ireland Vacancies 2012

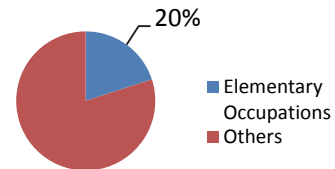
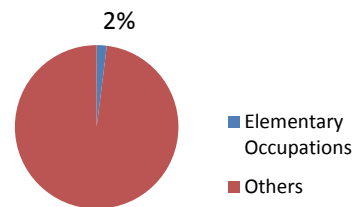


Figure 12.2 IrishJobs.ie Vacancies 2012



### Job Titles:

Vacancies for operatives were most frequent for:

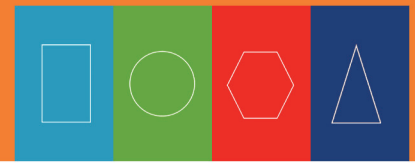
- Kitchen and catering assistants; approximately half of these vacancies are for part time positions
- Security guards (in retail, car parks etc.)
- Cleaners (two thirds of vacancies were for part time positions)
- Waiters and waitresses.

### Skills

A Private Security Authority (PSA) licence was required for the majority of positions for security guards.

### Education

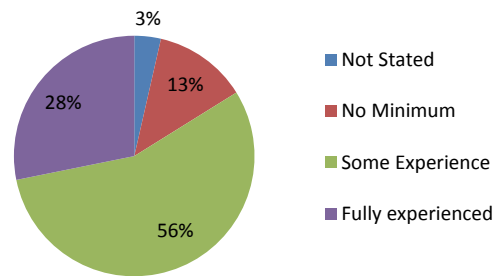
An analysis of levels of education is excluded from this section as an insufficient number of vacancies were advertised through IrishJobs.ie to capture a representative share of vacancies in this occupational group.



## Experience

DSP/FÁS Jobs Ireland had by far the highest share of vacancies for elementary positions in 2012. Of these vacancies, 13% required no minimum experience, while 84% required some or fully experienced candidates.

Figure 12.4 Level of Experience Required



Source: DSP/FÁS Jobs Ireland

## Difficult to Fill Vacancies

No elementary positions appeared as difficult to fill in the October 2012 Recruitment Agency Survey.

## Vacancies filled with non EEA workers

- Elementary occupations accounted for a 5% share in the employment permits issued in 2012; this represents a three percentage point decline on 2011
- Employment permits for this occupational group were primarily in services and catering
- Although the number of permits issued to spousal/dependants has shown a marked decline on 2011, they still represent two fifths of all new permits issued for this occupational group
- Over a half of new permits issued were for persons from Romania/Bulgaria
- Occupations include:
  - Cleaners
  - Kitchen and catering assistants
  - Waiters.

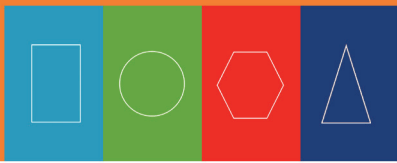


Figure 12.5 Employment Permits 2012

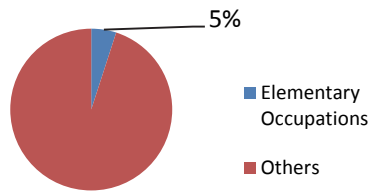
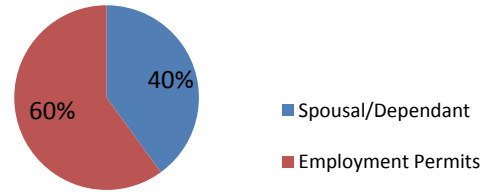


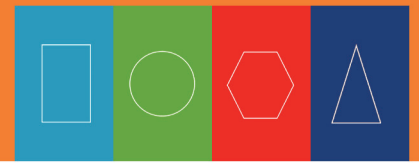
Figure 12.6 Employment Permits by Type 2012



Source: DJEI

### Job Announcements

There were a small number of job creation announcements for elementary occupations including counter hands, waiting staff and cinema ushers and some security personnel.

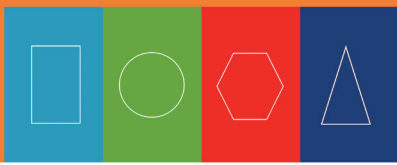


## 13. Policy Implications

The policy implications derived from this report remain unchanged since the previous report.

