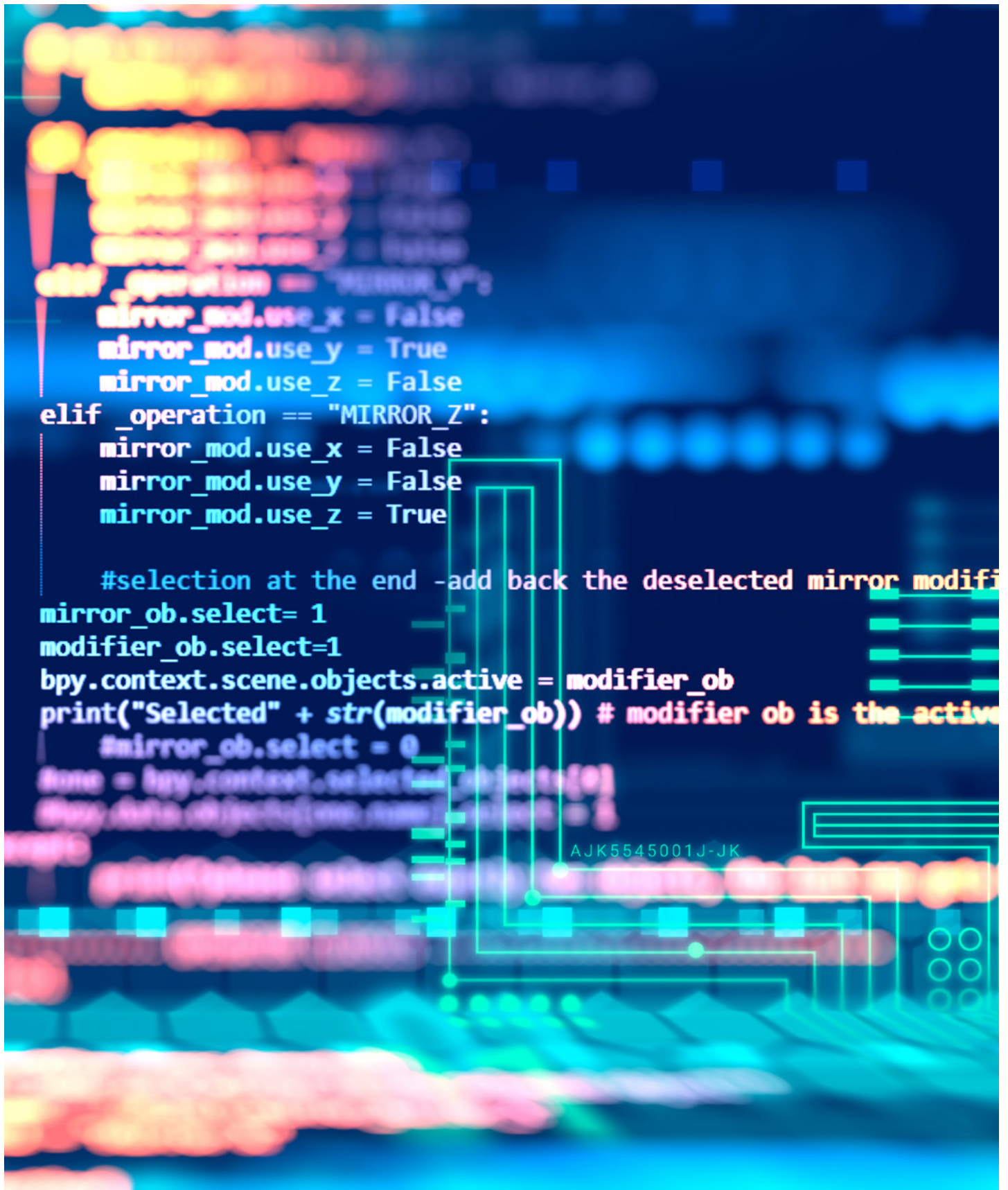


THE AGE OF THE TECHNOLOGICAL WORKFORCE

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The impact of technology on the UK workforce

Digitisation within business is not a new notion. The ever increasing rate of innovation from automation, artificial intelligence (AI) and the Internet of Things is creeping more and more into the UK workplace. Managers need to begin to understand how technology can transform their workforce and what they need to do to get ahead in the game.

