



BUSINESS SUPPORT

MARKET INSIGHTS **Q2** 2018

ambition

Continuing the Q1 trend, the demand for talent for Business Support functions across Professional Services remains extremely strong, particularly in the Legal sector. Ambition has seen record numbers of new jobs taken across the first quarter of the year; most of which have been attributed to new headcount, underpinning the growth that most firms forecasted going into 2018.

SKILLS IN DEMAND

The mid to senior end of the market has been more buoyant in Q1 and going into Q2 than throughout 2017, where we saw the majority of Professional Services firms hire at the junior end of the market. As firms continue to develop and grow, experienced PA's and EA's with their wealth of skills and experience are in demand. Particular hot spots within Legal include Real Estate, Litigation and Document Production.

PREDICTIONS FOR THE COMING QUARTER

Many firms across Professional Services continue to review efficiencies and best practice amongst their Business Support functions. Allocations are changing, processes are being evaluated and with the advent of new hiring budgets, Q2 looks set to continue the upward trajectory for recruitment.

The temp and contract market has steadily increased throughout Q1 and we expect this trend to continue. Many firms that have previously discounted the use of temporary Business Support professionals are now seeing the value these candidates can bring, whether it's to cover a gap in a team whilst permanent recruitment processes take effect, to support a project or simply to help with an increased workload; the rise of the 'professional temp' is on the up.

The market continues to be candidate led. Outside of Legal, the candidate flow remains steady and firms are more open-minded to hiring outside of the sector. Due to the Professional Services sector being an attractive proposition to candidates outside of sector this keeps a steady flow of active candidates approaching us for assistance, coupled with passive candidates from within PS keen to see what the market has to offer.

Within Legal, candidate flow is slowly increasing. As market confidence increases so does the confidence of passive candidates. We are also seeing more approaches by candidates, many of which have been with the same firm for a number of years and are keen to explore what else might be on offer for them.

ADVICE FOR EMPLOYERS

Process - there is more choice in the market for good candidates than ever before; speed of process is key to securing the right person for your organisation.

Transparency - in order for us to manage the recruitment process effectively for you, transparency is key as is keeping open lines of communication so expectations are managed throughout the process on all sides.

ADVICE FOR JOBSEEKERS

Help us help you - be open and transparent throughout the process. Being as responsive as possible and knowing what you want from your search means we can deliver the right results for you. If you aren't sure then talk to us; we are here to help!

BUSINESS SUPPORT SALARIES Q2 2018 - LEGAL SECTOR

Job title	Annual salary range (£)	Contract rate per hour (£) (based on 35 hour week)
PA Services Manager	65K - 80K	40 - 50
PA Secretarial Manager	48K - 60K	29 - 37
PA Team Leader / Coordinator	38K - 48K	23 - 29
Executive Assistant to Managing Partner	45K - 50K	27 - 31
Senior PA to Senior Partner / Management Team	39K - 46K	24 - 29
Legal PA	36K - 42K	22 - 26
Legal Float Secretary	34K - 38K	20 - 23
Legal Secretary	32K - 36K	17 - 20
Junior Legal Secretary (6-12 months' experience)	22K - 28K	13 - 17
Admin Assistant	18K - 26K	9 - 16
Document Production Manager/Supervisor	38K - 46K	23 - 28
Document Production Operator	35K - 40K	20 - 23
Weekend Document Production Operator	38K - 42K (pro rata)	23 - 25
Evening Document Production Operator*	36K - 42K	22 - 26
FOH Leadership	33K - 45K	20 - 28
Receptionist / Switchboard Operator	24K - 30K	14 - 18
Facilities Assistant	22K - 28K	13 - 17
Post Room Assistant	18K - 24K	11 - 14
Reprographics Assistant	22K - 27K	13 - 16

PRACTICE SECTOR

Office Manager	35K - 45K	21 - 27
Executive Assistant	36K - 45K	22 - 27
Senior PA	36K - 40K	22 - 25
PA	32K - 36K	19 - 22
Secretary / Team Secretary	26K - 33K	16 - 20
Team Administrator / Administrator	24K - 28K	15 - 18
Receptionist	24K - 28K	15 - 18
Switchboard Operator	23K - 27K	14 - 17

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.