- Education and training
  - The analysis of the vacancy data points to the effects of globalisation on the Irish labour market and the importance of foreign languages as an integral part of the skills portfolio of candidates across a range of occupational groups
  - The analysis of the vacancy data points to the importance of incorporating work experience of a significant duration into the education and training process to improve employment prospects for new graduates 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 should be used for career guidance purposes to assist in education and training choices of students and the unemployed
  - The analysis suggests that many vacancies are occurring due to turnover and/or replacement; labour market activation measures, such as JobBridge, should therefore focus on areas where positions are difficult to fill or where there are signs of expansion demand
- Immigration
  - While the number of new employment permits issued has been in decline in recent years (in part due to policy changes in relation to spousal permits and the removal of barriers for Romanian and Bulgarian nationals), the demand for some skills will need to be met by candidates from non-EEA countries, at least in the short-term, despite the high unemployment level in Ireland.

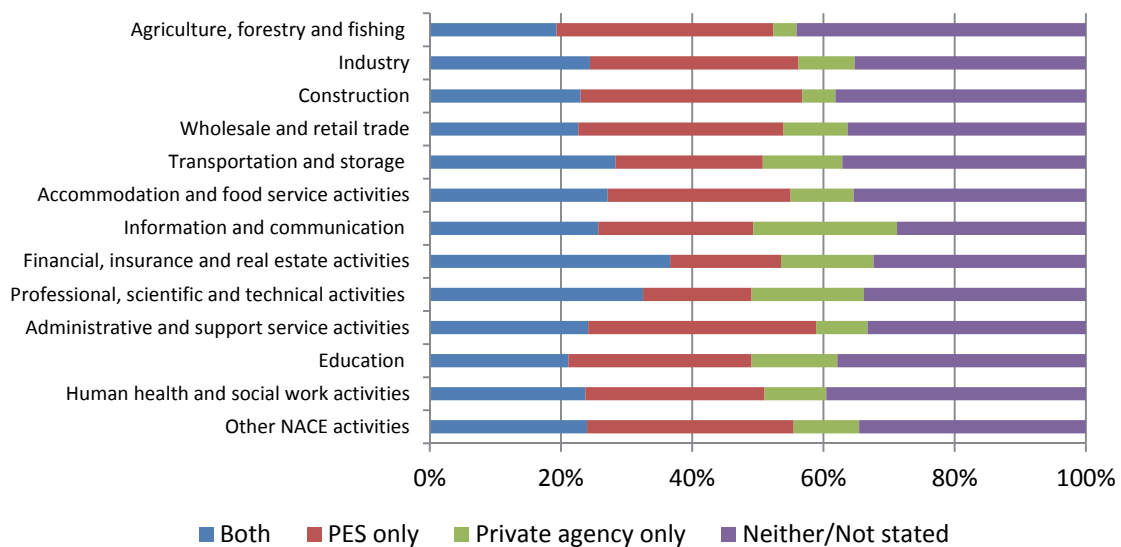




## Appendix A Job Search Analysis

Those previously employed in the traditionally lower skilled sectors of administration, construction, agriculture and industry had the highest rate of contacting only public employment offices while previous employees of professional activities were more likely to contact a private employment agency than a public employment office (Figure A1). Those from IT and financial activities backgrounds had the highest rate of using either source when searching for a job with rates of 71% and 68% respectively.

Figure A1: Job Search by Broad Sector<sup>21</sup> of Previous Employment, Q1 2012



Source: SLMRU Analysis of CSO QNHS data

The likelihood of contacting either a public or private employment office in search of employment was at its highest when the person was unemployed for a duration of 7 to 12 months (Figure A2). The rate of those contacting a public employment office after this time remained strong but declined for private employment agencies. In all time periods, over 30% of unemployed persons did not contact either a public or private employment agency.

<sup>21</sup> Data for those previously employed in public administration and defence has been excluded as the numbers are very small and therefore inferences cannot be made.

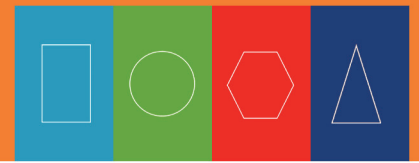
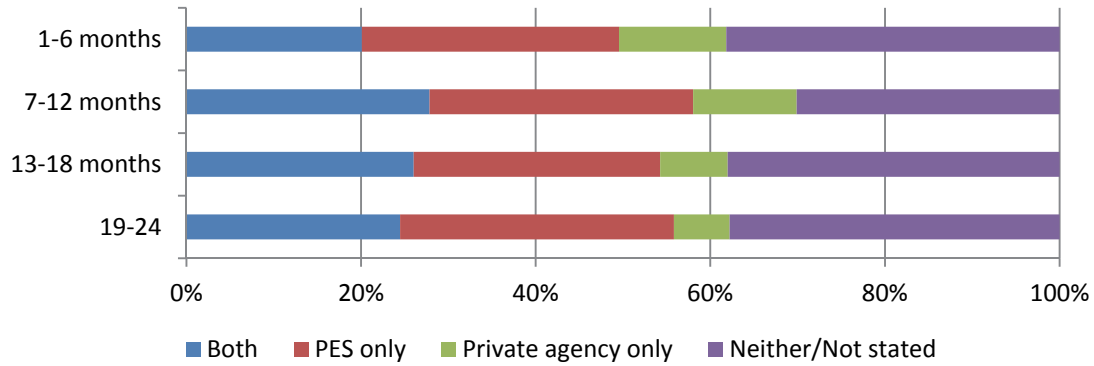