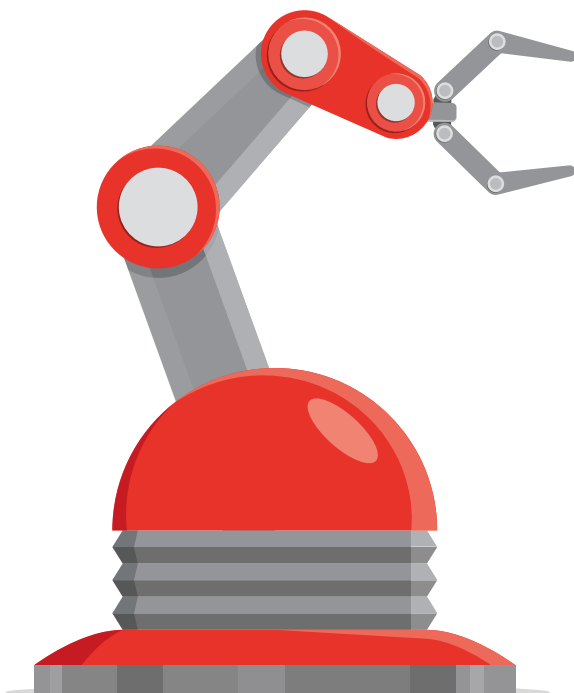
The UK is an advocate for technological innovation, having invested £6.8 billion in digital technology in 2016 – more than double that of any other European country's investment. With such high investment in this sector it is no wonder that digital roles have increased too, more than twice the rate of non-digital. With an increase in funding and dedicated support from the Government, it is time for organisations to take advantage and reap the benefits of technology's rapid expansion.

To ignore technological advancement and how it can shape a business will cost organisations more in the long run.

