

HARD-TO-FILL, SKILLS GAPS AND SECTORAL PRIORITY OCCUPATIONS 2019/20

1. Hard-To-Fill Vacancies (Scarce skills)

The term “hard-to-fill vacancy” refers to an occupation in your company that takes longer than 06 months to find a suitably qualified and experienced candidate. The identification of Hard-To-Fill Vacancies (Occupational shortages) and skills gaps is a key deliverable of the SSP. This ensures that the SSP responds to the demands of the sector.

National Hard-To-Fill Vacancies List

The occupations with the highest frequency were identified as Hard-to-fill vacancies. The following 28 occupations were above the median in terms of Hard to Fill Vacancies (HTFVs):

Table 4: Hard-To-Fill Vacancies (HTFV)

Occupation	OFO Code
Retail Manager (General)	142103
Confectionary Baker	681201
Stock Clerk / Officer	432101
Retail Supervisor	522201
Corporate Services Manager	121902
Service Station Attendant	524501
Dispatching and Receiving Clerk	432102
Visual Merchandiser	343203
Blockman	681103
Sales Representative (Industrial Products)	243301
Retail Buyer	332301
Accounts Clerk	431101
Sales Representative (Personal and Household Goods)	332203
Sales and Marketing Manager	122101
Warehouse Manager	432104
Data analyst	
Pharmacy Sales Assistant	332208
Human resource manager	121201
SHE&Q Practitioner	226302
Marketing analyst	None
Operations Manager (non-man)	134915
Finance Manager	121101
Supply and distribution manager	132401
ICT Specialist	None
Service station supervisor	None
e-commerce manager	None
e-commerce planner	None
Customer service manager	122105
Dispatching and receiving clerk	432102

Source: WSP/ATR 2019/20, HTFVs survey 2019/20

2. Skills Gaps (Critical skills)

The term refers to skills gaps within an occupation or ‘top-up’ skills. The identification of Hard-To-Fill Vacancies (Occupational shortages) and skills gaps is a key deliverable of the SSP. This ensures that the SSP responds to the demands of the sector.

Skills Gaps List. The most important skills gaps by major occupation group are:

Occupational Category	First Skills Gap	Second Skills Gap	Third Skills Gap
Managers	Leadership	Decision making	Mentoring and Coaching
Professionals	Planning	Managing	Interpersonal
Technicians & Associate Professionals	Teamwork	Planning	Labour relations
Clerical Support Workers	Report writing	Numeracy and Literacy	Time Management
Service & Sales Workers	Marketing and Sales	Customer Service	Product knowledge
Craft & Related Trades Workers	First Aid	Project Management	Team Work
Plant & Machine Operators	Time Management	First Aid	Productivity
Elementary Occupations	Team Work	Conflict Management	Customer Services

Source: WSP/ATR 2019/20, HTFVs survey 2019/20

3. Sectoral Priority Occupation (Pivotal List)

Based on the research activities (literature review, surveys, WSP/ATR analysis, online recruiting data, interviews, and workshops), the following pivotal and occupational shortages are identified. The top 10 pivotal skills in the sector:

OCCUPATION	OFO CODE
1.Sales Assistant (General)	522301
2.Retail Manager (General)	142103
3.Retail Supervisor	522201
4.Confectionary Baker	681201
5.Marketing Digital Officer	226302
6.Butcher	681103
7.Sales & Marketing Manager	122101
8.SHEQ Practitioner	226203
9.ICT Specialist	332203
10.Retail Buyer	322301

Source: WSP/ATR 2019/20, HTFVs survey 2019/20

4. Other findings and recommendation

◇ The following are future skills identified as per sector trends:

- Data analyst;
- System analyst;
- IT specialist;
- Product Manager;
- E-learning Designer.

◇ The following are new and emerging top-up skills:

- Digital marketing skills;
- Digital customer communication skills;
- Problem-solving skills;
- Financial literacy skills;
- Data analytics skills;
- Ethics & discipline;
- Information Communication Technology (ICT) skills.

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