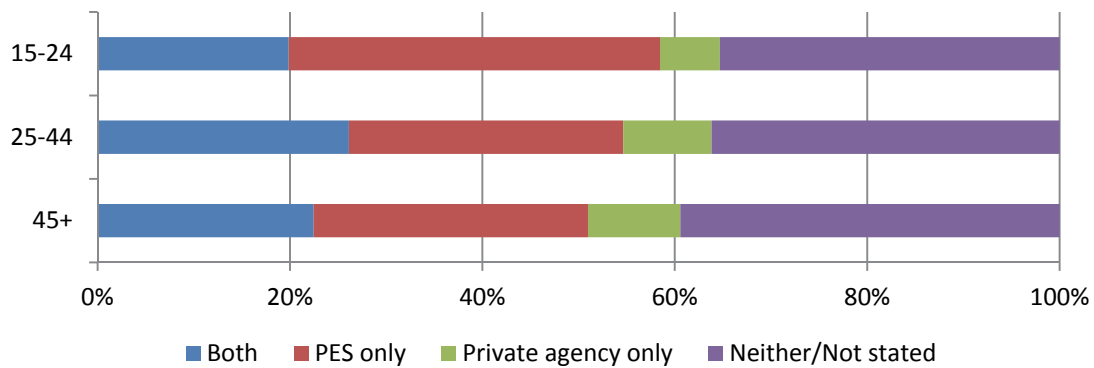
Figure A2: Job Search by Duration of Unemployment, q1 2012



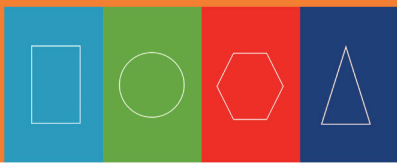
Source: SLMRU Analysis of CSO QNHS data

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 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 almost 40%.