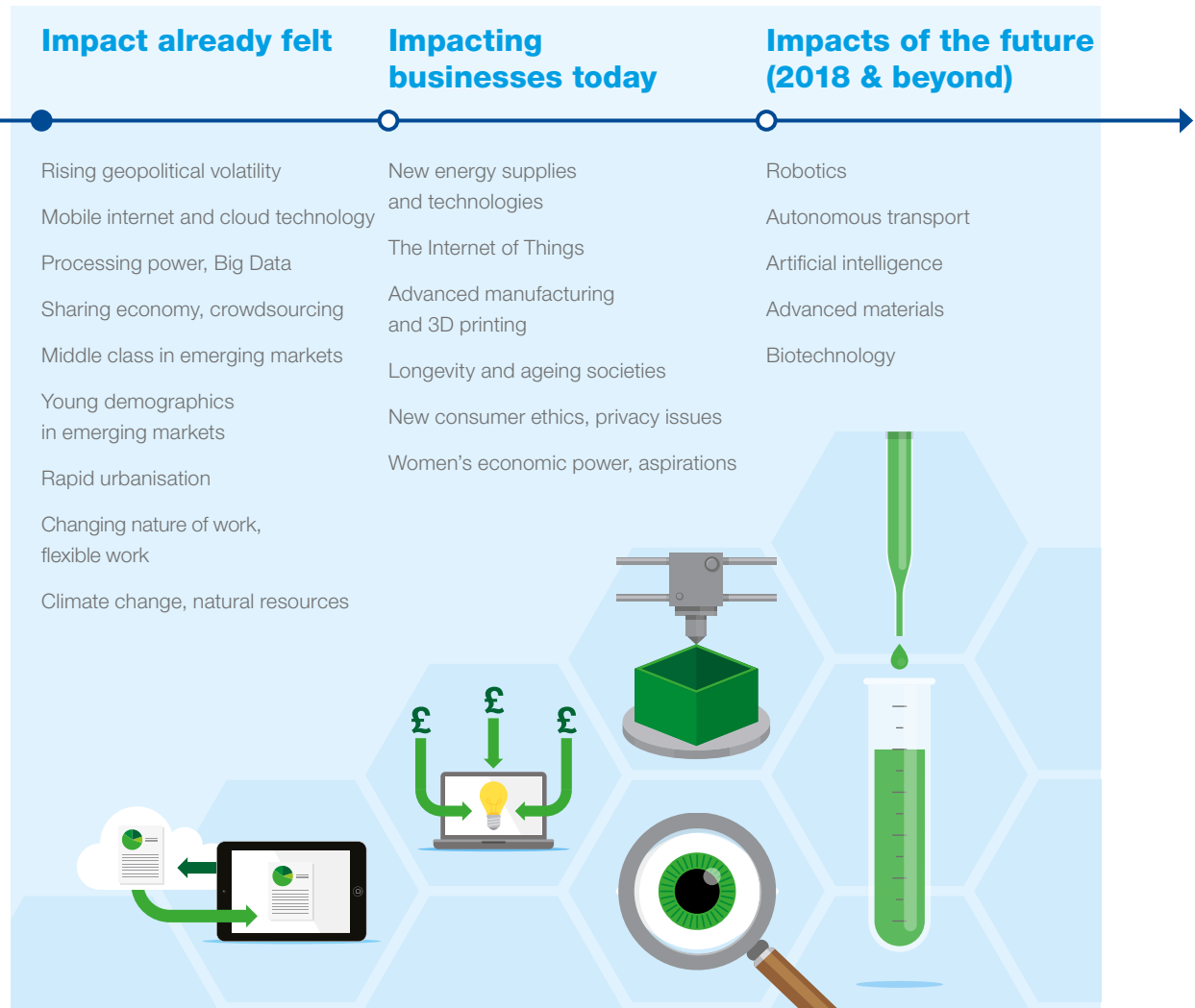
There is a suspicion amongst workers that automation and machines will remove the need for humans and jobs. PWC's March UK Economic Outlook report placed facts to the fear by forecasting that 30% of UK roles are at risk due to technological breakthroughs such as AI. However, AI and automation can remove the time taken to complete laborious manual tasks, providing managers with the opportunity to upskill and reskill their staff in technology and provide further value to their businesses. With the growth rate of digital roles being more than double of non-digital from 2011 to 2015 and a modern society that is becoming increasingly reliant on digitisation – from communication with friends to receiving the most up to date news – companies must invest in building in a technology-driven workforce in order to drive workplace productivity and economic growth.

Technology is already impacting business

The World Economic Forum Future of Jobs Report 2016 detailed what factors were set to impact an organisation's future strategy. Technology based tools; AI, robotics and automation are due to shake up all industries within the next three years. The dependence on technology to drive both workplace productivity and ROI has begun. It is vital to invest to become a business with digital innovation at its heart and an ever adaptive strategy with the technological infrastructure to support it.



Time to impact industries' business models*



What does this mean for the modern day workforce?

Companies can no longer stand still and successfully compete within their industry. Managers need to continuously evolve alongside technology; creating an adaptable and highly skilled workforce that meets the needs of the ever changing digitisation of the market. To achieve this organisations must begin to increase their headcount, hiring talent that understand, embrace and can manage new technologies; creating a digitally-astute workforce.

With the UK being hit with the lowest unemployment rate since 1975, the impact of Brexit and gender disparity in STEM, how do you attract the most sought-after candidates and retain a loyal, highly skilled workforce to safeguard your future business?

Our whitepaper provides insight into the future job market, the key factors impacting organisation's hiring strategies and how technology will reshape every industry within the UK. The whitepaper will also provide solutions as to how you can future-proof your business and build a workforce that embraces technology and possesses the skills you need.

