

# Report Builder

Lightcast Q2 2022 Data Set

March 2023

# Parameters

Select Timeframe: Mar 2021 - Feb 2023

:

## Description

Summary

Advertised Salary

Advertised Wage Trend

Regions

Skills

Certifications

Companies

## Description

Occupations

Job Titles

Industries

Posting Sources

Skill Subcategories

Trends

Timeseries

## Regions:

Code	Description
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E06000007	Warrington
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E06000049	Cheshire East
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Code	Description
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E06000050	Cheshire West and Chester
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## Lightcast Occupations:

Results should include

Code	Description
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5	Customer and Client Support
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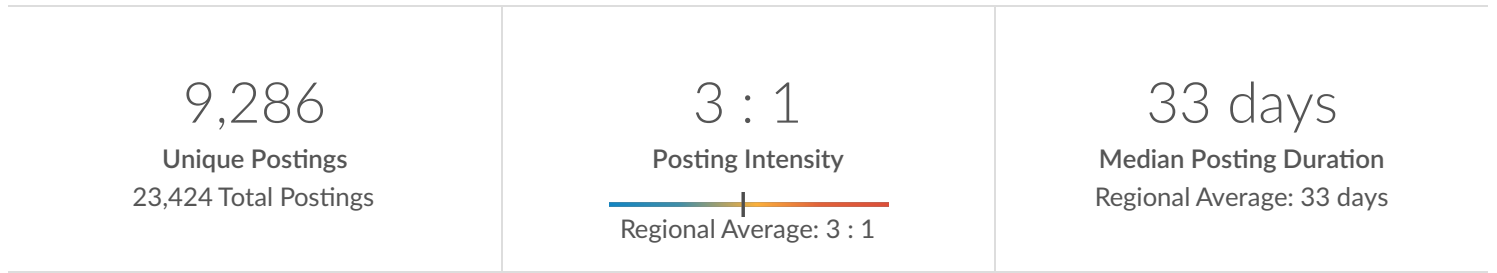
Minimum Experience Required: Any

Education Level: Any

Keyword Search:

Posting Type: Active Postings

## Job Postings Summary



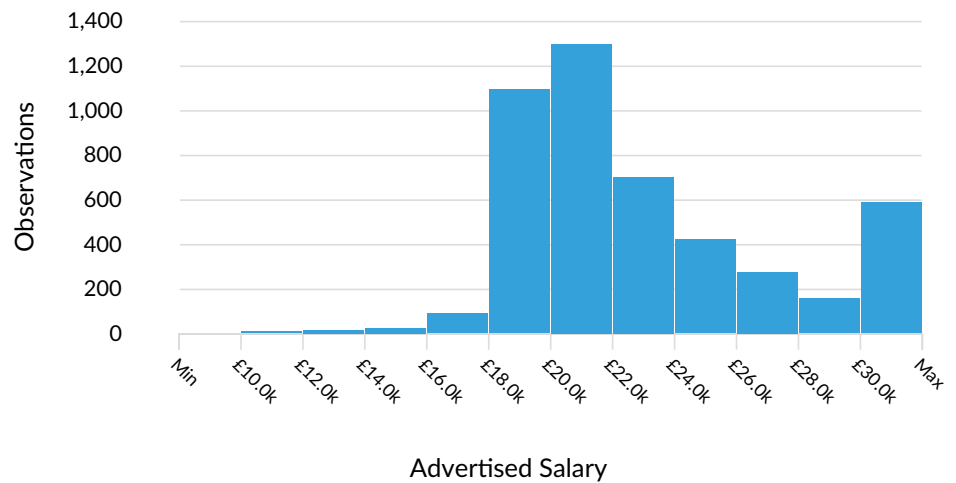
There were 23,424 total job postings for your selection from March 2021 to February 2023, of which 9,286 were unique. These numbers give us a Posting Intensity of 3-to-1, meaning that for every 3 postings there is 1 unique job posting.

This is close to the Posting Intensity for all other occupations and companies in the region (3-to-1), indicating that they are putting average effort toward hiring for this position.

## Advertised Salary

There are 4,659 advertised salary observations (50% of the 9,286 matching postings).

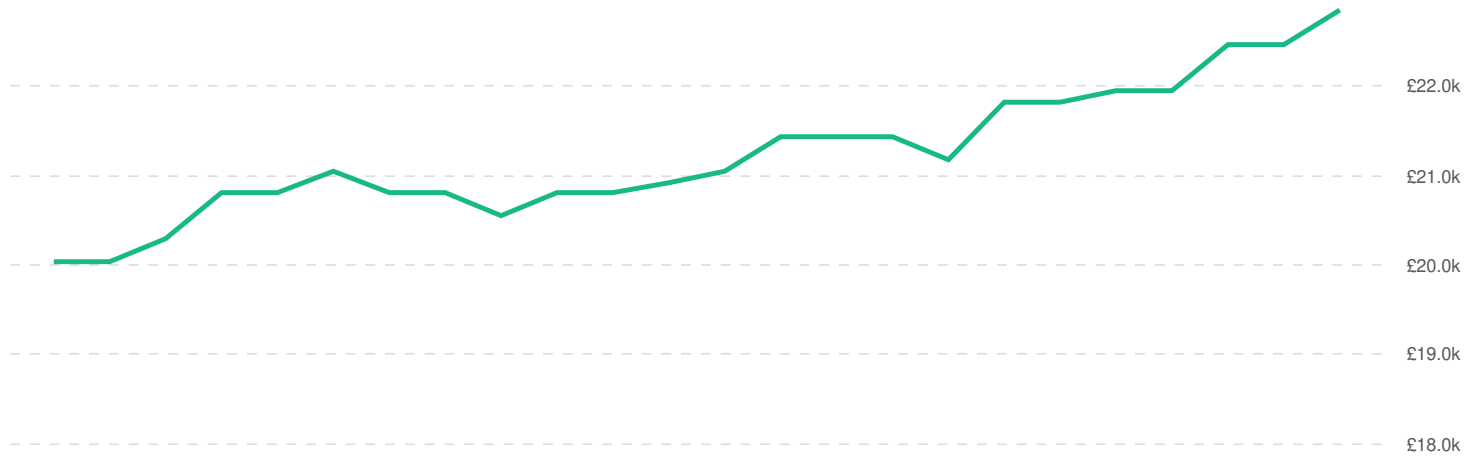
£21.4k  
Median Advertised Salary



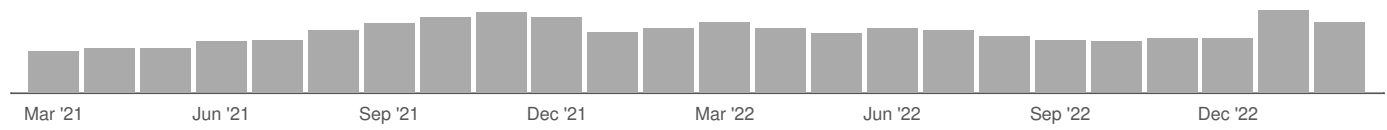
# Advertised Wage Trend

▲ 14.1% Mar 2021 - Feb 2023





£21.4k Median






4,660 Job Postings






# Top Cities Posting

City	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Warrington	6,674 / 2,629	3 : 1 	34 days
Chester, Cheshire West and Chester	5,882 / 2,215	3 : 1 	32 days
Crewe, Cheshire East	2,637 / 1,133	2 : 1 	33 days
Macclesfield, Cheshire East	1,667 / 604	3 : 1 	34 days
Ellesmere Port, Cheshire West and Chester	1,436 / 585	2 : 1 	35 days
Northwich, Cheshire West and Chester	1,391 / 532	3 : 1 	33 days
Wilmslow, Cheshire East	1,085 / 441	2 : 1 	32 days
Knutsford, Cheshire East	844 / 316	3 : 1 	35 days
Winsford, Cheshire West and Chester	367 / 159	2 : 1 	30 days
Congleton, Cheshire East	273 / 130	2 : 1 	34 days
Nantwich, Cheshire East	204 / 117	2 : 1 	26 days
Middlewich, Cheshire East	257 / 93	3 : 1 	22 days
Sandbach, Cheshire East	198 / 92	2 : 1 	31 days
Alderley Edge, Cheshire East	127 / 72	2 : 1 	29 days
Frodsham, Cheshire West and Chester	154 / 59	3 : 1 	27 days
Lymm, Warrington	52 / 25	2 : 1 	23 days
Neston, Cheshire West and Chester	47 / 24	2 : 1 	22 days
Tarporley, Cheshire West and Chester	56 / 17	3 : 1 	39 days
Malpas, Cheshire West and Chester	28 / 15	2 : 1 	14 days
Poynton, Cheshire East	24 / 15	2 : 1 	26 days
Great Sankey, Warrington	20 / 12	2 : 1 	31 days
Disley, Cheshire East	1 / 1	1 : 1 	14 days


