



BUSINESS SUPPORT

MARKET INSIGHTS **Q4** 2017

ambition

On the tail of a long hot Summer, the last remaining months of 2017 look set to be both interesting and exciting times for Business Support within Professional Services.

Firms in the Legal sector continue to evaluate efficiencies and effectiveness from their Business Support teams and we have seen news of several restructuring programmes that are due to take place in Q4. Whilst this can understandably be difficult times for employees and employers alike, these changes are likely to open up new opportunities and help to create a new landscape for 2018.

Across the whole of the Professional Services sector, Business Support roles remain buoyant – where earlier on in 2017 we saw a trend towards the entry and junior end of the market, we are now seeing more senior end roles coming through as well, mostly through newly created positions or natural attrition. Candidate supply remains a challenge, but more ‘passive’ candidates are approaching the Business Support team at Ambition to discuss career progression, development and new challenges, all of which is positive news.

SKILLS IN DEMAND

As always, the Legal Sector continues to struggle with a short supply of candidates – particularly experienced Legal Secretaries and Document Production Technicians, both of which remain in high demand. Outside of Legal, good quality candidates are still hard to come by, however, with firms now being more open minded to candidates with experience outside of Professional Services, candidate flow is increasing.

PREDICTIONS FOR THE COMING QUARTER

We are confident that the Business Support market will continue to remain buoyant and competition for candidates will remain high. Due to the restructuring programmes currently underway, we anticipate temporary and fixed term contract roles to increase and there to be a continuation in passive candidates approaching us to evaluate their options in light of the interesting times ahead for the sector.

ADVICE FOR EMPLOYERS

Move as quickly as you can – don't let a slow decision-making process be the reason you lose your candidate of choice – good quality candidates are on average interviewing at 3 or 4 firms; move quickly to secure the right candidate for you.

Engage candidates – it is key to work with us to engage candidates that you are interviewing and to help them get a real feeling not only for the role and the people they would be working with, but for your culture, values and future goals. Remember the interview process is a 2-way thing and candidates that are interviewing for several firms need to feel an attachment to YOUR business; work with us to help us paint a picture of what a career with you means to prospective candidates.

ADVICE FOR JOBSEEKERS

Always be prepared – give real thought prior to attending interviews about what really resonates with you in respect of the role you are being considered for and the company you are meeting. It is important for firms to truly believe that you want to work for THEM and that you can add long term value.

Think carefully about your motivators – Before you even start your job search, it is key to really know why you are looking for a new role – a simple ‘I’m bored’ or ‘I want progression’ isn’t enough – dig deep and understand what that new challenge needs to offer you and what that progression looks like for you – it means we can help you target your search more closely.

BUSINESS SUPPORT SALARIES Q4 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.