Safeguard your future success and become an employer of choice with a highly skilled, loyal workforce through the investment of technology.

*Future of Jobs Report, World Economic Forum



Who will be affected and how?

It's business still, but not as we know it

How are the main UK sectors set to change?

The impact of technology is set to transform all roles across every industry, reshaping both the workplace and the UK job market. Jobs that were once clear-cut with a set description are becoming multifaceted. It's business still, but not as we know it.



Contact Centre

Oxford University research has forecast that 75% of contact centre roles are at risk of automation. With the rise of multi-channel communication through live chat, email and social media, employees will require a new set of skills.



Admin and Secretarial

Repetitive tasks such as signing people in can become an automated process and cloud software makes it easier to share company wide information, avoiding missed communications and common mistakes i.e. double bookings on meeting rooms, stationary orders etc. This will leave employees open to upskill in customer service, database management and being technologically astute with Office products and even multi-channel communications.



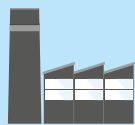
Public Sector

This industry still heavily relies on manual processes. With the rise in automation Deloitte have predicted that by 2030 up to 861,000 public sector roles could be automated with staff being upskilled to manage systems efficiently and working on new projects.



Social Care

Technology has supported social care processes from electronic timesheets and invoicing to out of hours patient support and real-time patient record updates. Workers will need to be upskilled but human contact and relationships cannot be replaced by machines.



Industrial

AI has the ability to cut out mundane manual warehouse and manufacturing tasks, allowing workers to manage operations and upskill in real-time data management and analysis. Through Industry 4.0 companies can accurately plan and forecast supply, demand and operational outputs. Workers should not fear for their roles as Toyota removed robots for humans as machines cannot create new ideas or contingency plans, unlike humans.



Accountancy/Financial Services

With the rise of FinTech's, cyber security and Big Data workers will need to need keep afloat with the latest technology, learn to extract, analyse and make decisions on data in real-time as well as complying to increasing legislation of data safety and cyber safety checks.

Managers now have the opportunity to build a workforce that possesses a wide range of skills that go beyond an employee's original set of responsibilities. This can offer workers the ability to develop their careers, grow within a business and provide more worth to their roles. Organisations in turn can gain a productive, highly skilled workforce that is able to adapt and embrace the latest technologies that will continue to evolve the UK workplace. The ripple effect of which could be an increase in retention and attraction.

To become a skilled, innovative and productive workforce would inevitably lead to an increase in retention and attraction. This is a necessity for organisations if they are to continue their success by finding the candidates with the technological know-how and passion to achieve a business's future goals and stay ahead of the competition.

The jobs of the future

According to World Economic Forum, 65% of today's children will be working in positions that have not even been heard of, let alone created in present day society. The top roles of the future are relatively unknown due to the technology behind them having yet been created. It is evident however, that from the ever increasing rate of emerging innovations and technology based roles having more than doubled over the last six years compared to non-technological, that the future job market will be heavily centred on digital.

In demand roles of 2017	Predicted in demand roles for 2030
 Engineer	 Bot Lobbist
Nurse 	Carer 
 Developer	 Big Data Doctor
Consultant 	Privacy Consultant 
 Recruitment Consultant	 Jobs of the Future Specialist/Recruiter
Teacher 	Productivity Counsellors 
 Administrator	 Future Currency Speculator
Chef 	Microbial Balancer 
 Designer	 Crowdfunding Specialist
Sales Executive 	Disorganiser/ Corporate Disruptor 