## Top Local Authorities Posting

Local Authority	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Cheshire West and Chester	9,361 / 3,606	3 : 1 	33 days
Cheshire East	7,317 / 3,014	2 : 1 	32 days
Warrington	6,746 / 2,666	3 : 1 	34 days


## Top County/Unitary Authorities Posting

County/Unitary Authority	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Cheshire West and Chester	9,361 / 3,606	3 : 1 	33 days
Cheshire East	7,317 / 3,014	2 : 1 	32 days
Warrington	6,746 / 2,666	3 : 1 	34 days

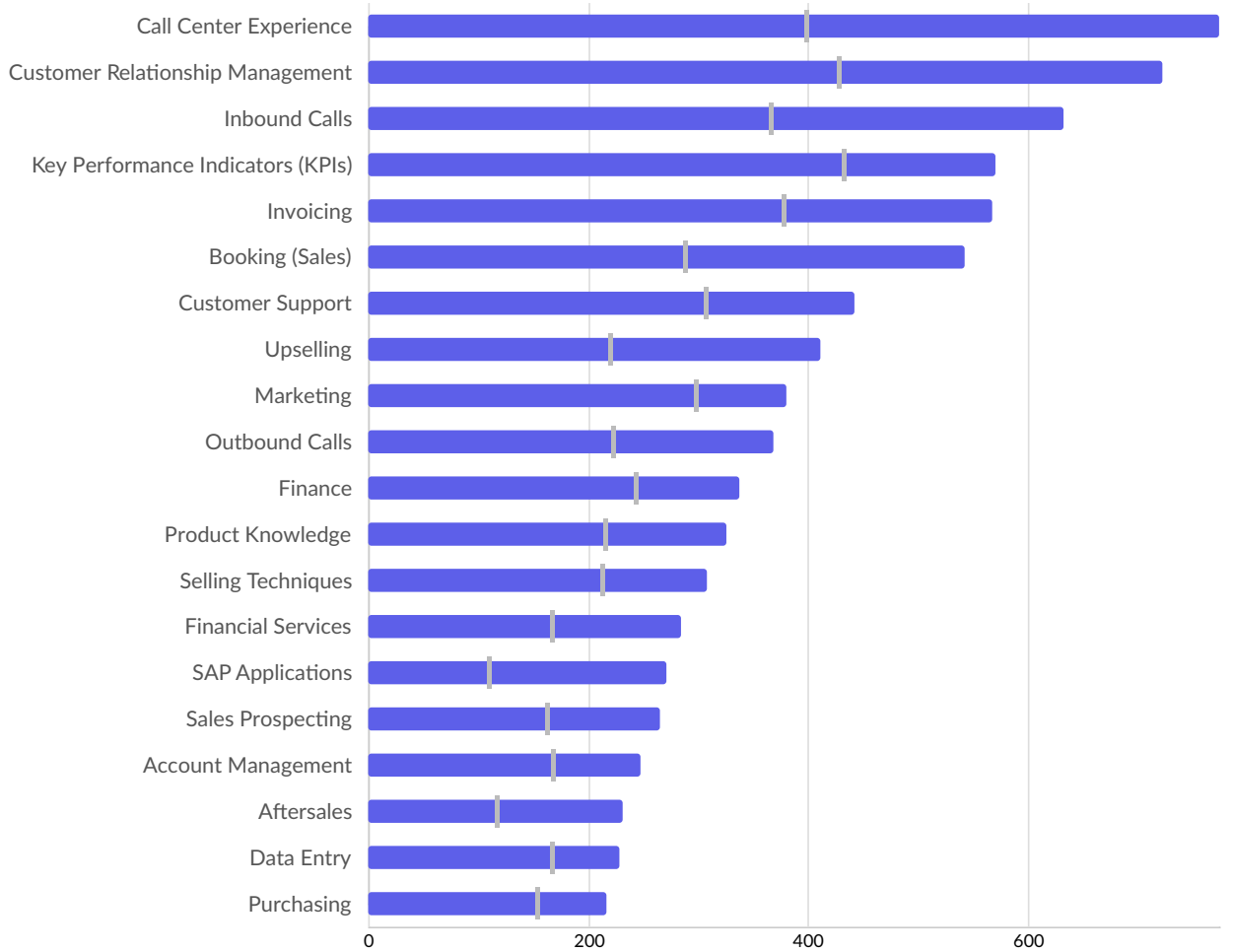
## Top Gov't Office Regions Posting

Gov't Office Region	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
North West	137,947 / 53,622	3 : 1 	33 days

## Top Countries Posting

Country	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
England	966,111 / 367,900	3 : 1 	33 days

● Top Specialized Skills ● National Average



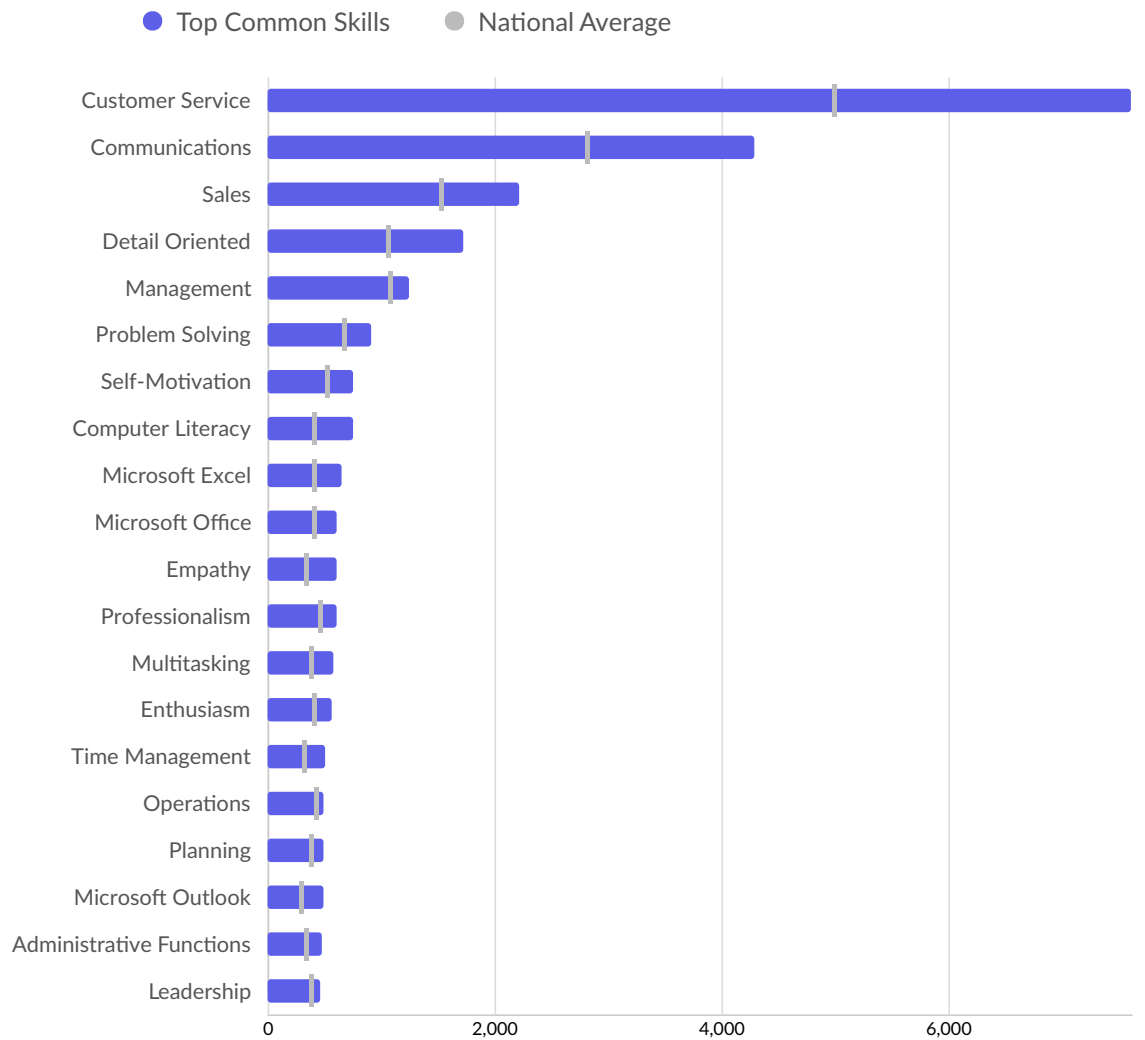
Top Specialized Skills	Unique Postings	National Average
Call Center Experience	774	397
Customer Relationship Management	722	426
Inbound Calls	633	364
Key Performance Indicators (KPIs)	571	430
Invoicing	567	376
Booking (Sales)	543	287
Customer Support	442	305
Upselling	411	218
Marketing	381	297
Outbound Calls	368	221
Finance	337	242
Product Knowledge	326	214
Selling Techniques	308	211