Figure A3: Job Search by Age, q1 2012



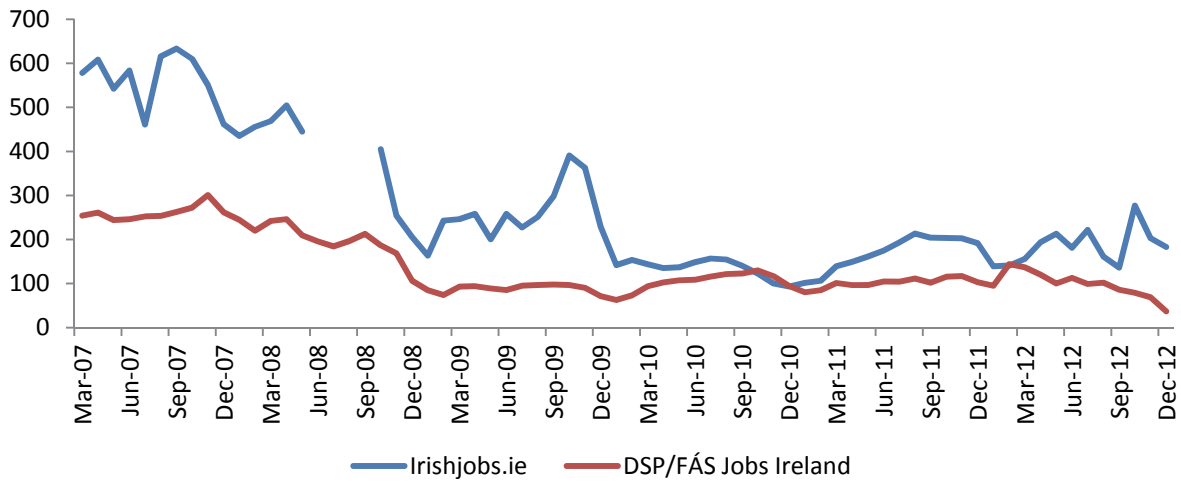
Source: SLMRU Analysis of CSO QNHS data



## Appendix B Vacancy Trends by Occupation

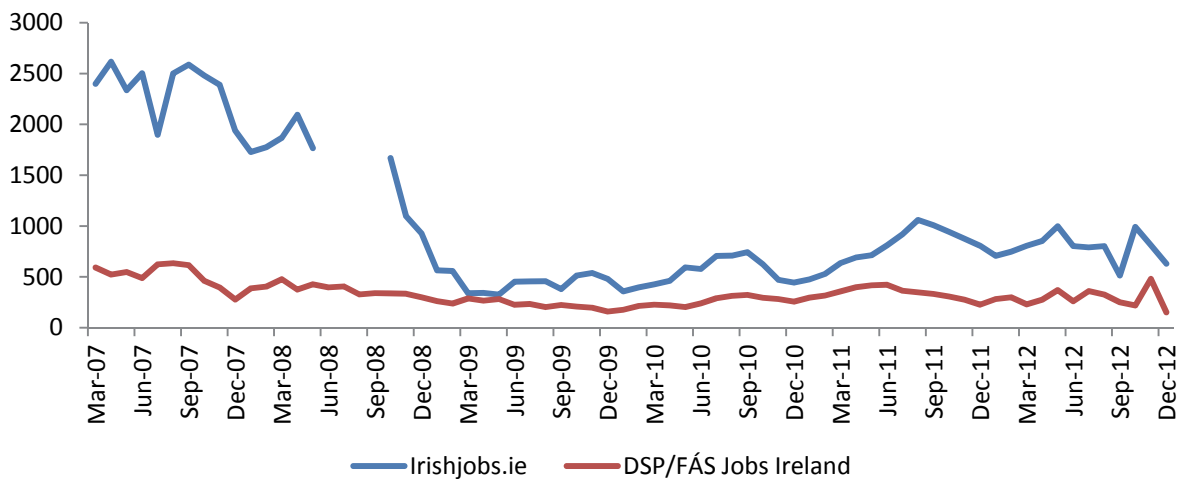
Note: A break occurred in the IrishJobs.ie data between June 2008 and July 2008 and it is therefore excluded from the trend analysis reported in the graphs below

Figure B1 New Notified Job Vacancies for Managers (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

Figure B2 New Notified Job Vacancies for Professionals (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

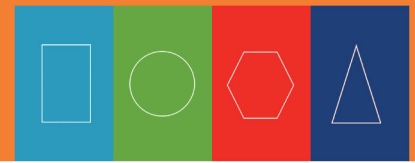
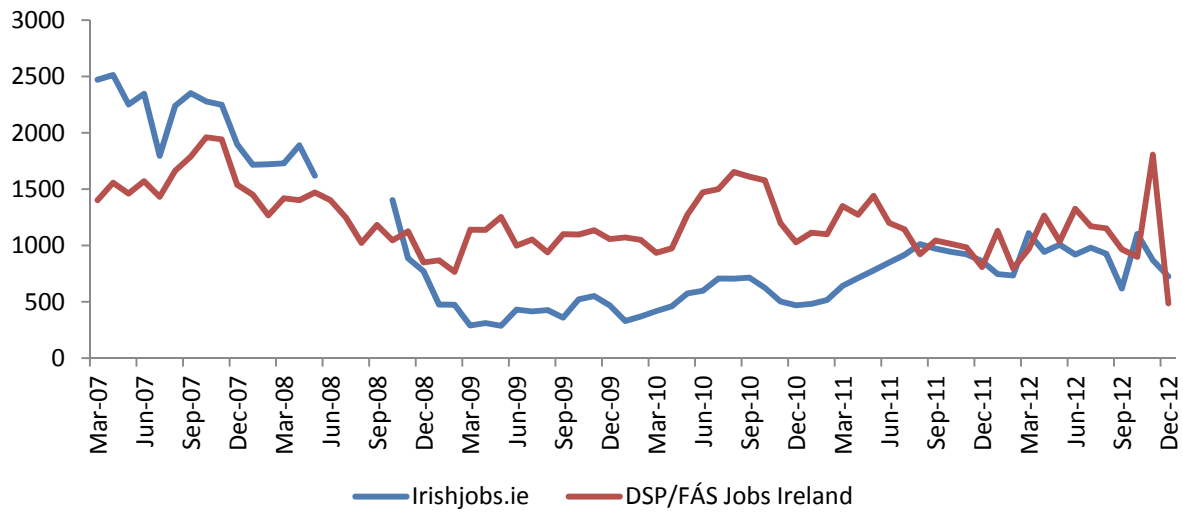
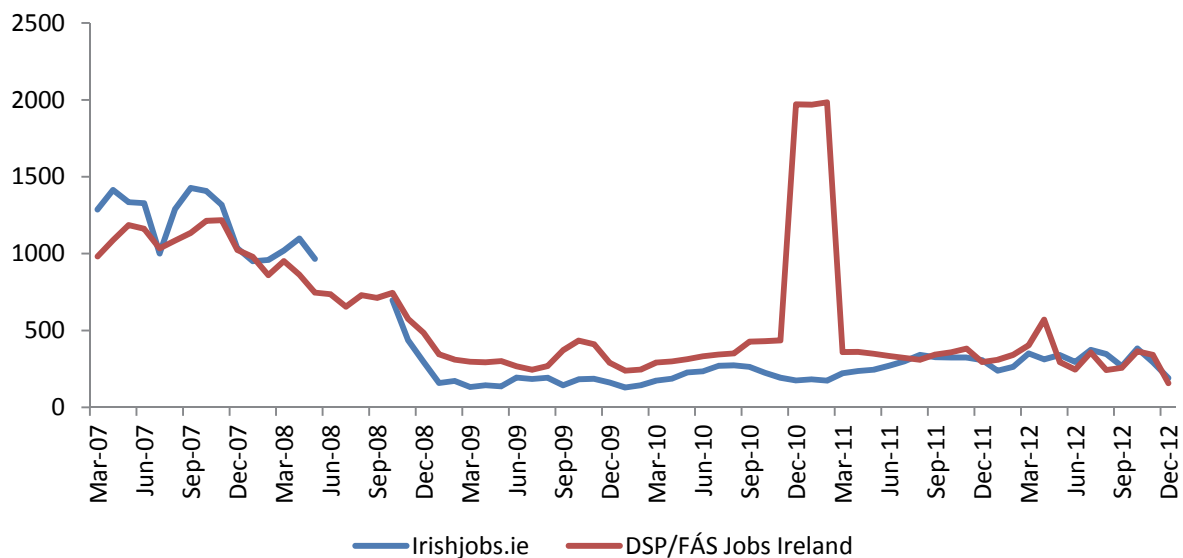