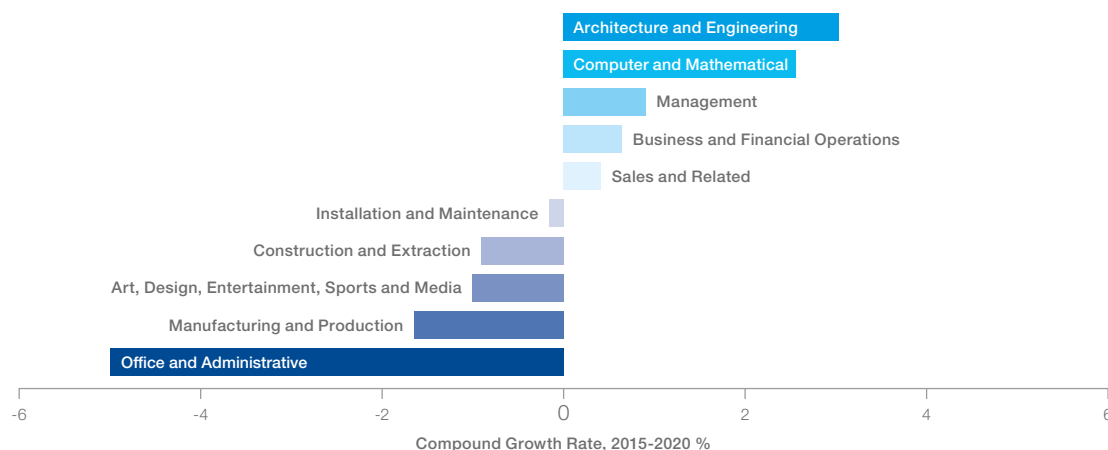
The factors impacting the future success of your workforce

Automation

It's time to address the elephant in the room. With the mass of media coverage and reports being produced online in regards to the impact of automation on the future of the UK workforce it is an issue that needs to be addressed – and one that managers or employees should not be so wary of.

It would be easy to get wrapped up in the scaremongering articles stating that jobs will be obsolete in the not so distant future. A recent report from Oxford University predicted that within the next 30 years nearly 50% of roles will have disappeared. This can set alarm bells ringing for employees, especially if working in the most high-risk occupations cited by The Guardian: Telemarketer, Loan Officer, Cashier, Paralegal and Legal Assistant, Taxi Driver and Fast Food Chef. The World Economic Forum has also charted the impact technological disruption is set to have on roles, and which will increase and ones which are forecast to decline, a potential concern for workers over their future employment.

Job families in decline and on the rise*



However, Martin Ford the author of *Rise of the Robots: Technology and the Threat of a Jobless Future*, declares it is roles that are 'repetitive and predictable' that will succumb to the fate of automation, leaving employees free of manual, time consuming tasks and open to learning new skills and increased productivity.

As more disruptions enter the workplace it is important for organisations to possess a workforce that are able to take on tasks when needed. Automation can offer the opportunity to do so, providing career development to a workforce which can also lead to an increase in staff retention and attraction, whilst continuing to evolve alongside technological innovations.

It is difficult to predict what will occur in the future in regards to the evolution of roles and the job market however, it is clear that companies cannot sit back and wait otherwise the competition and financial opportunities will pass them by. Automation is set to work alongside humans, not replace them. It has the ability to increase innovation, productivity and skill development amongst a workforce, not role redundancy.

As we approach the future workforce we are entering the age of 'the survival of the most adaptable'. The continual upskilling of employees could transform careers, making them changeable and multifaceted; not limited to a specific set of duties. It is inevitable that an organisation's headcount will need to increase as the specialist skills required for future roles are not possessed by the present workforce.

Is the UK fostering the technological skills needed to future-proof business?

*World Economic Forum

The skills shortage

The UK is facing a skills shortage. Particularly within science, technology, engineering and maths (STEM) positions.