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Financial Services	285	166
SAP Applications	272	108
Sales Prospecting	266	161
Account Management	247	166
Aftersales	231	116
Data Entry	228	165
Purchasing	216	151



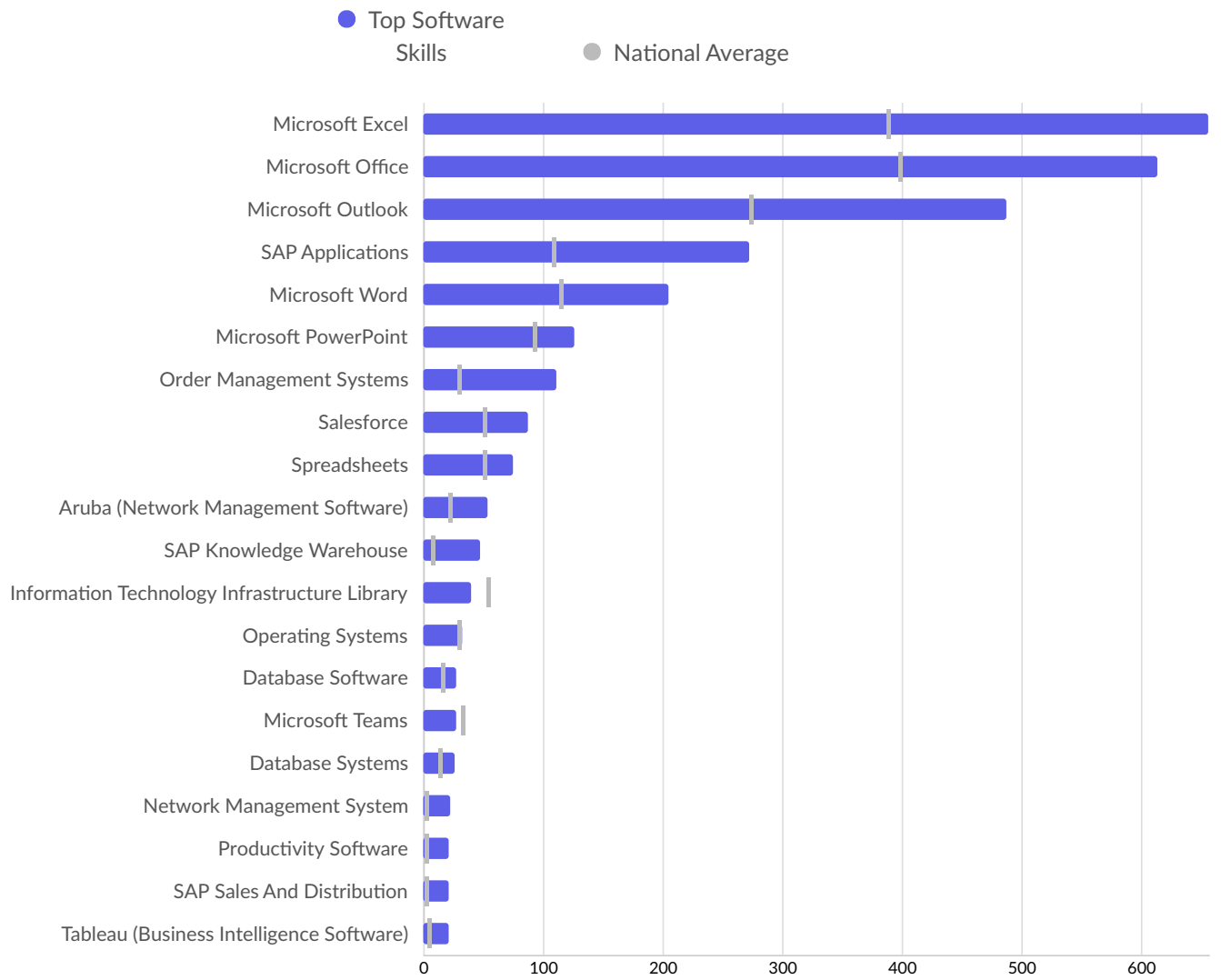


Top Common Skills	Unique Postings	National Average
Customer Service	7,605	4,969
Communications	4,295	2,791
Sales	2,222	1,506
Detail Oriented	1,729	1,049
Management	1,250	1,055
Problem Solving	913	656
Self-Motivation	751	501
Computer Literacy	750	396
Microsoft Excel	656	387
Microsoft Office	612	397
Empathy	606	314
Professionalism	605	449
Multitasking	579	364

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Enthusiasm	570	394
Time Management	501	303
Operations	498	400
Planning	492	368
Microsoft Outlook	487	272
Administrative Functions	478	323
Leadership	459	367



Top Software Skills	Unique Postings	National Average
Microsoft Excel	656	387
Microsoft Office	613	397
Microsoft Outlook	487	272
SAP Applications	272	108
Microsoft Word	205	113
Microsoft PowerPoint	126	92
Order Management Systems	111	29
Salesforce	87	50
Spreadsheets	75	51
Aruba (Network Management Software)	54	22
SAP Knowledge Warehouse	48	7
Information Technology Infrastructure Library	40	52

Operating Systems	33	29
Database Software	28	15
Microsoft Teams	28	31
Database Systems	26	12
Network Management System	22	1
Productivity Software	21	1
SAP Sales And Distribution	21	1
Tableau (Business Intelligence Software)	21	4

# Top Certifications











	Postings with Certification
American Red Cross (ARC) Certification	6
Association Of Chartered Certified Accountants	11
AVIXA Certified Technology Specialist	1
Certified Corporate Trust Specialist	3
Certified Financial Planner	17
Certified Health Data Analyst (CHDA)	5
Certified Industrial Hygienist (CIH)	1
Certified Internet Webmaster	3
Certified Public Accountant	17
Certified Substance Abuse Counselor (CSAC)	1
Chartered Financial Analyst	5
Chartered Institute Of Management Accountants (CIMA)	23
Chartered Institute Of Personnel And Development (CIPD) Certified	20
Cisco Certified Network Associate	1
Clinical Nurse Specialist (CNS)	2
CompTIA Network+	1
CSCS Card	4
Forklift Certification	1
Functional Skills Qualification	49
IOSH Managing Safely	4
ITIL Certifications	10
ITIL Foundation Certification	8
Master Of Business Administration (MBA)	1
Microsoft Certified Desktop Support Technician	1
Nurse Practitioner (APRN-CNP)	1
Pediatric Advanced Life Support (PALS)	2
Personal Trainer Certification	1
Post Graduate Certificate In Education (PGCE)	2

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PRINCE2 (PProjects IN Controlled Environments 2)	2
Registered Nurse (RN)	20
Security Clearance	12
ServiceNow Certified Implementation Specialist (CIS)	2
Top Secret-Sensitive Compartmented Information (TS/SCI Clearance)	2
Valid Driver's License	3

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# Top Companies Posting

Company	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Barclays	800 / 234	3 : 1 	17 days
Marks & Spencer Group	640 / 211	3 : 1 	26 days
Adecco	466 / 198	2 : 1 	33 days
Co-operative Group	684 / 180	4 : 1 	33 days
Tesco	575 / 146	4 : 1 	17 days
Hays	259 / 129	2 : 1 	35 days
Morrisons	300 / 106	3 : 1 	22 days
NHS	754 / 101	7 : 1 	38 days
Pertemps Network	239 / 93	3 : 1 	40 days
Perfect Placement UK	135 / 87	2 : 1 	32 days
The Hut Group	228 / 87	3 : 1 	46 days
Search Consultancy	233 / 83	3 : 1 	35 days
Blue Arrow	284 / 78	4 : 1 	33 days
THG	183 / 75	2 : 1 	30 days
Reed	239 / 73	3 : 1 	33 days
Information Technology Services	127 / 71	2 : 1 	21 days
Lidl	232 / 63	4 : 1 	20 days
Lloyds Banking Group	255 / 58	4 : 1 	23 days
Halfords	157 / 54	3 : 1 	51 days
Cpm India	55 / 51	1 : 1 	n/a
Walgreens Boots Alliance	150 / 50	3 : 1 	25 days
ManpowerGroup	139 / 48	3 : 1 	19 days
Uniting People LTD	105 / 48	2 : 1 	56 days
B&Q	114 / 41	3 : 1 	26 days
Compass Group	130 / 39	3 : 1 	60 days
Cordant People	107 / 38	3 : 1 	39 days