Figure B3 New Notified Job Vacancies for Associate Professionals (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

Figure B4 New Notified Job Vacancies for Administrative Occupations (three-month moving average)



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

Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

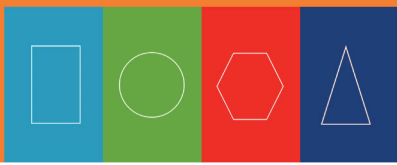
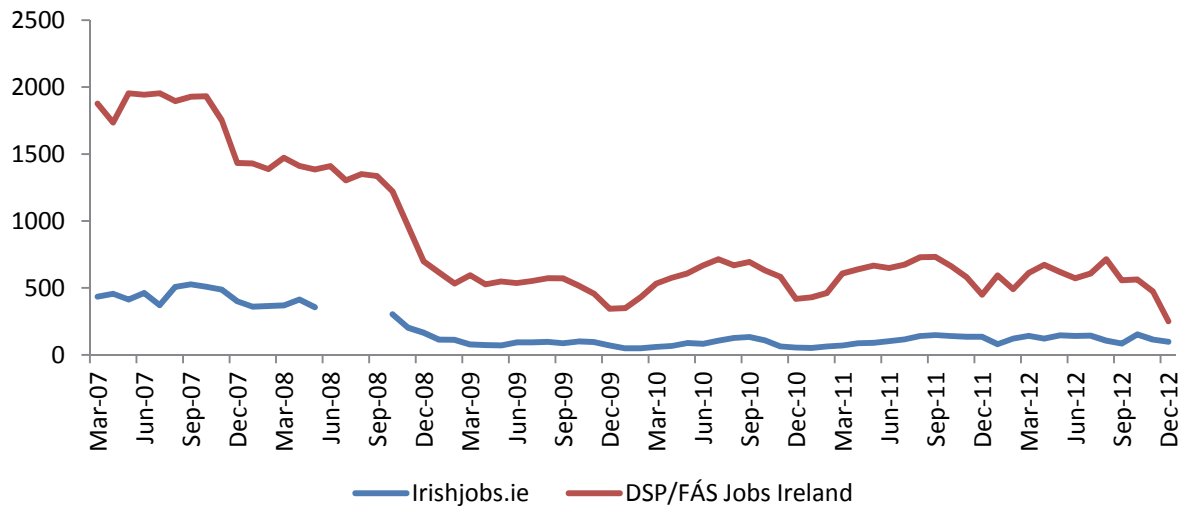
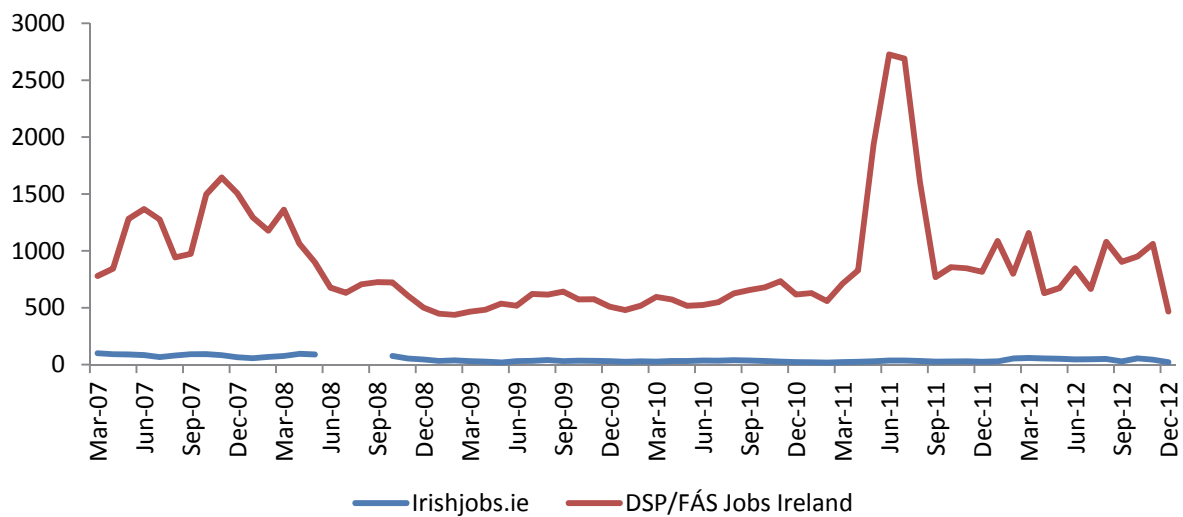