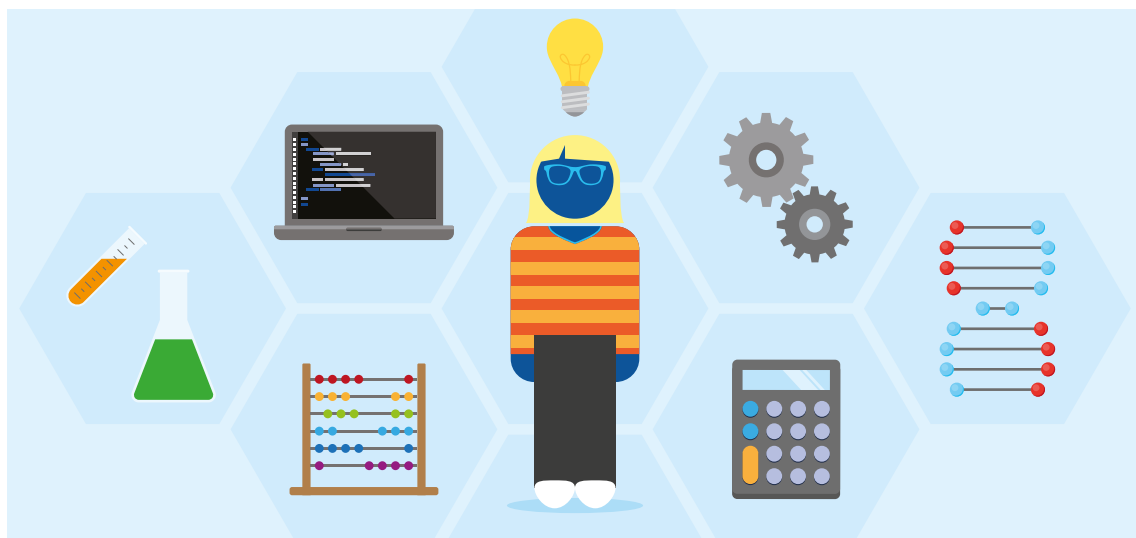
With 43% of these roles unable to be filled, over 10 million adults lacking the basic digital skills required within work and a forecast of a further 640,000 STEM positions needing to be filled within the next six years – the skills gap is inevitably going to continue to widen. Technology is viewed as the biggest driver for innovation and huge investments are being made, yet the UK labour force is still lacking the skills.

To overcome the shortfall, managers should start looking to the next generation who are beginning to file into the workplace, Generation Z. We cannot assume however that this generation will be the technologically savvy saviours as only 15,000 A-Level ICT exams were sat in 2016. Whilst this is 500 up from 2015, it still only constituted for 2% of all A-Level exams taken in the UK in 2016 and a slight warning sign that future skills are not being nurtured pre-employment. The government has taken note and from October 2016 made basic digital training courses free for adults that were not up to speed with technology in work.

More will be expected from Government initiatives throughout 2017 as City AM reported in May that four in five school leavers feel that they didn't receive the right skills and training ready for the workforce. Here lies an opportunity for training and development for STEM amongst younger generations to learn whilst still in the classroom. Classroom education can future-proof business however it does not solve the current skills shortage and how to fill the ever increasing STEM positions. There is an untapped market that organisations need to be attracting – women.

PWC's 2017 Women in Tech: Time to Close the Gender Gap report revealed that only 22% of UK students could name a famous female within technology, yet over two-thirds could name a male. The lack of female role models and influence could be a reason why only 3% of women would choose IT as their first choice of career and as little as 30% of female students study a STEM subject at University. Organisations need to take advantage of this untapped talent resource, abolishing the pre-conceived stereotypes of a male dominated environment to become a pioneer for women in tech. To achieve this could also lead to further success in becoming an attractive employer of choice through diversity and fair career opportunities.

From global brands to SMEs, the market is feeling the shortfall, to the point where the lack of talent is beginning to threaten business growth and sustainability.



So far the skills gap has been narrowed due to gaining talent from overseas, however, multiple industries have noted that since Brexit the hiring of workers from abroad has slowed down.

Brexit

On Friday 24th June 2016 it was announced that the UK was set to leave the EU after a UK public vote.

The initial reaction was one of panic – the sterling dropped to a 31 year low, the Prime Minister resigned and people feared their roles were at risk. Over a year on from the result and the triggering of Article 50 in March, the UK economy has stabilised and employment is at it's highest in over 40 years. Skill and candidate shortages however are hitting UK workforces and hiring talent is becoming increasingly harder to achieve. The future is uncertain.

