



BUSINESS SUPPORT

MARKET INSIGHTS Q4 2018

ambition

2018 continues to be an extremely busy year for Business Support functions, with new job take on remaining consistently high whilst a candidate shortage still presents challenges. Across the board within Professional Services, the appetite for hiring looks set to continue in terms of new roles coming to market and the replacement of roles through natural attrition.

SKILLS IN DEMAND

There has been a real increase in EA roles throughout Q3 and into Q4 with firms looking for senior Business Support professionals with value add skills such as experience of coordinating, or in some cases, managing projects. Firms are keen to see candidates at the senior end of the market that can act as true Business Assistants, freeing up Partners, Heads of Group and Senior Partners to work more strategically.

The demand for immediately available candidates to cover temporary assignments and fixed term contract roles is still strong. We are seeing a real need for temporary candidates to cover long term absences and to support teams, whilst permanent recruitment is taking place. This is largely down to Business Support teams being stretched to capacity and lengthy hiring processes.

PREDICTIONS FOR THE COMING QUARTER

We are hearing of several mid-size firms evaluating the efficiencies and effectiveness of Business Support functions with a view to restructuring and evaluation of the remit and scope of roles across the board. The traditional Secretarial role remains less in demand, with PA roles becoming far more popular with clients and candidates alike.

Candidates are keen to secure roles with firms that offer defined career paths, good personal and professional development and the opportunity to really get involved beyond transactional work. Candidates want to work in environments that will fully immerse them into client support and enable them to feel connected to the work the teams they are supporting are carrying out, rather than sitting on the periphery.

There has been an increase in Junior level roles - often with little or no experience, allowing firms to 'home grow' their talent for the future.

The demand for temporary candidates will remain as workflow shows no sign of slowing down. We are also seeing a little more flexibility from firms considering candidates from a wider Professional Services background which in turn brings new ideas and innovation into individual sectors.

ADVICE FOR EMPLOYERS

Engage with candidates from the outset. When meeting candidate's, it is vital that you bring the culture of your firm to life for them as this is key to securing the talent you want. A strong first impression goes a long way.

Speed really is of the essence in the current market - good candidates will have multiple interviews lined up and often receive multiple offers - a slow hiring process, from initial shortlist to offer, will result in lost candidates.

ADVICE FOR JOBSEEKERS

Prepare - there is no such thing as being too prepared for an interview. You'll need to have really strong reasons for wanting to work for a firm. Be able to confidently discuss why you are attracted to a particular role and be able to give great examples of what sets you apart from other candidates. Ensure you put a good deal of time and effort into this to secure the move that is right for you.

BUSINESS SUPPORT SALARIES Q4 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. Roles outside of London are likely to be £5K - £10K lower than the salaries indicated above.
4. 12-month base salaries are assumed.
5. All other benefits and bonuses are in addition to these figures.