Figure B5 New Notified Job Vacancies for Skilled Tradespersons (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

Figure B6 New Notified Job Vacancies for Personal Services Occupations (three-month moving average)



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 the caring activities

Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

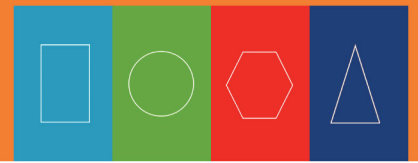
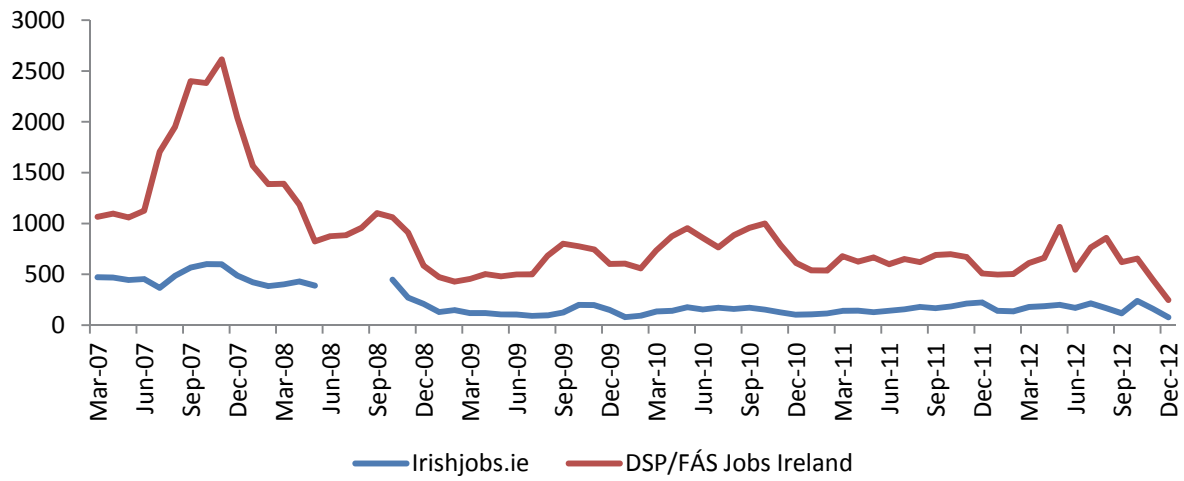
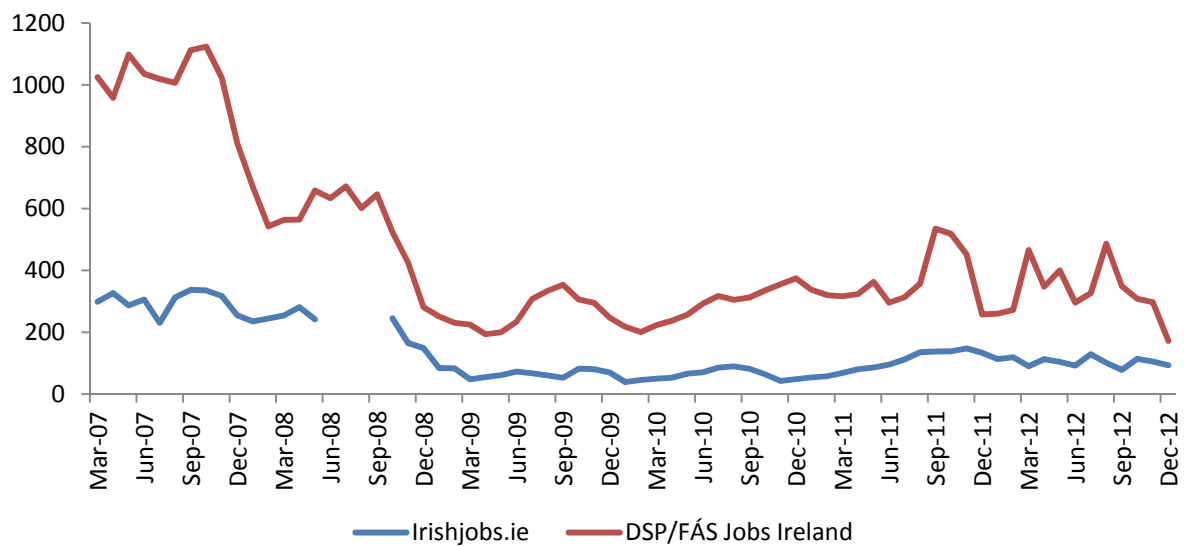