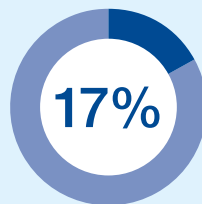
The Independent reported that since the announcement of Brexit the number of technology roles applications from overseas candidates has dropped by 50%, skilled workers who were once attracted to UK employment are now looking to foreign markets for a career. This could hinder business growth severely as the UK has long relied on talent from abroad, even offering overseas candidates an average of 28% more compared to UK candidates in order to fill the role with the required skillset .

Despite the UK being the largest European investor in technology and a world leader in FinTech foreign workers are no longer attracted to the opportunities on offer, with a 20% drop in acceptance offers. It appears that the feeling is mutual between overseas candidates and UK employers when it comes to taking risks when hiring. Role offerings to candidates outside of the UK have fallen by 60% since Brexit and according to The World Economic Forum Report on Jobs 2016 report only 17% of UK companies are looking to attract foreign talent as a strategy to overcome their skill shortage.

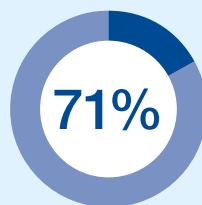
The impact that Brexit has had on the tech industry has led to UK workers feeling concerned about the status of their own roles. Information Age noted that in a recent technology industry focused survey 71% of UK respondents believed leaving the EU will damage industry growth. With the foreign candidate talent pool cut by half and UK candidate roles acceptances flat year on year, workforces are understandably concerned. The knock-on effect could be a drop in retention as careers no longer feel safe and organisations not appearing progressive due to the lack of skills entering the workplace.

Digital jobs are being created twice as fast as non-digital, companies cannot afford to pause evolving alongside innovation. As new innovations continue to disrupt the workplace, the ever growing skill shortage not looking to narrow and a key source of talent leaving the UK candidate market, companies now need to re-evaluate their hiring strategy in order to achieve future success alongside a highly skilled, productive and long-standing workforce.

It is vital that organisations know what technologies are entering their industry for managers to start increasing their headcount and discover the skillset and talent they need before competitors do so.



Percentage of UK companies looking to attract foreign talent in order to overcome their skill shortage*



Believe that leaving the EU will damage tech industry growth*

**Information Age*

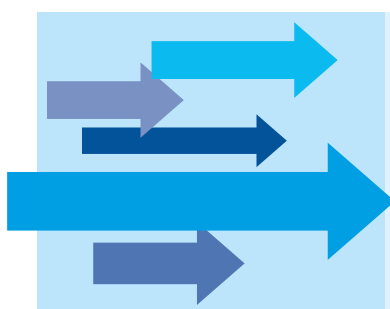
How you can bring your business back to the future

Technology is disrupting the UK, from workplace operations to the job market; everyone is feeling the impact of innovation.

Playing safe is no longer an option for companies who want to future-proof organisational success. To continually keep ahead of the curve investing in a highly skilled, adaptable and loyal workforce is crucial.

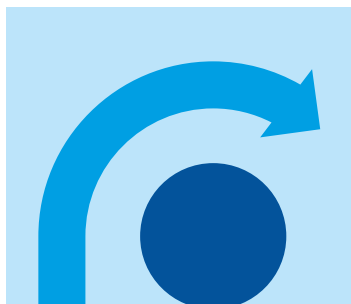
The impact of technology will lead to new jobs being created, in demand skills and an increase in headcount. Take advantage of your current workforce through your commitment to their career by upskilling, building a technologically-embracing culture and creating an organisation that is adaptable, innovative and positive about change. The potential you can achieve from doing so is possessing a multiskilled and loyal workforce that is an attractive, forward thinking company for candidates and a market leader.

Make sure you're asking yourself the right questions to safeguard your organisation's future growth.



The forward thinking organisation

- What are the latest technological trends?
- How will they impact your workforce?
- How will they impact the wider UK job market?
- What skills do you need to future proof your business?