Verisure	133 / 38	4 : 1		43 days
Ck Group	86 / 35	2 : 1		36 days
Cheshire West And Chester Council	105 / 34	3 : 1		55 days
BMW	130 / 32	4 : 1		48 days
CPM Group	52 / 32	2 : 1		n/a
Inchcape	77 / 32	2 : 1		39 days
Radius Payment Solutions Limited	72 / 31	2 : 1		20 days
Rullion Group	65 / 31	2 : 1		36 days
Job Consultancy	50 / 30	2 : 1		31 days
Jobwise Ltd	109 / 30	4 : 1		44 days
Flex-R Ltd.	55 / 27	2 : 1		15 days
Office Angels	54 / 27	2 : 1		33 days
Ee Agency Ltd	129 / 25	5 : 1		18 days
Fintelligent	70 / 25	3 : 1		17 days
Office For National Statistics	171 / 25	7 : 1		30 days
The Business Connection	46 / 25	2 : 1		44 days
Bailey Employment Services	77 / 23	3 : 1		34 days
Cheshire East Council	38 / 23	2 : 1		36 days
Anderson Wright Consulting Ltd	61 / 22	3 : 1		35 days
Assurant	71 / 22	3 : 1		40 days
Brook Street Bureau PLC	64 / 22	3 : 1		22 days
Entain	56 / 21	3 : 1		21 days
Arnold Clark	62 / 20	3 : 1		32 days
David Lloyd	55 / 20	3 : 1		23 days



# Top Posted Occupations











Career Area	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Customer and Client Support	23,424 / 9,286	3 : 1 	33 days

# Top Posted Job Titles

Job Title	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Customer Service Advisors	5,384 / 2,023	3 : 1 	35 days
Customer Assistants	2,147 / 534	4 : 1 	25 days
Customer Service Administrators	777 / 440	2 : 1 	33 days
Customer Advisors	929 / 407	2 : 1 	28 days
Service Advisors	799 / 401	2 : 1 	34 days
Customer Service Assistants	1,095 / 393	3 : 1 	31 days
Customer Service Representatives	833 / 343	2 : 1 	32 days
Customer Service Agents	247 / 145	2 : 1 	35 days
Customer Service Coordinators	249 / 144	2 : 1 	37 days
Customer Service Specialists	276 / 109	3 : 1 	31 days
Customer Service Executives	200 / 108	2 : 1 	36 days
Customer Service Team Leads	164 / 97	2 : 1 	30 days
Customer Service Associates	249 / 93	3 : 1 	28 days
Customer Service Managers	165 / 93	2 : 1 	32 days
Service Managers	240 / 80	3 : 1 	35 days
Customer Service Team Members	197 / 79	2 : 1 	31 days
Customer Care Coordinators	143 / 76	2 : 1 	32 days
Customer Support Advisors	141 / 71	2 : 1 	40 days
Service Apprentices	125 / 70	2 : 1 	28 days
Retail Customer Service Managers	347 / 68	5 : 1 	27 days
Night Managers	198 / 67	3 : 1 	37 days
Customer Care Advisors	185 / 65	3 : 1 	35 days
Customer Service Experts	186 / 62	3 : 1 	33 days
Customer Sales Advisors	229 / 56	4 : 1 	35 days
Customer Experience Advisors	128 / 53	2 : 1 	43 days
Call Centre Managers	111 / 49	2 : 1 	36 days

Inbound Customer Service Agents	169 / 49	3 : 1		39 days
Client Services Managers	88 / 46	2 : 1		41 days
Apprentices	76 / 45	2 : 1		25 days
Client Service Executives	114 / 42	3 : 1		24 days
Case Handlers	104 / 41	3 : 1		31 days
Complaints Handlers	70 / 40	2 : 1		42 days
Customer Service Consultants	95 / 40	2 : 1		24 days
Customer Service Officers	153 / 40	4 : 1		35 days
Contact Center Supervisors	91 / 38	2 : 1		36 days
Customer Support Agents	106 / 38	3 : 1		18 days
Service Coordinators	75 / 38	2 : 1		29 days
Store Colleagues	120 / 38	3 : 1		14 days
Customer Consultants	75 / 35	2 : 1		27 days
Contact Center Agents	88 / 33	3 : 1		29 days
Customer Service Sales Advisors	86 / 32	3 : 1		38 days
Assistant Foods Managers	61 / 29	2 : 1		41 days
Customer Service Operators	52 / 28	2 : 1		21 days
Heads of Customer Service	47 / 28	2 : 1		39 days
Checkout Supervisors	32 / 26	1 : 1		30 days
Convenience Store Assistant Managers	82 / 24	3 : 1		18 days
Customer Service and Sales Agents	53 / 24	2 : 1		17 days
Bank Customer Service Representatives	77 / 22	4 : 1		24 days
Customer Care Representatives	45 / 22	2 : 1		46 days
Customer Support Coordinators	46 / 21	2 : 1		24 days

# Top Industries

	Total/Unique (Mar 2021 - Feb 2023)	Posting Intensity	Median Posting Duration
Employment Activities	4,625 / 1,967	2 : 1 	34 days
Retail Trade, Except of Motor Vehicles and Motorcycles	3,744 / 1,203	3 : 1 	27 days
Financial Service Activities, Except Insurance and Pension Funding	1,544 / 485	3 : 1 	24 days
Wholesale and Retail Trade and Repair of Motor Vehicles and Motorcycles	765 / 267	3 : 1 	33 days
Activities of Head Offices; Management Consultancy Activities	604 / 263	2 : 1 	37 days
Wholesale Trade, Except of Motor Vehicles and Motorcycles	436 / 222	2 : 1 	34 days
Office Administrative, Office Support and Other Business Support Activities	340 / 193	2 : 1 	35 days
Human Health Activities	938 / 182	5 : 1 	34 days
Computer Programming, Consultancy and Related Activities	330 / 160	2 : 1 	31 days
Public Administration and Defence; Compulsory Social Security	528 / 138	4 : 1 	36 days

# Top Posting Sources

Website	Postings on Website (Mar 2021 - Feb 2023)
indeed.com	1,994
reed.co.uk	1,497
starjobsearch.co.uk	1,289
dwp.gov.uk	1,147
fish4.co.uk	1,056
cv-library.co.uk	946
simplyhired.co.uk	582
careerbuilder.co.uk	482
careerjet.co.uk	448
jobisjob.co.uk	314
gumtree.com	310
jora.com	257
britishjobs.co.uk	252
jobs4network.co.uk	181
theguardian.com	180
independent.co.uk	173
dejobs.org	163
myworkdayjobs.com	142
tesco-careers.com	132
joblift.co.uk	123
greenhouse.io	117
e4s.co.uk	112
constructionjobs.co.uk	102
cpm-int.com	98
leisurejobs.com	98
tiptopjob.com	97
marksandspencer.com	95

morrison.jobs	95
findapprenticeship.service.gov.uk	93
hireonline.co.uk	84
monster.co.uk	81
adecco.co.uk	80
jobrapido.com	79
jobs.nhs.uk	72
jobserve.com	71
pagepersonnel.co.uk	69
jobs.barclays	67
search.co.uk	57
livevacancies.co.uk	54
boots.jobs	47
engineeringjobs.co.uk	43
taleo.net	43
healthjobsuk.com	42
bluearrow.co.uk	40
workable.com	36
indeed.co.uk	34
adzuna.co.uk	32
kingfisher.com	26
manpower.co.uk	25
jobmedic.co.uk	24

