

# MANAGEMENT & CONSULTING SERVICES

THE INDUSTRY & WORKFORCE IN WESTERN AUSTRALIA 2019



## THE INDUSTRY <sup>1</sup>

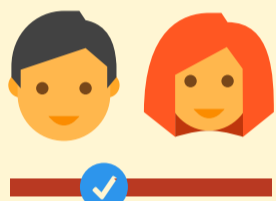
The Management and Related Consulting Services industry employs close to 8,400 Western Australians. However, this figure includes only those engaged as full or part-time employees. Many more Western Australians derive income from consulting work via their own micro-businesses and the industry continues to evolve within the gig economy.

Management and other consultants support organisations through periods of change and growth, providing specialist skills and knowledge, workforce and business development as well as projects and strategic planning.



## KEY WORKFORCE DEMOGRAPHICS <sup>2</sup>

### Gender



43% female

### Age



27% <35 years of age

### Nationality



41% born outside Australia

### Employment



59% employed full time

### Education



53% tertiary qualified  
43% vocational and secondary qualified

### Weekly Income



22% earn <\$1,000  
58% earn \$1,500+

## WORKFORCE PRIORITIES <sup>3</sup>

1

Cloud-based systems and digitisation of products, platforms and services require management and consulting professionals to be highly knowledgeable and proficient in the use of current technologies and systems relevant to their business sectors.

2

A growing freelance and gig economy is providing affordable skills gap solutions for under-resourced organisations, particularly SMEs looking to streamline client processes, maximise their capability and gain business efficiencies.

3

Those working in work health and safety must be current in their knowledge, able to provide advice on changes in the sector. Demand is expected to increase aligned to regulatory changes and economic recovery.

4

Management and related consulting services have become supplementary service offerings and revenue streams for large accounting and (increasingly) law firms. Companies are rationalising their products and services to target growth industries.

## OCCUPATIONS & CAREERS

### Management Consulting Specialisations



Projects  
Organisational Change  
Bid/Tender Development  
Business Case & Feasibility  
Business Development  
Risk Assessment  
Strategic Planning

Financial Modelling  
Contract Management  
Procurement  
Business Advisory  
Business Processes  
Business Improvement  
Learning & Development

Compliance  
Digital Technology  
Business Analyst  
Industry-specific Consulting  
Occupational Health & Safety  
Business/Project Methodologies  
Diversity/Cultural Change



### Corporate Head Office

Chief Executive Officer  
Chief Operations Officer  
Chief Information Officer  
General Manager  
Project Manager/Director

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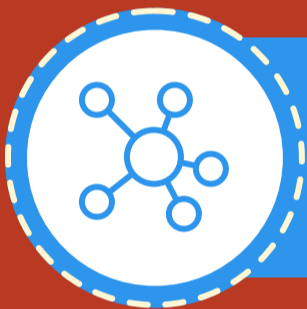
## INDUSTRY DEVELOPMENTS<sup>4</sup>



**SUBDUED ECONOMY** The last few years have seen a period of constrained spending with strategic business shifts and increased competition from big firms and emergent mid-tier firms. Some entered new practice areas and lateral hires, offering a range of supplementary services to support revenue and others differentiated themselves by providing services in niche areas. Business confidence is starting to return due to increased levels of commercial construction, major civil infrastructure projects and signs of recovery in WA's mining sector with a flow on effect to the rest of the economy, including management and consulting services.



**SERVICE DIVERSIFICATION** In a competitive market vying to gain and retain clients where income from traditional services is being driven down by technology, offshoring and the gig economy, smaller consulting companies will increasingly need to diversify their service offerings and provide specialist knowledge to support SME clients throughout different stages of their business lifecycle, directing business efficiencies, implement cost saving measures, assisting with financial literacy and guiding financial obligations.



**DEMAND** Businesses are focusing on system implementation to streamline workflow and processes, and inform decision making to drive productivity and growth. Reports, reforms and pending regulatory guidelines examining banking, superannuation, financial services and aged care quality and safety have focused scrutiny on compliance around governance, compliance, leadership, culture, service delivery and remuneration. These will shape the direction of service provision across the sector and determine skill requirements into the future. Similarly, proposed OH&S legislative changes and reforms are also potential drivers of demand.



**SKILLS** Management consultants rely on their ability to build and sustain client relationships in a highly competitive environment while responding to growing expectations and requirements. Business acumen and business development skills are critical, as is the ability to adapt to emerging business needs and delivery of adjunct services. A strong suite of enterprise skills particularly around advanced communication, problem solving, teamwork, customer service delivery and stakeholder management are critical. They need sophisticated advisory/entrepreneurial skills, networking capability and, increasingly, technical/digital knowledge and skills.

## TRAINING<sup>4, 5</sup>

The provision of quality management and consulting services is reliant on highly skilled professionals with strong business partnering and enterprise skills to deliver business development services, improve business performance and provide business owners with a greater return on investment. With change being a constant, it is important these professionals continue to up-skill and access development programs to ensure currency.

Continued training and professional development remains critical to ensure management professionals provide the greatest value to their clients and organisations. High level management and leadership skills are required for organisations to achieve productivity goals, to innovate and to be competitive.

The Business Services Training Package contains 21 traineeships ranging from Certificate II to Diploma qualifications, including leadership and management, work health and safety, human resources and marketing and communication. While these may not directly affect consultants working in this space, they provide pathways into administrative roles across a variety of organisations and industry sectors.