Overcoming obstacles

- What specialist talent is missing from your workforce?
- Are you upskilling and reskilling your current employees?
- Are you embracing a diverse, mixed skilled workforce?



Evolve and achieve

- Are career development plans in place to retain and train employees?
- How are you encouraging change amongst your workforce?
- Are you communicating regularly to your employees about the benefits of technology?
- How will you unearth in-demand talent that your competitors are overlooking?

Preparing your workforce for change

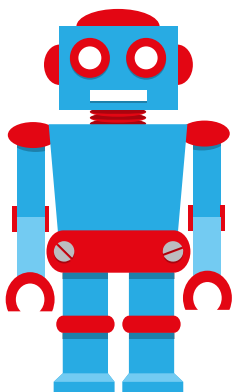
Now here is where the work begins.

You have identified the skills gap within your business and how you need to safeguard future successes by evolving your workforce alongside technology – but how do attract the talent you require whilst upskilling your current team and educating them to embrace the continual change of technological innovation?



Don't let change become its own obstacle

When it comes to change within an organisation people can view this as a challenge within itself. We as humans are creatures of habit. We like routine; it's comfortable, it's well-known, it's safe. Change is different; it's unknown, it's risky, it's scary. The disruption of technology has shaken up careers and the safety-net of roles workers are used to.



Humans before machines

Communicating the changes that will be occurring through to all levels of an organisation is key. A blanket message that states what is set to happen and when will not win employees over and leave teams with more questions than answers. Messaging needs to be tailored to each department within a company; explaining why it is happening, how it specifically impacts them, the opportunities that will arise from it and a reassurance that employee's interests and careers are being taken into consideration at every stage of the transition.

To be a technologically forward organisation is for your workers benefit due to the new skills they will learn, tasks they can achieve with more ease, roles they could never before enter and most importantly how they will be the drivers of the organisation's future success.



Celebrate often and early

Change needs to be viewed as a positive step for employees; it's progressive, not restrictive. Encourage every department, no matter where they sit in the organisation to provide feedback on their successes of working with new tools and technological infrastructure that has been implemented. Allow for ideas on improvements to be heard through informal group sessions, offering the opportunity for staff to meet and talk to people they never would have previously. This can create a sense of community across the organisation, increasing the positive reception of technology through the power of peer-to-peer influence and word of mouth.



Encourage continuous education

It is inevitable that with technological change comes an increase in headcount to fulfil the skills required and new positions being born out of innovation. This does not mean that managers should halt upskilling their staff. Organisations need to continue training employees, creating a workforce that possesses multiple skills, allowing staff to adapt to various roles and take on new tasks when necessary. Narrow the skills gap by enhancing the skills of your current workforce.

Create a culture of change that is safe yet progressive and where being complacent is a risk that workers do not want to take.



Keep momentum alive

The one thing you can be sure of with change is that it never stops and companies must continue to keep up with the technological disruptions that are forecast to reshape the workplace time and time again. Keep employees riding the wave of technology by establishing a comfort level that workers feel safe at but allows room for innovation and growth to happen through the positive changes it has already brought to their work.

The main resistance to change stems from the fear of the unknown and this is where companies can fail to implement appropriately – ignoring its employee's reactions. To transform your organisation into one that is technologically savvy and fluid, an internal marketing strategy with employee happiness at the core of it is crucial. Managers cannot afford to underestimate the value of their employees when changing a company culture. Gaining their buy-in is crucial to making change successful.



Finding the talent you need now

There is not always enough time to develop your workforce in order to fill a position immediately, and the skills required may not even be housed within your team. Brook Street consultants have unrivalled access to the candidate pool specific to your area that possess the skillset, character and passion you are looking for to drive your company forward. With expert knowledge of the local market combined with our know-how on where to unearth those highly skilled, passive candidates you are looking for, we can help to narrow the skills gap within your organisation, providing you with the talent you need, when you need it.

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