



BUSINESS SUPPORT

MARKET INSIGHTS Q.1 2017

ambition

The Business Support market remained stable through the second half of 2016 with most firms adopting 'business as usual' when hiring support staff.

SKILLS IN DEMAND

Candidates with specific Professional Services experience continued to remain in high demand, particularly mid-level candidates with a varied skill set.

As firms focus more on technology, the need for candidates that have a varied skillset and who can quickly adapt to change will continue to grow.

MERGERS AND ACQUISITIONS

London's legal market will continue to evolve. With the merger of CMS, Nabarro and Olswang to create a 'super firm' there will be an increase in candidates from these firms entering the market.

There will be a continuation in M&A activity for Professional Services firms during 2017,

PREDICTIONS FOR 2017

Many professional services firms have hiring budgets in place for the beginning of 2017 and we will continue to see recruitment within this area. The Business Support recruitment market remains robust despite the recent political and economic uncertainty.

ADVICE FOR EMPLOYERS

In an ever changing and highly competitive market, attracting good talent is always at the forefront for employers. The more **flexibility and adaptability** that firms can show, the wider the talent pool they will attract.

Within professional services and specifically within legal and practice, candidates' CVs are becoming increasingly diverse, with experience being gained from a larger number of firms, sometimes over a short period of time.

Historically these CVs have been received cautiously by employers but **it is worth considering the additional skillsets** that these candidates can offer as they can be of real benefit when adding to existing teams.

ADVICE FOR JOBSEEKERS

Take the time to fully invest in your job search, take it seriously and ensure you stand out from the crowd. The competition is strong across business support and this will continue to be the case in 2017. With various mergers and restructures coming up, there will be even more candidates entering the market.

Take the time to ensure your CV is up to date and accurate. Your CV is your marketing tool and it needs to highlight your skills and experience to the best of your ability. Do you really want to risk not being invited for interview due to of a lack of information on your CV? Similarly, you don't want to jeopardise a potential job offer because of a careless mistake on your CV.

Interviews are such an essential part of the recruitment process but all too often we have seen candidates failing to put in enough work and preparation to secure that next great job. With the competition about to increase even more in 2017, it is more important that ever to **ensure you are fully prepared** for your interviews and some extra time to prepare will certainly pay off in the long run.

BUSINESS SUPPORT SALARIES Q1 2017*

LEGAL SECTOR

Job title	Annual salary range (£)	Contract rate per hour (£) (based on 35 hour week)
PA Manager	48K - 75K	29 - 46
PA Team Leader	38K - 48K	23 - 28
PA Coordinator	38K - 44K	23 - 27
Executive Assistant to Managing Partner	42K - 50K	25 - 30
Senior PA to Senior Partner / Management Team	39K - 46K	24 - 28
Personal Assistant	31K - 35K	19 - 21
Legal PA to Partner	32K - 40K	19 - 25
Legal Float Secretary	34K - 38K	20 - 23
Legal Secretary to Associate	32K - 36K	17 - 20
Legal Secretary (6-12 months' experience)	22K - 28K	13 - 17
Trainee Legal Secretary	18K - 23K	11 - 14
Administrator / Admin Assistant	18K - 26K	9 - 16
Team Secretary / Assistant	25K - 30K	17 - 21
Daytime Document Production Manager / Supervisor	38K - 46K	23 - 28
Document Production Operator	33K - 38K	20 - 23

Business Support

Job title	Annual salary range (£)	Contract rate per hour (£) (based on 35 hour week)
Weekend Document Production Operator	38K - 42K (pro rata)	23 - 25
Evening Document Production Operator*	35K - 38K	21 - 25
FOH Leadership	30K - 40K	18 - 24
Receptionist / Switchboard Operator	24K - 30K	14 - 18
Facilities Assistant	22K - 27K	13 - 16
Post Room Assistant	18K - 24K	11 - 14
Reprographics Assistant	22K - 27K	13 - 16

PRACTICE SECTOR

Job title	Annual salary range (£)	Contract rate per hour (£) (based on 35 hour week)
Office Manager	35K - 45K	21 - 27
Executive Assistant	36K - 40K	22 - 24
Senior PA	34K - 36K	20 - 22
PA	32K - 34K	19 - 20
Secretary / Team Secretary	26K - 31K	16 - 19
Team Administrator / Administrator	22K - 25K	13 - 15
Receptionist	23K - 26K	14 - 16
Switchboard operator	22K - 26K	13 - 16

Notes on salary table:

*Discretionary enhancement for twilight/unsociable hours

1. Titles and levels vary from organisation to organisation.
2. The salary ranges given are only approximate guides. For tailored salary advice, please contact us directly.
3. 12-month base salaries are assumed.
4. All other benefits and bonuses are in addition to these figures.