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PEOPLE



Business Support

SALARY SURVEY 2017

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INTRODUCTION

2016: a steady growth in permanent roles

2016 was undoubtedly shaped by a string of economic and political revelations – notably the EU Referendum in June. In Q1, prior to the results, businesses were keen to defer long-term recruitment decisions to help them better prepare for what lied ahead.

A period of uncertainty soon settled down, however. And signs of improvement emerged, with the summer months turning out to be the busiest in terms of hiring activity. Professional services firm PwC confirmed this in their UK Economic Outlook report, with the statement that “UK economic growth held up better than expected immediately after the Brexit vote.” Perhaps, this development prompted the increase in permanent placements for the first time in three months – as found by the Recruitment Employment Confederation (REC) in September.

The noted rise coincided with data from the Office of National Statistics (ONS). Figures from Q4 reported a record employment rate of 74.6% that not only suggested a resilient UK jobs market, but also set a precedent for the following year.

2017: the importance of Business Support staff

The Business Support sector remains buoyant. To accommodate expansion and new clients coming onboard, businesses are continuing with traditional practices and hiring for more defined roles – both being welcome points of

progress that sit in line with the recovering economy. For instance, demand for personal and executive assistants qualified to CIPD level, particularly within financial services in London, is experiencing a revival. And we’re seeing that individuals in such roles are being assigned to one C-suite executive instead of many, as has been the case previously. Plus, more and more businesses are seeking bilingual secretaries.

In turn, employers are adapting their recruitment processes in a bid to find candidates in a cost and time-effective manner. Placing emphasis on the quality, rather than quantity, of candidates, key-decision makers are now present in the initial rounds of interviews. The same employers are also raising salaries and proposing flexible benefits packages, in a move that acknowledges that a “one-size-fits-all” solution no longer works for in-demand, highly skilled candidates.

An annual report, titled ‘What do Graduates do?’, revealed that a substantial number of graduates from 2015 (for example, 17.8% and 13.5% in finance and accountancy and sociology, respectively) were pursuing clerical and secretarial roles. This coincides with employers also increasingly favouring entry-level members of staff across the sector. After all, trainees are willing to undertake various projects, ranging from administration to general support. So the widespread exposure to the sector will equip them with important soft skills and experience needed to grow alongside the company. While this marks good news for recent and soon-to-be graduates looking to kickstart their careers in back office roles, it’s also a clever hiring strategy that provides an alternative solution for any instances where businesses are still facing challenges to recruit experience Business Support professionals.



SALARY SURVEY

Understanding the 2017 Salary Survey

The Kingsley Hamilton People 2017 salary survey provides an understanding into today's recruitment market for the Business Support sector. It includes up-to-date information that's available from the ONS and the REC on the current hiring market. We acknowledge that salary ranges may vary by industry and are reflected by other factors such as niche skills. As a specialist recruitment consultancy, Kingsley Hamilton People has many years of experience in placing talented individuals in their perfect role, at exactly the right time. So if you're looking to make your next career move in the Business Support sector, please contact our friendly team on 020 7078 0213.