● Top Skill Subcategories ● National Average

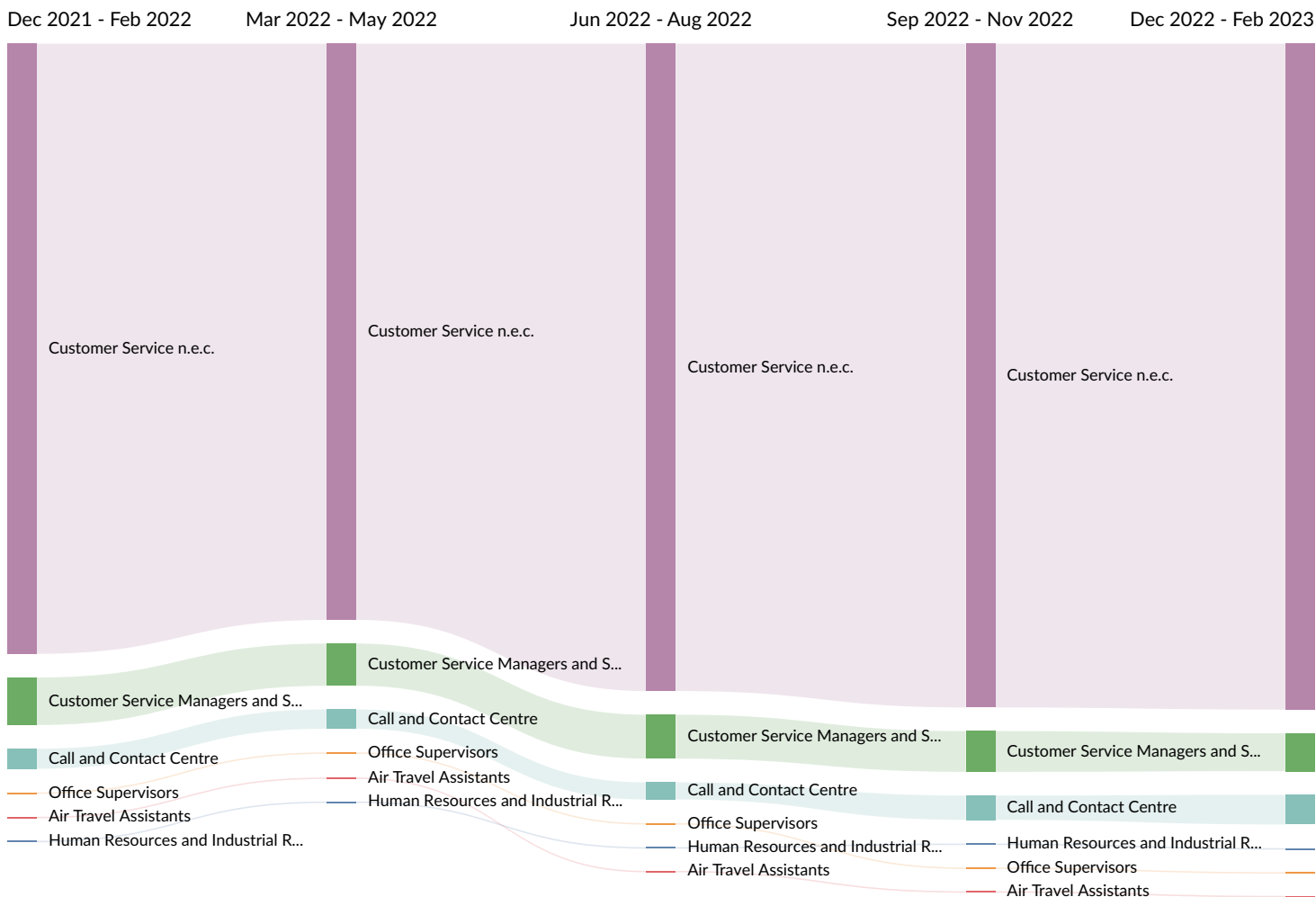


Top Skill Subcategories	Unique Postings	National Average
Customer Service	7,792	5,120
Communication	4,851	3,220
Personal Attributes	3,823	2,456
General Sales Practices	2,919	1,960
Initiative and Leadership	2,601	1,873
Office and Productivity Equipment and Technology	1,469	885
Business Management	1,358	1,168
Critical Thinking and Problem Solving	1,313	959
Business Operations	1,291	885
Social Skills	1,111	650
Administrative Support and Clerical Tasks	937	712
Customer Relationship Management (CRM)	911	573
Basic Technical Knowledge	878	533

Process Improvement and Optimization	778	609
General Finance	719	457
Billing and Invoicing	664	446
Language Competency	644	392
Writing and Editing	627	461
Client Support	481	357
Project Management	448	300

## Occupation Trends in Job Postings by Quarter

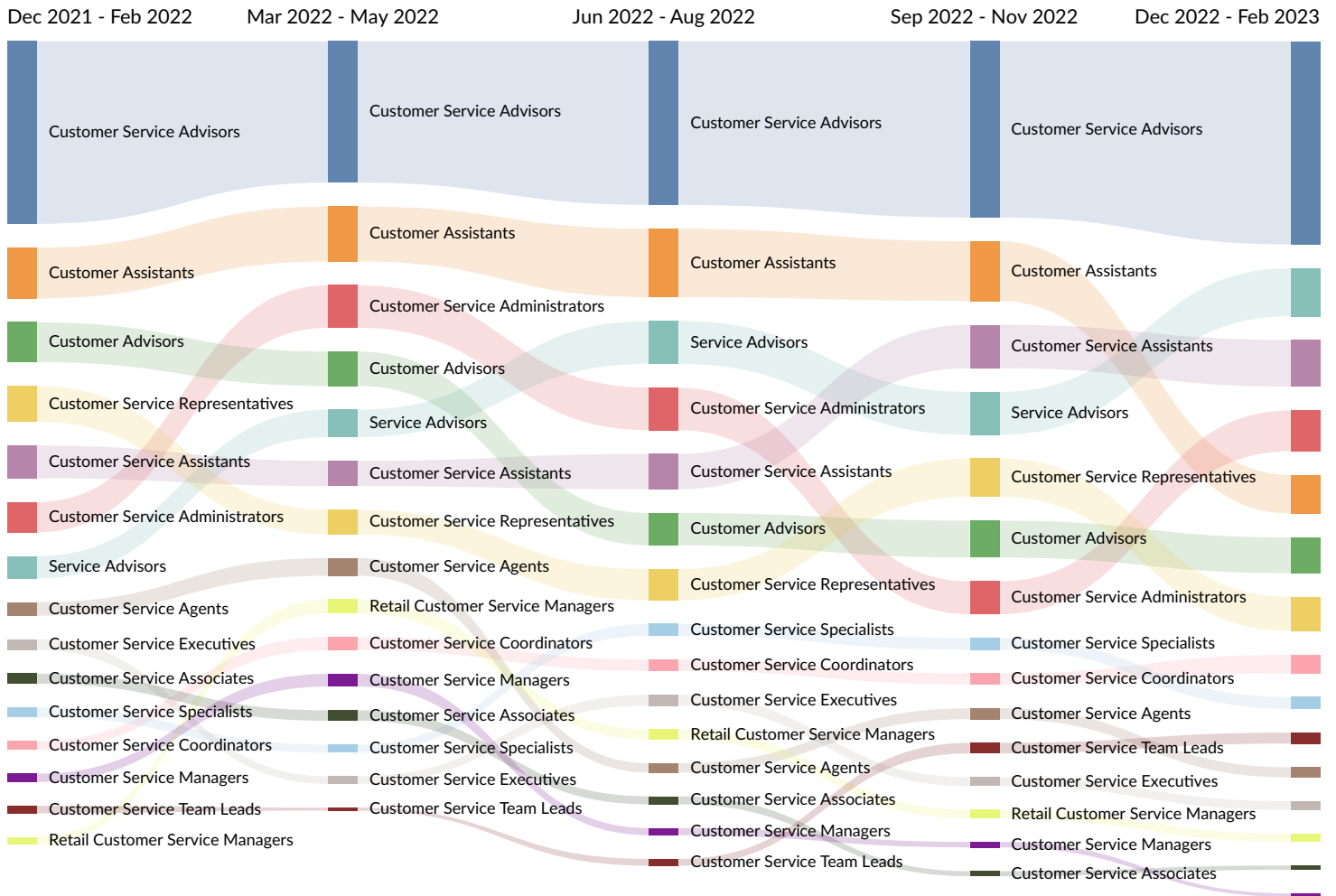
The chart below captures the postings trend for the top 6 occupations posted for based on your filters.





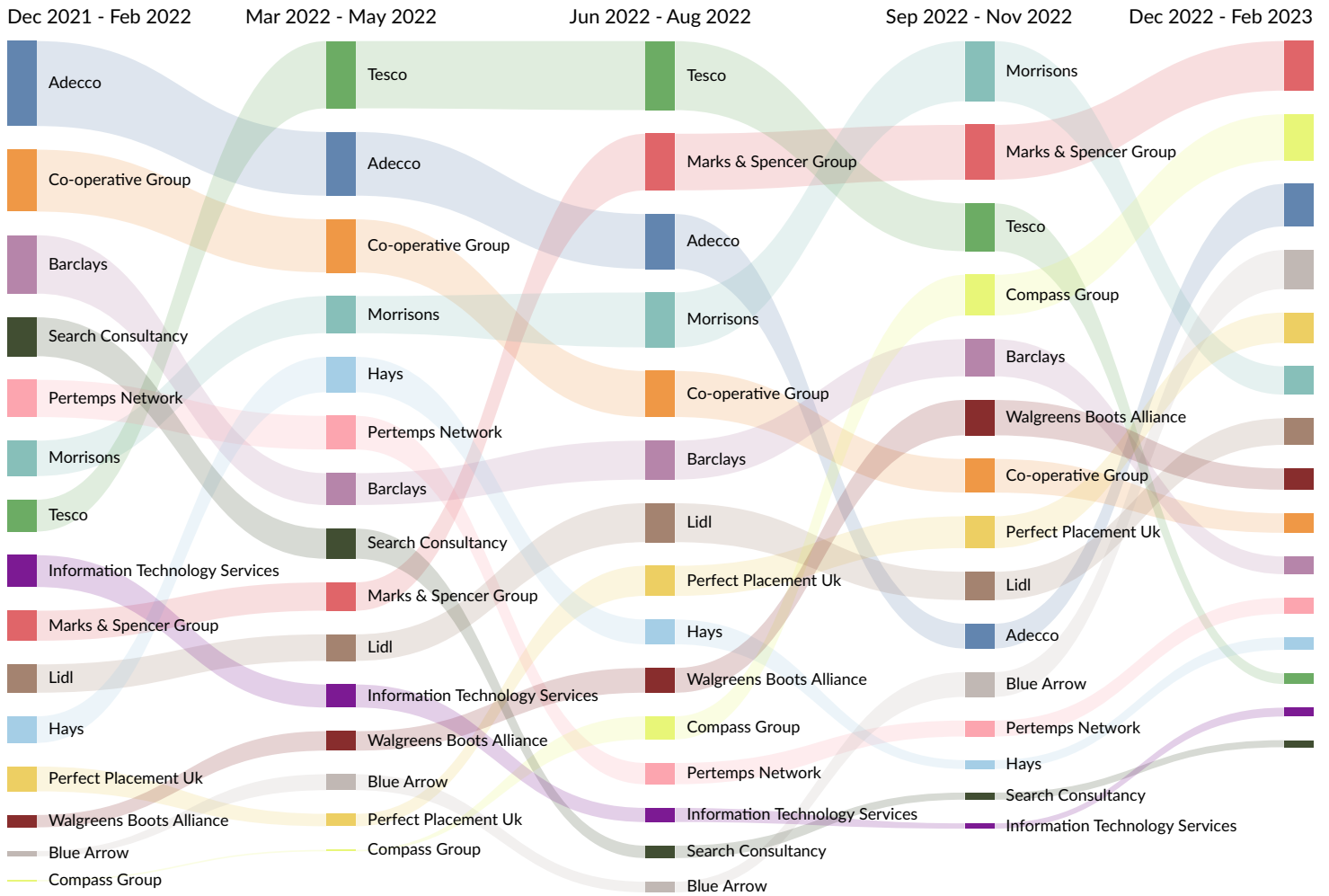
# Job Title Trends in Job Postings by Quarter

