

BUSINESS SERVICES SUPPORT STAFF SALARY SURVEY – AUTUMN 2011

SECRETARIAL	LOW	MID	HIGH	TARGET	LEGAL FINANCE	LOW	MID	HIGH	TARGET
Legal College-Leaver Secretary	£20,000	£22,500	£25,000	£22,000-£24,000	Accounts/Finance Assistant	£20,000	£21,500	£24,000	£21,000-£23,000
Fee-Earners Secretary	£30,000	£32,500	£35,000	£32,000-£34,000	Legal Cashier	£28,000	£33,000	£38,000	£32,000-£35,000
Partners Secretary	£32,000	£34,500	£37,000	£34,000-£35,000	Billings/Revenue Specialist	£26,000	£31,000	£36,000	£29,000-£32,000
Executive PA/Assistant	£38,000	£41,500	£45,000	£39,000-£43,000	Finance Manager	£40,000	£50,000	£60,000	£52,000-£55,000
Float Secretary	£32,000	£33,500	£35,000	£33,000-£35,000	PARALEGAL/COMPLIANCE	LOW	MID	HIGH	TARGET
In-House Legal Secretary/PA	£32,000	£35,000	£38,000	£33,000-£35,000	Conflicts/Compliance Analyst/Exec	£26,000	£31,000	£36,000	£30,000-£35,000
Co-ordinating Sec/Team Leader	£36,000	£40,500	£45,000	£38,000-£40,000	Paralegal (entry level)	£20,000	£22,500	£25,000	£22,000-£24,000
Secretarial Manager	£50,000	£60,000	£70,000	£55,000-£65,000	Paralegal	£26,000	£32,000	£36,000	£32,000-£35,000
DOCUMENT PRODUCTION	LOW	MID	HIGH	TARGET	Senior Paralegal	£29,000	£35,500	£42,000	£34,000-£40,000
Day	£32,000	£33,500	£35,000	£33,000-£35,000	MARKETING/B.D.	LOW	MID	HIGH	TARGET
Evening	£34,000	£36,000	£38,000	£35,000-£37,000*	Marketing/Bus Dev Administrator	£22,000	£24,000	£26,000	£22,000-£23,000
Night	£34,000	£37,500	£40,000	£35,000-£37,000*	Marketing/Bus Dev Assistant	£25,000	£28,000	£30,000	£26,000-£29,000
Supervisor/Manager	£40,000	£44,000	£52,000	£42,000-£46,000*	Marketing/Bus Dev Officer/Exec	£30,000	£34,000	£38,000	£32,000-£35,000
OFFICE SERVICES	LOW	MID	HIGH	TARGET	Marketing/Bus Dev Manager	£45,000	£55,000	£65,000	£50,000-£55,000
Office Services Assistant (Entry-level)	£15,000	£17,000	£19,000	£17,000-£18,000	I.T.	LOW	MID	HIGH	TARGET
Office Services & Facilities Assistant	£19,000	£22,000	£25,000	£21,000-£24,000	I.T./Helpdesk Assistant (1st line)	£22,000	£26,000	£30,000	£24,000-£27,000
Office Services Supervisor	£26,000	£29,000	£33,000	£29,000-£31,000	I.T./Helpdesk Analyst (2nd line upwards)	£27,000	£31,500	£36,000	£28,000-£33,000
Office Services Manager	£32,000	£37,000	£42,000	£36,000-£39,000	I.T. Manager (under 100 users)	£40,000	£50,000	£60,000	£48,000-£53,000
FRONT OF HOUSE	LOW	MID	HIGH	TARGET	I.T. Manager (100 users plus)	£50,000	£67,500	£85,000	£60,000-£70,000
Receptionist	£24,000	£27,500	£31,000	£26,000-£29,000	HUMAN RESOURCES	LOW	MID	HIGH	TARGET
Reception/Conference Room Manager	£30,000	£33,500	£37,000	£33,000-£35,000	HR Assistant	£23,000	£26,000	£29,000	£25,000-£28,000
INFORMATION MANAGEMENT	LOW	MID	HIGH	TARGET	HR Officer	£33,000	£39,000	£45,000	£37,000-£42,000
Library/Know-How Exec/Officer	£27,000	£30,500	£35,000	£31,000-£33,000	HR Manager	£50,000	£62,500	£75,000	£55,000-£65,000
Library/Know-How Manager	£35,000	£40,000	£45,000	£38,000-£43,000					
Proof Reader	£28,000	£29,500	£31,000	£29,000-£31,000					

* excludes travel/shift allowances

We are delighted to attach our Autumn 2011 Salary Survey for Business Services Support Staff.

As always we would like to thank all our clients for their input, which is greatly appreciated. We do hope you find the information and key market indicators useful.

THE MARKET – AUTUMN 2011

With almost all our clients recruiting in 2011, this year has proved to be a considerable improvement on 2010 although in nearly all cases recruitment has been done only when there is a strong, proven business case, rather than the speculative recruitment seen in previous years. Some of our larger clients have continued with the trend to outsource support functions, although many still prefer to directly employ.

Our prediction that 2011 would be a conservative year for increases in remuneration has proved correct, with most firms offering salary increases of between 2-4%.

CANDIDATES

Candidates in permanent employment have continued to return to the market, feeling more confident that a positive change is now achievable. Availability of quality contract staff has fallen steeply, in many cases we now struggle to find high calibre candidates who are happy to accept work on this basis. We put this down to many contractors being offered permanent roles, a rise in permanent job opportunities and far fewer people being made redundant.

OUTLOOK FOR 2012

As we predicted in our last survey we have seen a slow, steady improvement in pay and prospects throughout 2011 and predict this will continue into 2012 where we foresee another year of conservative growth for most law firms. An increased demand for legal services and client-driven efforts to reduce professional legal costs should continue to create varied and sometimes completely new career opportunities for Business Services Support Staff.

SUMMARY

We do hope you find the attached information useful, as always please do not hesitate to contact us for specific market advice and recruitment updates.

One last thing... If you feel there is any way we can improve upon our service, or simply make it more relevant to you, please feel free to let us know, we would be delighted to hear from you.