

Labour Market Information

Administration and Office Sector



Sector Overview

Industry
Administration, Business Support and Office-based Services
Local Focus
Walsall and Black Country region
Key Areas
Public sector administration, private business support, finance, reception, customer service, HR and entry-level clerical roles
Current Outlook
Strong demand continues across entry- and mid-level admin roles in both public and private sectors. Digital skills and customer service capabilities are increasingly essential

Key Job Roles and Entry Points

Entry-Level	Mid-Level / Skilled Roles	Advanced / Managerial
Administrator (General Office)	Executive Assistant	Office/Business Manager
Receptionist / Front Desk	HR/Admin Officer	PA to Senior Leader
Customer Service Assistant	Payroll / Finance Clerk	Team Leader (Admin/Support)
Data Entry Clerk	Personal Assistant	HR/Operations Manager
Apprentice (Business Admin)	Recruitment Administrator	Department Coordinator

Qualifications and Training

Role Type	Typical Qualification / Courses
Entry Level	Level 1-2 Business Administration, Digital Skills, Functional English & Maths
Skilled Roles	NVQ Level 3 Business Admin, AAT Foundation (Finance), HR Support L3 Apprenticeship
Management	ILM Level 3/5 Leadership, CIPD HR Qualifications, Higher Apprenticeships in Business Admin

Local Providers in Walsall

- Walsall College
- Nova Training
- Performance Through People

Local Employers in Walsall

Employer	Roles Available	Contact
Opus	All related admin & office roles	ianda@opuspeoplesolutions.co.uk opuspeoplesolutions.co.uk
Kerry Collins	All related admin & office roles	kelly@kerrycollins.co.uk kerrycollins.co.uk
Civil Service	Public Sector	www.civilservicejobs.service.gov.uk

Pathways



Salary and Progression Information

Role	Typical Pay in Walsall
Entry-Level Admin / Reception	£19,000 – £22,000
Customer Service Advisor	£20,000 – £24,000
Finance/Admin Officer	£23,000 – £27,000
Personal Assistant / Team Leader	£28,000 – £35,000
Office/HR Manager	£35,000 – £45,000+

Pay increases with sector (e.g., legal, finance, public sector) and level of responsibility. Flexible and hybrid work is increasingly common.

Current Opportunities and Growth Areas

- Strong demand for business admin apprenticeships and entry-level administrators
- Growth in customer service and contact centre roles, particularly remote/hybrid
- Finance, payroll, and HR support roles in public sector and SMEs
- Digital admin roles including CRM systems, scheduling software, and data handling
- Public services (NHS, council) continue to recruit administration staff for frontline and back-office functions

Tips for Progression

- Build strong digital admin skills (e.g., Microsoft Office, CRM systems)
- Maintain a professional CV tailored to sector expectations
- Use entry-level roles as stepping stones to specialisms (e.g., finance, HR, project support)
- Consider apprenticeships or part-time courses to gain recognised qualifications while working
- Request to take on small projects or admin systems in current roles to boost your experience
- Join a professional body like CIPD or AAT if specialising in HR or finance

Useful Links and Contacts

- [National Careers Service](#)
- [Apprenticeships.gov.uk](https://www.apprenticeships.gov.uk)
- Walsall College Business & Admin Courses: www.walsallcollege.ac.uk
- [Chartered Management Institute \(CMI\)](#)
- [AAT](#) – Accounting Careers

Last updated: June 2025