Beamery

The Skills Crunch in FS&I:

What Every CHRO Needs To Know In 2025

The Financial Services & Insurance industry faces a shortage of skilled professionals– and skills requirements are changing faster than ever.

63%

of employers cite **skills gaps** as a top barrier to future-proofing.

- World Economic Forum

70%

of the **skills used in most jobs** will change by 2030 – largely due to AI.

- LinkedIn

81%

81% of UK FSI firms consider **"insufficient talent/access to skills"** to be a constraint to the adoption of AI.

- World Economic Forum

90% of leaders in Financial Services believe their organization needs to consider significant adjustments or total **transformation of their reskilling strategy** to support the future.

- World Economic Forum

AI is transforming roles at unprecedented speed. Organizations that don't act quickly risk talent gaps and lost competitiveness.

82% of leaders say they're confident that they'll use **digital labor** to expand workforce capacity in the next 12–18 months.

- Microsoft

97%

97% of employers in Financial Services **expect AI and information processing** technologies to transform their business by 2030 – higher than the cross-industry average (86%).

- World Economic Forum

76% of finance workers believe **AI agents will help close the talent gap.**

- Workday

Closing the skills gap requires focused upskilling and workforce transformation.

47%

of leaders list **upskilling** existing employees as a top workforce strategy for the next 12–18 months.

- Microsoft

72%

of CEOs said GenAI will not fundamentally impact the number of jobs but will require **upskilling** – and existing resources to be **redeployed**

- KPMG

> AI is an automation advantage as well as an augmentation opportunity – empowering bankers to reimagine their contributions in a digitally transformed industry... Banks might find it difficult to find the skills required and **cannot postpone investments to reskill a workforce** that is too often trapped in routine tasks and can't always evolve with the speed of innovation."
>
> - IBM

67%

67% of FS firms increased **upskilling** investment in the past year

- Withaterra

Connected workforce intelligence and a skills-based approach are key to closing gaps and future-proofing talent.

Skills-based companies are

107%

more likely to place talent effectively,

52%

more likely to innovate, and

- Deloitte

57%

more likely to anticipate and respond to change.

Skills-based strategies can expand global talent pools by

6.1x

- LinkedIn

> The move away from traditional job structures to a **skills-based approach** is an inevitable reality for the financial services sector. Put simply, there are not enough people with the right skills, which means firms need to start adapting their approach right now."
>
> - Pete Brown, PwC

% of employees committed to organization

Employees in the FS&I sector who say their organization or manager has provided them with "the skills they need to advance" are nearly 50% more likely to say they are **committed** to their organization

- Mercer

HR can bridge the gap with AI – but adoption is lagging behind other functions.

Adoption of AI in HR jumped from **26%** (2024) to **43%** (2025).

- SHRM

87%

87% of CHROs expect **productivity gains from AI,** with 85% seeing AI managing more HR tasks

- SHRM

Only **18%** of Financial Services execs **use generative AI in talent functions** (vs. 47% in marketing/sales)

- Deloitte

> "Looking forward, almost half of CEOs say that their biggest priorities over the next three years are integrating AI (including GenAI) into technology platforms as well as business processes and workflows... **only a third of CEOs are planning to integrate AI into workforce and skills strategy."**
>
> - PwC

See how Beamery can help