Figure B7 New Notified Job Vacancies for Salespersons (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

Figure B8 New Notified Job Vacancies for Operatives (three-month moving average)



Source: IrishJobs.ie and DSP/FÁS Jobs Ireland

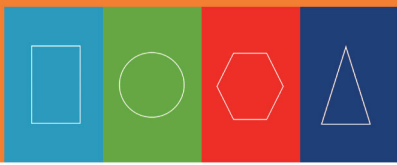
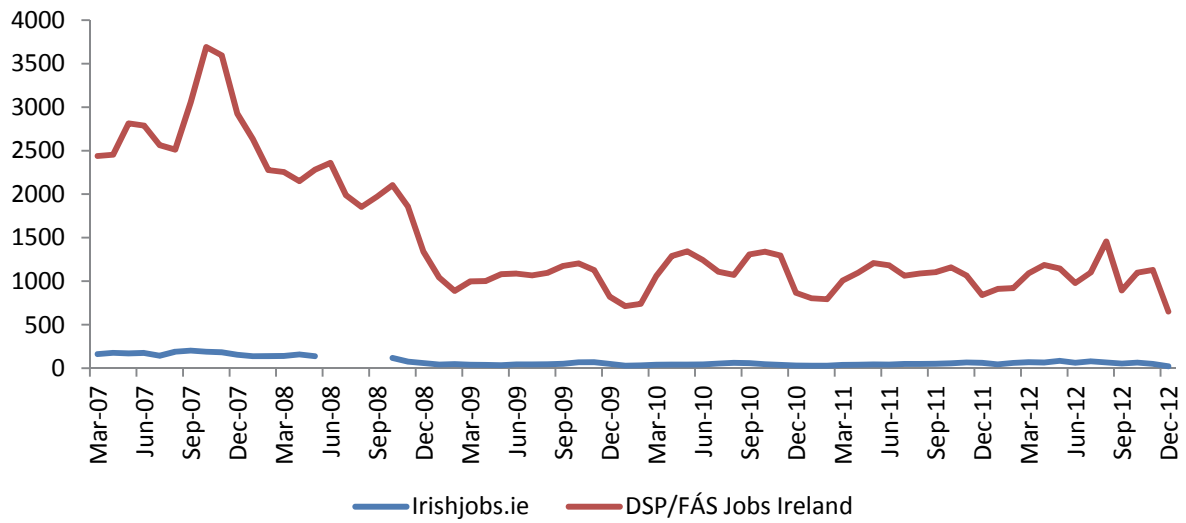
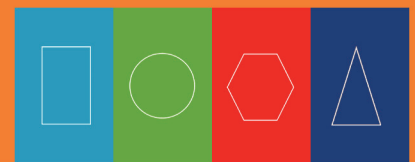


Figure B9 New Notified Job Vacancies for Elementary Occupations (three-month moving average)



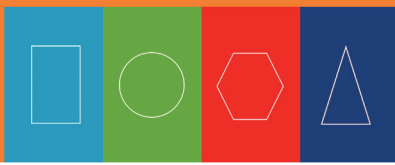
Source: IrishJobs.ie and DSP/FÁS Jobs Ireland



