



# BUSINESS SUPPORT

## MARKET INSIGHTS Q3 2018

ambition

The demand for candidates across Business Support functions remains extremely high and looks set to continue, with the Legal sector leading the way in terms of new jobs taken. Across the first half of 2018 we have seen over double the amount of new jobs taken compared to 2017, driven by firms continued growth.

### SKILLS IN DEMAND

There has been a marked increase in the demand for candidates at the senior end of the market, with more Secretarial Manager, Team Leader and Executive Assistant roles being taken in Q2 than across the whole of 2017. The temporary market has increased dramatically, with firms that have previously dismissed the use of temporary candidates seeing the tangible benefits of having a flexible workforce to support projects, cover long term absences and to provide short term cover during the recruitment process for permanent roles, which can be lengthy.

### PREDICTIONS FOR THE COMING QUARTER

It looks set to be an interesting quarter with news of several firms restructuring their Business Support teams in order to change the scope of the roles. Traditional secretarial roles are on the decline with firms moving more towards PA roles, to offer stronger support to fee earners in terms of horizon scanning and organisational & operational support, with support from junior level roles such as Team Assistant or Team Administrator roles to take the admin burden away from PA's.

Several firms have implemented a 'hub' system for lower level admin support tasks and early indicators show this has been working well and has been positively received across firms.

More firms are focussing on ensuring that senior leadership teams have dedicated support in order to assist in some exciting change and innovation projects - the demand for Executive Assistant roles has increased significantly and we expect to see this continue.

The need to utilise temporary PA's, EA's and Administrators looks set to continue particularly across the coming summer months were firms find themselves shorthanded.

### ADVICE FOR EMPLOYERS

**Be decisive!** Whilst the number of new job requirements has doubled in H1 of 2018 versus H1 of 2017, the number of good quality candidates has not increased at the same rate! If you interview a candidate you like, move as quickly as you can - these candidates will be interviewing with at least 2 or 3 other firms so speed of process is essential to secure the best talent.

### ADVICE FOR JOBSEEKERS

**Add value!** Employers are looking for candidates with that little extra 'something' so really think about where you can add value and what makes you unique - it may be a project you supported on, a cost saving initiative you led or a new process you implemented - whatever it may be, make sure you can demonstrate your point of difference in a competitive market.

**BUSINESS SUPPORT SALARIES Q3 2018 - LEGAL SECTOR**

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