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Administration

ADMINISTRATION – Commerce & Industry	Salary Per Annum (£ range) by Location					
Title Position	London	South East England	South West England	East of England	Midlands	Yorkshire & the Humber
Office Manager	30,000 - 45,000	25,000 - 32,000	18,000 - 25,000	25,000 - 35,000	20,000 - 25,000	18,000 - 25,000
Administrator	20,000 - 30,000	18,000 - 24,000	16,000 - 22,000	17,000 - 22,000	16,000 - 22,000	17,000 - 23,000
Receptionists/Telephonists	20,000 - 28,000	18,000 - 22,000	14,000 - 20,000	15,000 - 20,000	14,000 - 18,000	14,000 - 18,000
Data Entry Operator	18,000 - 23,000	17,000 - 20,000	13,000 - 17,000	13,000 - 16,000	13,500 - 18,000	14,000 - 17,000
Executive Assistant	37,000 - 50,000	30,500 - 41,000	27,300 - 36,700	29,000 - 39,000	28,600 - 39,000	26,400 - 36,000
Personal Assistant	28,000 - 44,000	23,000 - 36,000	20,000 - 32,000	22,000 - 34,000	20,000 - 32,000	20,000 - 31,000
Senior Admin Assistant	27,000 - 39,000	22,000 - 32,000	20,000 - 28,000	21,000 - 30,000	19,000 - 28,000	19,000 - 27,000
Junior Admin Assistant	19,000 - 23,000	15,000 - 19,000	14,000 - 17,000	15,000 - 18,000	14,000 - 17,000	13,000 - 16,000
Title Position	North England	Wales	Scotland	Northern Ireland		
Office Manager	18,750 - 25,500	18,000 - 25,000	22,000 - 27,000	20,000 - 25,000		
Administrator	16,000 - 21,000	16,000 - 19,000	15,500 - 20,000	16,000 - 20,000		
Receptionists/Telephonists	15,500 - 17,000	14,000 - 17,000	15,000 - 22,000	15,000 - 18,000		
Data Entry Operator	14,750 - 15,750	13,000 - 16,000	13,500 - 14,500	14,000 - 17,000		
Executive Assistant	27,000 - 36,000	26,000 - 35,000	29,000 - 39,000	27,000 - 36,000		
Personal Assistant	20,000 - 32,000	19,000 - 30,000	22,000 - 34,000	20,000 - 31,000		
Senior Admin Assistant	20,000 - 28,000	19,000 - 27,000	21,000 - 30,000	22,000 - 31,000		
Junior Admin Assistant	14,000 - 17,000	13,000 - 16,000	15,000 - 18,000	14,000 - 23,000		

ADMINISTRATION – Financial Services	Salary Per Annum (£ range) by Location	
Title Position	London	
Office Manager	39,000 - 50,000	
Administrator	27,000 - 33,000	
Receptionists/Telephonists	25,000 - 30,000	
Executive Assistant	38,000 - 45,000	
Personal Assistant	36,000 - 42,000	

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Demand for personal and executive assistants qualified to CPD level, particularly within financial services in London, is experiencing a revival.

PA & Secretarial

PA & SECRETARIAL – General	Salary Per Annum (£ range) by Location					
Title Position	London	South East England	South West England	East of England	Midlands	Yorkshire & the Humber
PA to CEO	40,000 - 55,000	30,000 - 45,000	25,000 - 40,000	25,000 - 40,000	25,000 - 38,000	25,000 - 40,000
PA (non-board level)	30,000 - 40,000	25,000 - 30,000	18,000 - 25,000	22,000 - 28,000	22,000 - 28,000	22,000 - 28,000
Secretary	28,000 - 35,000	22,000 - 28,000	16,000 - 24,000	20,000 - 25,000	18,000 - 22,000	16,000 - 22,000
Title Position	North East England	North West England	Wales	Scotland	Northern Ireland	
PA to CEO	24,000 - 35,000	25,000 - 40,000	25,000 - 32,000	25,000 - 38,000	25,000 - 32,000	
PA (non-board level)	20,000 - 22,000	24,000 - 28,000	20,000 - 24,000	23,000 - 28,000	22,500 - 30,000	
Secretary	15,000 - 19,000	16,000 - 22,000	16,000 - 21,000	20,000 - 24,000	20,000 - 25,000	
Junior Secretary	16,000 - 26,000	16,000 - 26,000	16,000 - 25,000	18,000 - 28,000	25,000 - 28,000	
Legal Secretary	18,000 - 28,000	18,000 - 29,000	18,000 - 28,000	20,000 - 31,000	22,000 - 30,000	

PA & SECRETARIAL – Financial Services	Salary Per Annum (£ range) by Location
Title Position	London
Team Secretary	31,000 - 37,000
Float Secretary	32,000 - 37,000
Bilingual Secretary	34,000 - 40,000
Trading Floor Secretary	36,000 - 42,000

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FURTHER INFORMATION

Contact us


If you would like further information on the services provided by Kingsley Hamilton People, please do not hesitate to contact one of our friendly consultants today using the details below.

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