The chart below captures the postings trend for the top 15 job titles posted for based on your filters.



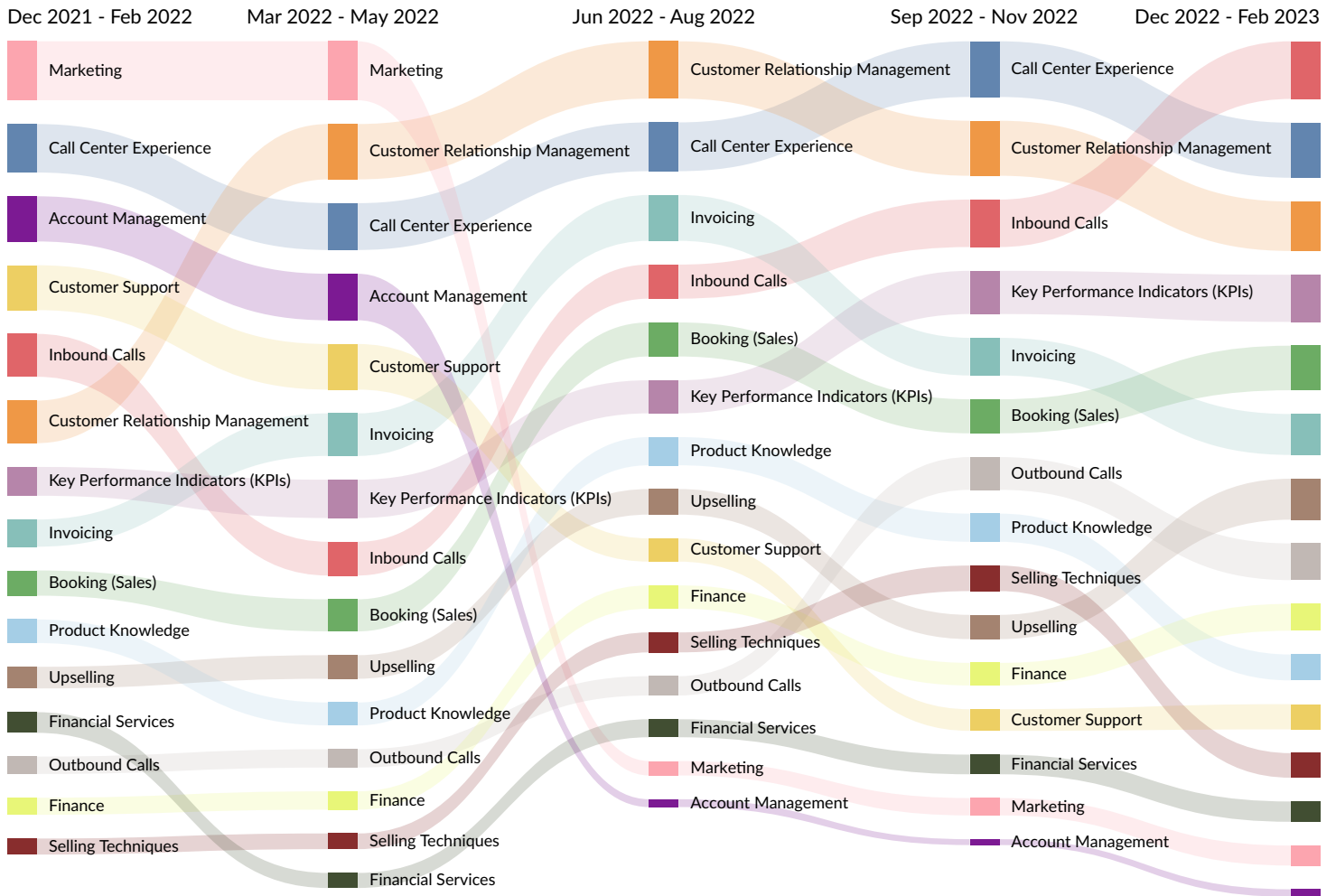
# Company Trends in Job Postings by Quarter

The chart below captures the postings trend for the top 15 companies posted for based on your filters.



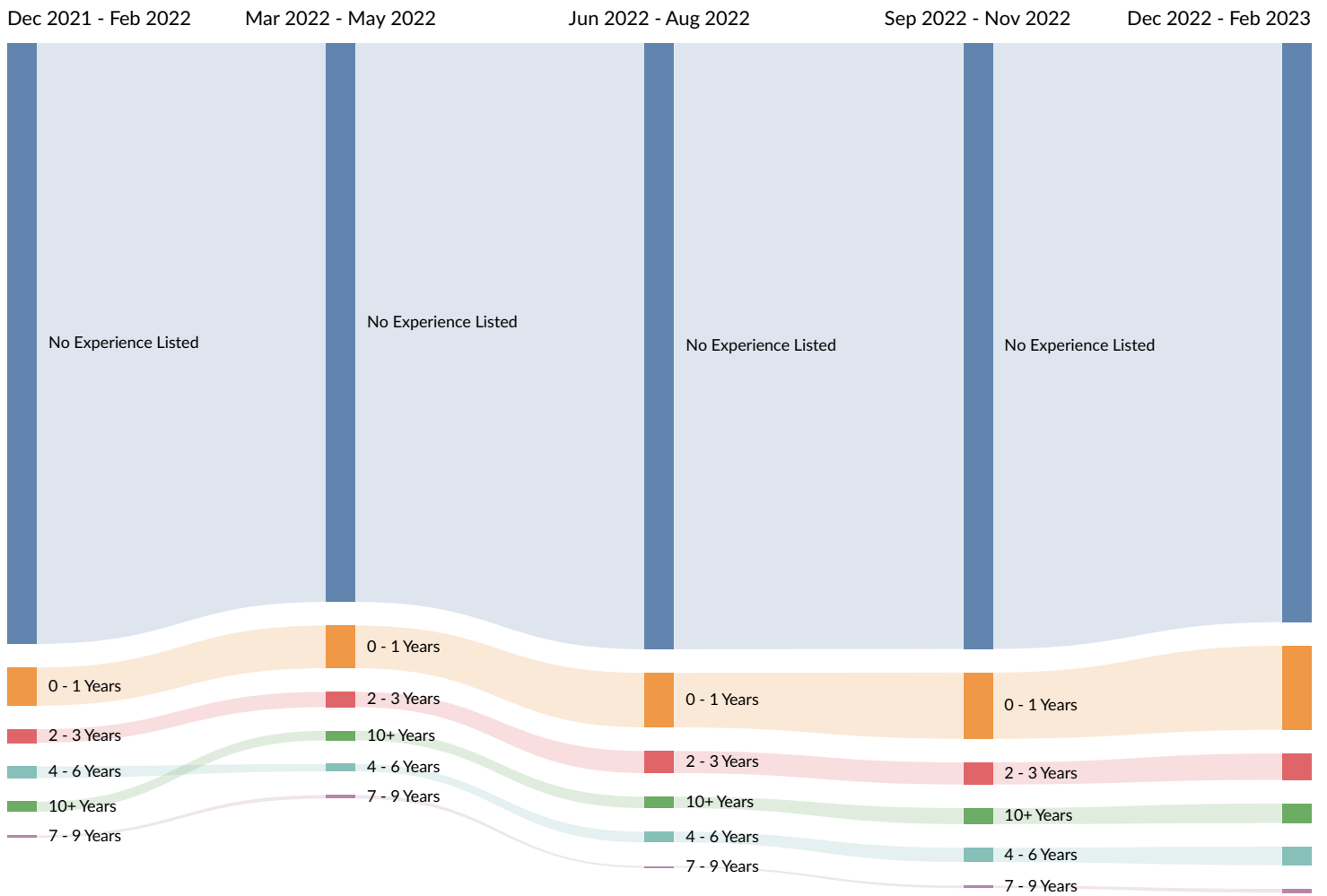
# Skill Trends in Job Postings by Quarter

The chart below captures the postings trend for the top 15 skills posted for based on your filters.