## Members of the Expert Group on Future Skills Needs

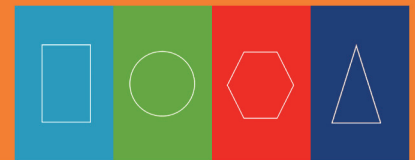
Una Halligan	Chairperson
Marie Bourke	Head of Secretariat and Department Manager, Education, Skills and Labour Market Policy, Forfás
Inez Bailey	Director, National Adult Literacy Agency
Peter Baldwin	Assistant Secretary, Department of Education and Skills
Ray Bowe	IDA Ireland
Liz Carroll	Training and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



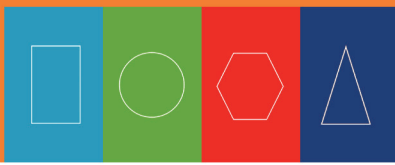


## Publications by the Expert Group on Future Skills Needs

Report	Date of Publication
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 ( <i>Forfás report based on EGFSN identified future skills needs</i> )	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
Future Skills Requirements of the Food and Beverage Sector	November 2009
Skills in Creativity, Design and Innovation	November 2009
Monitoring Ireland's Skill Supply – Trends in Education and Training Outputs 2009	November 2009
National Skills Bulletin 2009	July 2009
A Quantitative Tool for Workforce Planning in Healthcare: Example Simulations	June 2009
EGFSN Statement of Activity 2008	June 2009
A Review of the Employment and Skills Needs of the Construction Industry in Ireland	December 2008
Statement on Raising National Mathematical Achievement	December 2008



National Skills Bulletin 2008	November 2008
All-Island Skills Study	October 2008
Monitoring Ireland's Skills Supply: Trends in Education/Training Outputs 2008	July 2008
The Expert Group on Future Skills Needs Statement of Activity 2007	June 2008
Future Requirement for High-Level ICT Skills in the ICT Sector	June 2008
Future Skills Needs of the Irish Medical Devices Sector	February 2008
Survey of Selected Multi-National Employers' Perceptions of Certain Graduates from Irish Higher Education	December 2007
The Future Skills and Research Needs of the International Financial Services Industry	December 2007
National Skills Bulletin 2007	November 2007
Monitoring Ireland's Skills Supply: Trends in Educational/Training Outputs	June 2007
Tomorrow's Skills: Towards a National Skills Strategy	March 2007
National Skills Bulletin 2006	December 2006
Future Skills Requirements of the International Digital Media Industry: Implications for Ireland	July 2006
Careers and Labour Market Information in Ireland	July 2006
Skills at Regional Level in Ireland	May 2006
SME Management Development in Ireland	May 2006
Monitoring Ireland's Skills Supply: Trends in Educational/Training Outputs	January 2006
Data Analysis of In-Employment Education and Training in Ireland	December 2005
National Skills Bulletin 2005	October 2005
Skills Needs in the Irish Economy: The Role of Migration	October 2005
Languages and Enterprise	May 2005
Skills Requirements of the Digital Content Industry in Ireland Phase I	February 2005
Innovate Market Sell	November 2004
The Supply and Demand for Researchers and Research Personnel	September 2004
Literature Review on Aspects of Training of those at Work in Ireland	June 2004
Financial Skills Monitoring Report	November 2003
Responding to Ireland's Growing Skills Needs - The Fourth Report of the Expert Group on Future Skills Needs	October 2003
The Demand and Supply of Skills in the Biotechnology Sector	September 2003
Skills Monitoring Report - Construction Industry 2003/10	July 2003



Benchmarking Education and Training for Economic Development in Ireland	July 2003
The Demand and Supply of Engineers and Engineering Technicians	June 2003
The Demand and Supply of Skills in the Food Processing Sector	April 2003
National Survey of Vacancies in the Private Non-Agricultural Sector 2001/2002	March 2003
National Survey of Vacancies in the Public Sector 2001/2002	March 2003
The Irish Labour Market: Prospects for 2002 and Beyond	January 2002
Labour Participation Rates of the over 55s in Ireland	December 2001
The Third Report of the Expert Group on Future Skills Needs - Responding to Ireland's Growing Skills Needs	August 2001
Benchmarking Mechanisms and Strategies to Attract Researchers to Ireland	July 2001
Report on E-Business Skills	August 2000
Report on In-Company Training	August 2000
The Second Report of the Expert Group on Future Skills Needs - Responding to Ireland's Growing Skills Needs	March 2000
Business Education and Training Partnership 2 <sup>nd</sup> Forum, Dublin	March 2000
Business Education and Training Partnership Report on the Inaugural Forum, Royal Hospital Kilmainham	March 1999
The First Report of the Expert Group on Future Skills Needs - Responding to Ireland's Growing Skills Needs	December 1998

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