



BUSINESS SUPPORT

MARKET INSIGHTS **Q3** 2017

ambition

In what feels like uncertain times following the results of the General Election, Business Support recruitment remains buoyant. Job flow has increased from the tail end of Q2 to the beginning of Q3, through both growth and natural attrition.

Many employers are predicting exciting growth whilst taking the opportunity to look at efficiency and processes, which is having an interesting impact on the Business Support market. We have seen a real trend away from the more 'traditional' support roles, with newly created roles now often having more multi-faceted elements to them.

SKILLS IN DEMAND

Experienced PAs and EAs remain in demand and the trend towards hiring more junior level candidates that can grow and develop within a business, that we saw at the beginning of Q2, looks set to remain.

As businesses continue to strive for maximum efficiency from their support teams, candidates who are open to working twilight hours are very much in high demand but short supply.

MERGERS AND ACQUISITIONS

Kennedy's recently announced a merger with US Firm Carroll McNulty & Kull (CMK).

PREDICTIONS FOR THE COMING QUARTER

The sector in general looks set to continue its upward trajectory and the competition to attract the best talent in the market will remain high. The traditional Business Support roles will continue to evolve to encompass an increasing range of responsibilities and skillsets.

Understanding candidates' key motivators and drivers is essential in a competitive landscape. Firms are being urged to assess the benefits that are on offer as increasingly, salary isn't the main motivator for a candidate wanting to move: work/life balance; recognition; personal development and softer benefits are now extremely important.

ADVICE FOR EMPLOYERS

Be prepared to make quick decisions – don't miss out on top talent by slowing up the process. Good candidates are in short supply and often have multiple options to choose from, so won't be on the market for long. Work closely with us to help drive the process as quickly as you possibly can.

Be open minded – consider candidates from outside of your sector where possible – they can add a very interesting and new perspective to your business. Also, don't focus too heavily on job titles on CVs, focus more on the content of the role.

ADVICE FOR JOBSEEKERS

Prepare thoroughly – work with us to prepare thoroughly for interviews and dig deep when doing your research. Think of some really strong examples when it comes to achievements within your current or past roles. As Business Support roles continue to evolve, hiring managers are looking for candidates that can add real value to their business – an interview is a time to shine, not to be modest!

Move quickly – be prepared to move quickly for roles you are really interested in and be as flexible as you can when it comes to attending interviews. Work closely with us with regards to feedback and any concerns you may have post interview so we can help you address these and make really informed decisions about your job search.

BUSINESS SUPPORT SALARIES Q3 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
Weekend Document Production Operator	38K - 42K (pro rata)	23 - 25
Evening Document Production Operator*	35K - 38K	21 - 25
FOH Leadership	30K - 40K	18 - 24

LEGAL SECTOR (CONT.)

Job title	Annual salary range (£)	Contract rate per hour (£) (based on 35 hour week)
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.