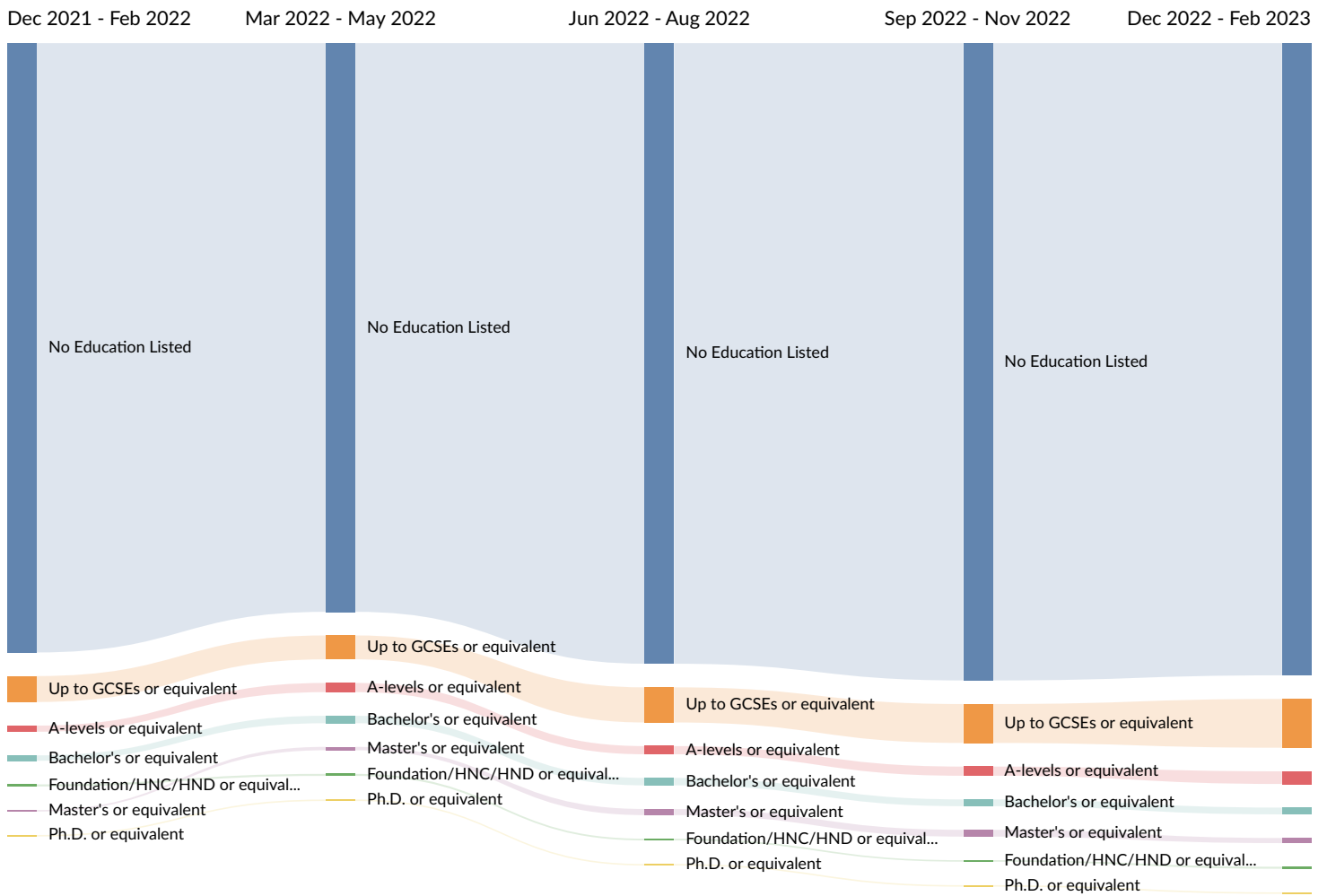
# Minimum Experience Requirement Trends in Job Postings by Quarter

The chart below captures the trend for the experience requirements by quarter shown in postings in your region based on your filters.



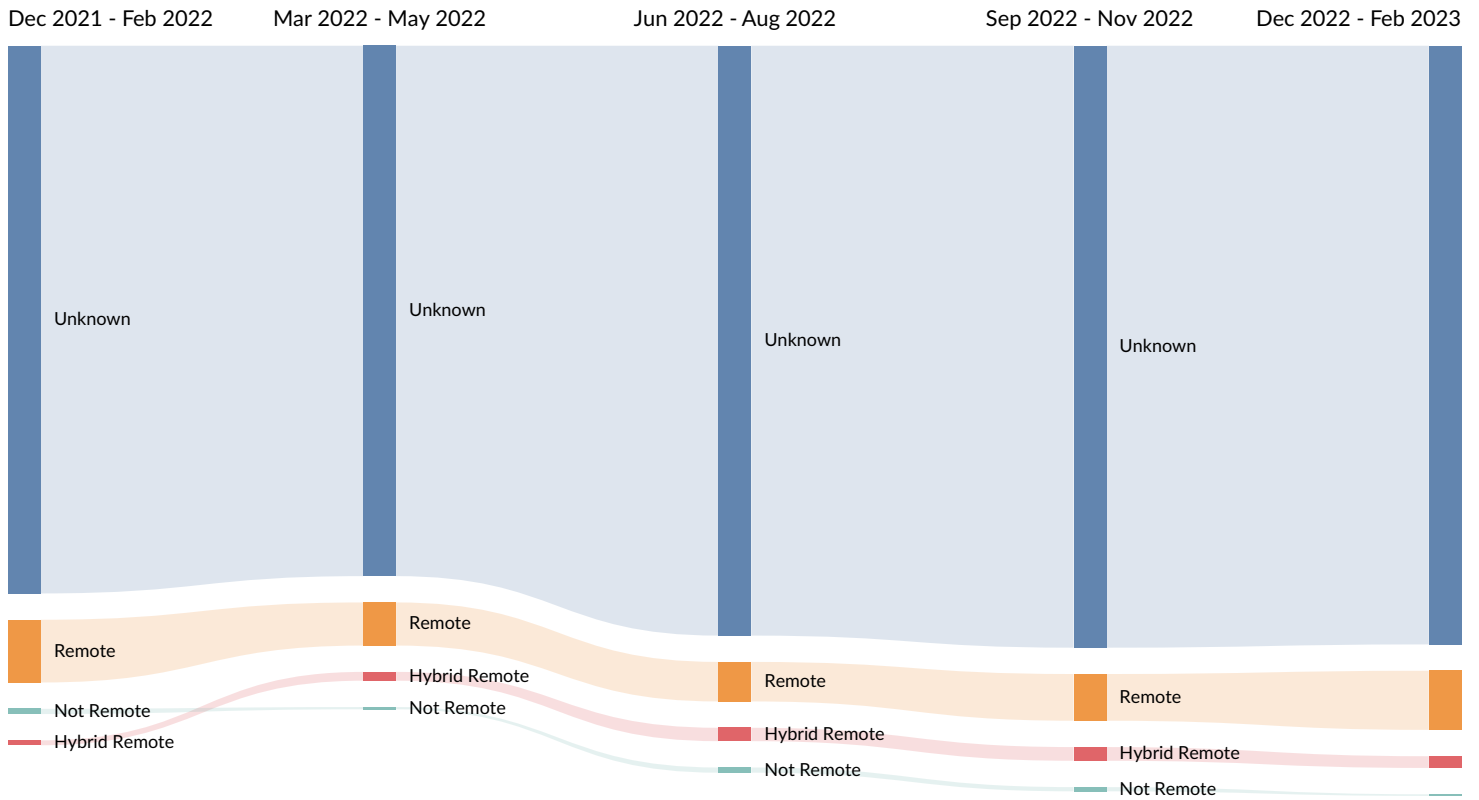
# Educational Requirement Trends in Job Postings by Quarter

The chart below captures the quarterly trend for the educational requirements shown in postings in your region based on your filters.

