

# The Pulse – Employment Insight

Brought to you by Working Links

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## What is The Pulse?

It's an insight into job trends in the UK by employment and skills experts Working Links, combining Office for National Statistics (ONS) figures with evidence from the front line in today's welfare to work industry – giving an overall view of today's and tomorrow's employment market.

## Who we are

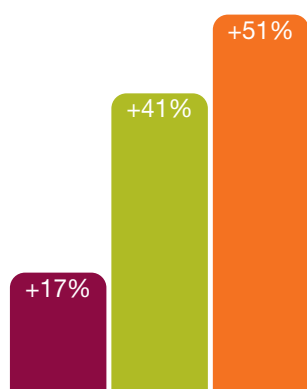
We run more than 100 government contracts helping people on their journey to a brighter future – whether that's through finding them work or updating their skills. We operate in more than 100 locations across Great Britain and have helped more than 160,000 people since our inception in 2000. To find out more, visit [www.workinglinks.co.uk](http://www.workinglinks.co.uk)

## Construction jobs in nationwide increase but experts say care and call centre jobs are key to driving unemployment down.

As the UK unemployment level continues to fluctuate – the figure now stands at 2.43m – down 88,000 on the previous three months – the figures reveal an increase in vacancies in construction. But in contrast to official figures, employment and skills provider Working Links is also finding an increasing number of vacancies in the care, hospitality and call centre industries. Overall, vacancies across Great Britain have risen by 9% since the same period last year.

### On the up (% increase in vacancies year on year - Feb-Apr 2011)

**Top 3 sectors**  
(100 vacancies or more)



Construction

Agriculture

Energy

### Down we go (% decrease in vacancies year on year - Feb-Apr 2011)

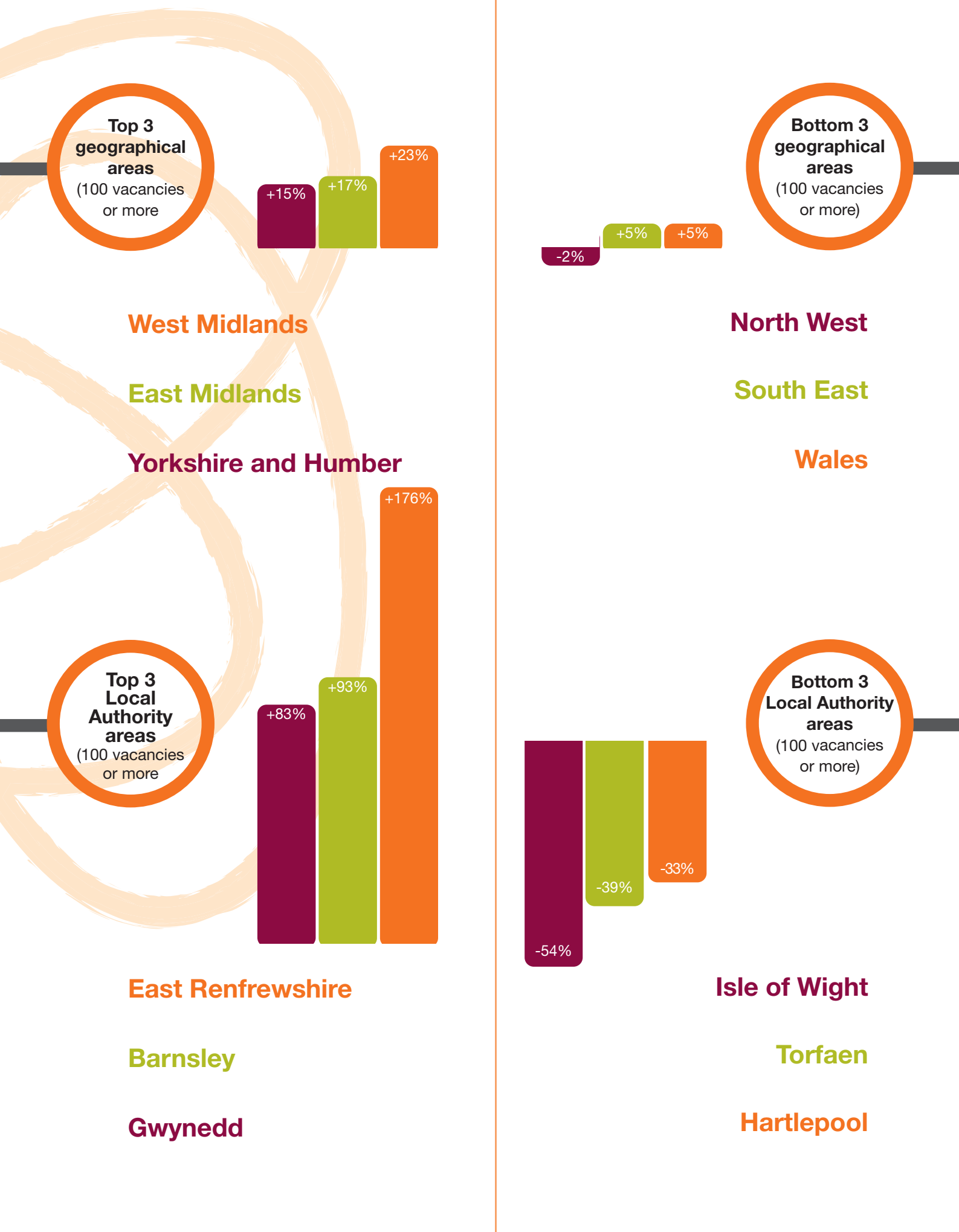


**Bottom 3 sectors**  
(100 vacancies or more)

Health and Social Work

Transport and distribution

Hospitality



### Trends in employer demand and jobseeker profile

Commenting on the current trends, a Working Links spokesperson said: “Each region across Britain is different but despite what the official figures show, we are consistently seeing more jobs in care and call centres than in any other sector.

“On the flip side, we are noticing fewer vacancies in retail and security.

“More often than not, employers are looking at hiring candidates who have soft skills – those who are reliable, flexible and who have a good work ethic – rather than reams of qualifications.

“However, certain industries still require specific skills and qualifications which is where we’re delivering tailored solutions for hundreds of businesses across Britain every month. We work closely with employers to find out exactly what skills are needed in new starters and work with candidates to ensure they can offer these skills, so they are ready to hit the ground running.”