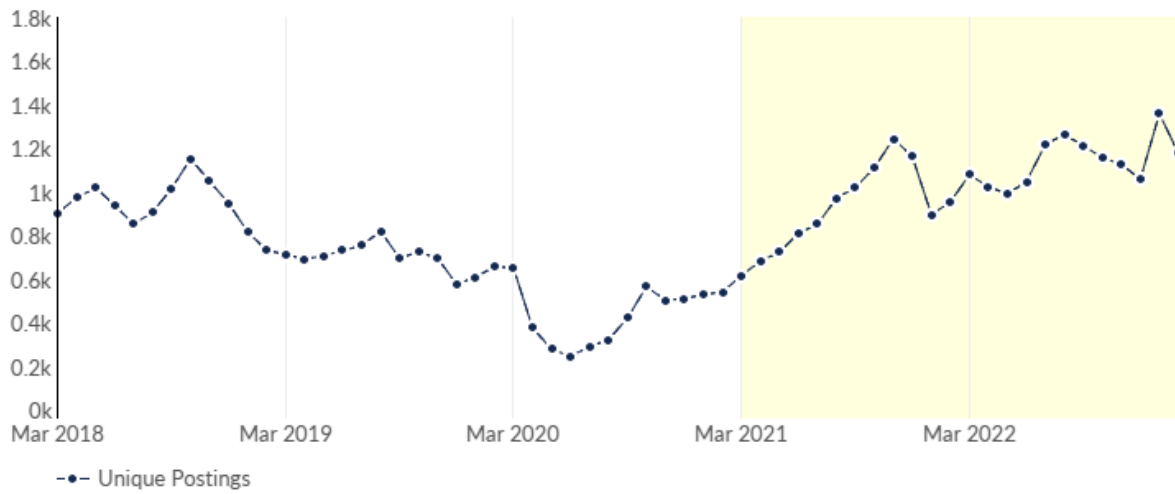


# Remote Trends in Job Postings by Quarter

The chart below captures the remote posting trends based on your filters.

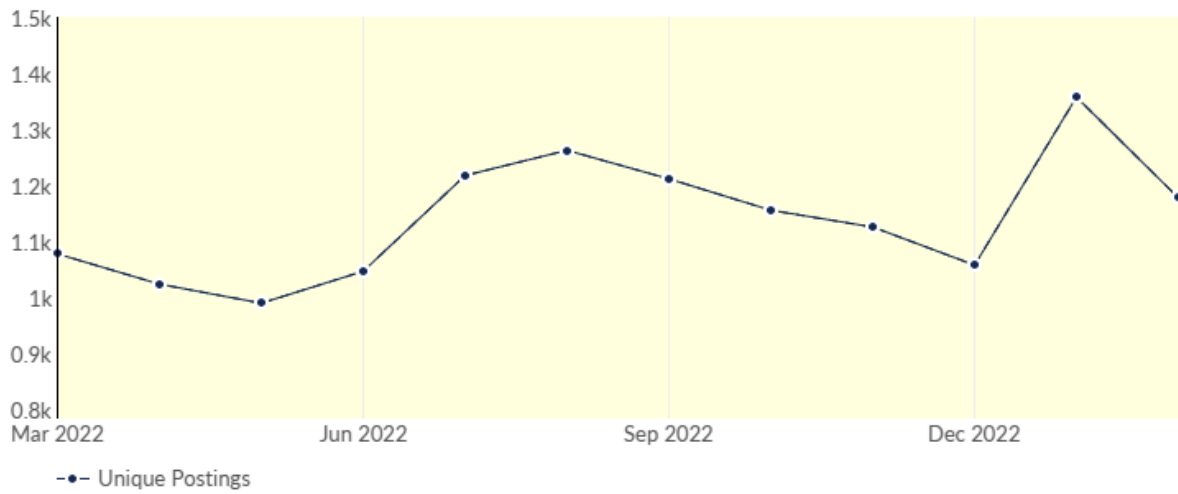


# Unique Postings Trend



Month	Unique Postings	Posting Intensity
Feb 2023	1,178	3 : 1
Jan 2023	1,358	3 : 1
Dec 2022	1,058	3 : 1
Nov 2022	1,126	3 : 1
Oct 2022	1,156	3 : 1
Sep 2022	1,212	3 : 1
Aug 2022	1,263	3 : 1
Jul 2022	1,218	3 : 1
Jun 2022	1,047	3 : 1
May 2022	990	3 : 1
Apr 2022	1,024	3 : 1
Mar 2022	1,078	2 : 1

## Unique Postings Trend

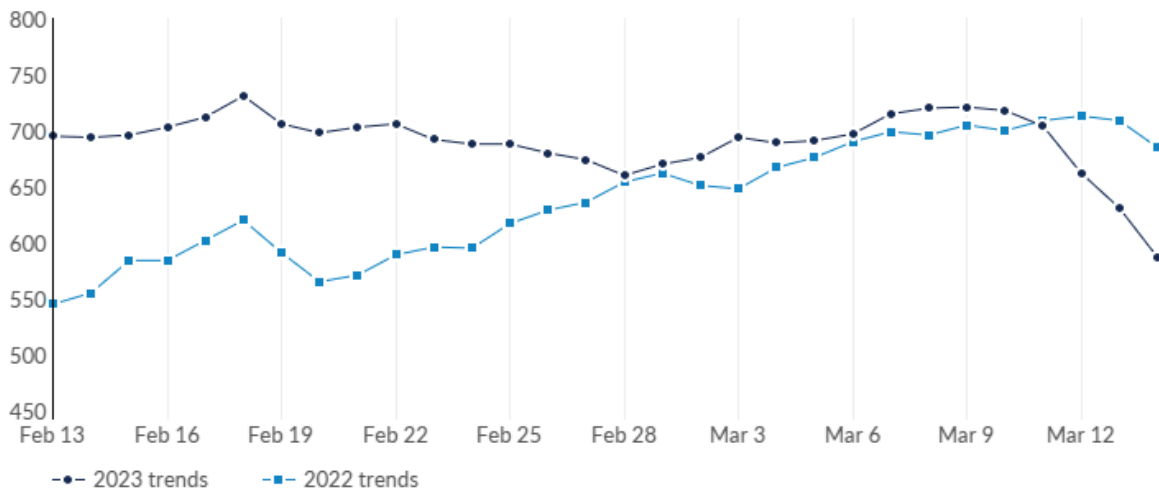


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# Unique Postings Trend

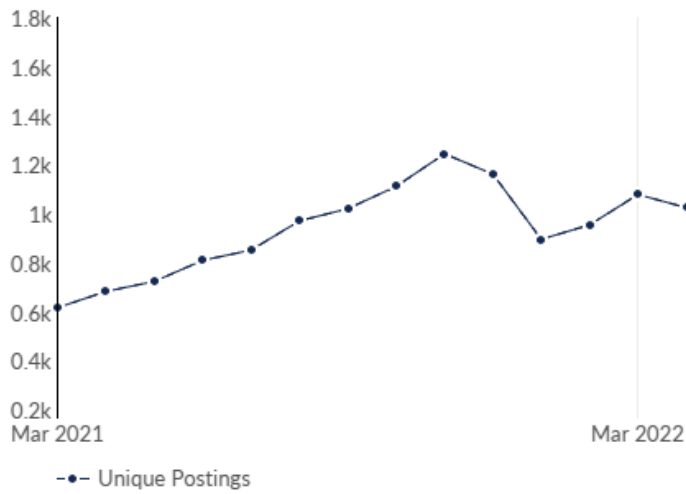
This view displays the most recent 30 days of job postings activity to show near-term trends. It does not reflect your timeframe.



Day	Unique Postings	Last Year's Unique Postings	% Change
February 13, 2023	695	545	+27.5%
February 14, 2023	694	555	+25.0%
February 15, 2023	696	584	+19.2%
February 16, 2023	703	584	+20.4%
February 17, 2023	712	602	+18.3%
February 18, 2023	731	620	+17.9%
February 19, 2023	706	591	+19.5%
February 20, 2023	698	565	+23.5%
February 21, 2023	703	571	+23.1%
February 22, 2023	706	589	+19.9%
February 23, 2023	692	596	+16.1%
February 24, 2023	688	595	+15.6%
February 25, 2023	688	617	+11.5%
February 26, 2023	680	629	+8.1%
February 27, 2023	674	636	+6.0%
February 28, 2023	660	654	+0.9%
March 1, 2023	670	662	+1.2%
March 2, 2023	676	651	+3.8%

March 3, 2023	694	648	+7.1%
March 4, 2023	689	667	+3.3%
March 5, 2023	691	676	+2.2%
March 6, 2023	697	690	+1.0%
March 7, 2023	715	699	+2.3%
March 8, 2023	720	696	+3.4%
March 9, 2023	721	705	+2.3%
March 10, 2023	718	700	+2.6%
March 11, 2023	704	709	-0.7%
March 12, 2023	662	713	-7.2%
March 13, 2023	631	709	-11.0%
March 14, 2023	587	685	-14.3%

# Unique Postings Trend



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Feb 2023	1,178	3 : 1
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May 2022	990	3 : 1
Apr 2022	1,024	3 : 1
Mar 2022	1,078	2 : 1

# Appendix A - Data Sources and Calculations

## Lightcast Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.