

BUSINESS SERVICES SUPPORT STAFF SALARY SURVEY – AUTUMN 2011

SECRETARIAL DAYTIME ROLES	LOW	MID	HIGH	TARGET	INFORMATION MANAGEMENT	LOW	MID	HIGH	TARGET
Legal Secretary	£34,500	£36,750	£39,000	£36,500-£37,500	Library/Know-How Manager	£35,000	£40,000	£45,000	£38,000-£43,000
Float Secretary	£35,500	£37,250	£39,000	£37,000-£38,500	PARALEGAL & COMPLIANCE	LOW	MID	HIGH	TARGET
Snr Secretary/PA	£37,000	£40,500	£44,000	£39,000-£42,000	Conflicts/Compliance Analyst/Exec	£26,000	£31,000	£36,000	£30,000-£35,000
SECRETARIAL EVENING/NIGHT ROLES	LOW	MID	HIGH	TARGET	Paralegal (entry level)	£20,000	£22,500	£25,000	£22,000-£24,000
Evening Secretary	£36,500	£39,250	£42,000	£37,500-£39,000*	Paralegal	£27,000	£31,500	£38,000	£32,000-£35,000
Night Secretary	£37,000	£40,000	£43,000	£39,000-£40,000*	Senior Paralegal	£33,000	£39,000	£45,000	£35,000-£41,000
OFFICE SERVICES	LOW	MID	HIGH	TARGET	MARKETING/B.D.	LOW	MID	HIGH	TARGET
Office Services Assistant	£26,000	£29,000	£33,000	£29,000-£31,000	Marketing/Bus Dev Assistant	£24,000	£27,500	£31,000	£25,000-£28,000
Office Services Manager	£32,000	£37,000	£42,000	£36,000-£39,000	Marketing/Bus Dev Officer/Exec	£30,000	£34,000	£38,000	£32,000-£35,000
FRONT OF HOUSE	LOW	MID	HIGH	TARGET	Marketing/Bus Dev Manager	£48,000	£56,500	£65,000	£54,000-£63,000
Receptionist	£24,000	£27,500	£31,000	£26,000-£29,000	I.T.	LOW	MID	HIGH	TARGET
Reception/Conference Room Manager	£30,000	£33,500	£37,000	£33,000-£35,000	I.T./Helpdesk Assistant (1st line)	£22,000	£26,000	£30,000	£24,000-£27,000
FINANCE	LOW	MID	HIGH	TARGET	I.T./Helpdesk Analyst (2nd line upwards)	£27,000	£31,500	£36,000	£28,000-£33,000
Accounts/Finance Assistant	£20,000	£21,500	£24,000	£21,000-£23,000	I.T. Manager (under 100 users)	£47,000	£57,000	£67,000	£52,000-£60,000
Legal Cashier	£28,000	£33,000	£38,000	£32,000-£35,000	I.T. Manager (100 users plus)	£55,000	£72,500	£90,000	£65,000-£75,000
Billings/Revenue Specialist	£28,000	£33,500	£39,000	£32,000-£36,000	HUMAN RESOURCES	LOW	MID	HIGH	TARGET
Finance Manager	£45,000	£55,000	£65,000	£50,000-£56,000	HR Assistant	£22,000	£25,000	£28,000	£24,000-£28,000
					HR Officer	£35,000	£45,500	£56,000	£38,000-£47,000
					HR Manager	£50,000	£62,500	£75,000	£55,000-£65,000

* 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 year after year. We do hope you find the information and key market indicators useful.

THE MARKET – AUTUMN 2011

With almost all our US & International 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.

In general recruitment has been more prevalent within Finance, Paralegal, HR, Marketing/BD, and IT although we have seen a return of Secretarial and Facilities recruitment.

Our prediction that 2011 would be a conservative year for increases in remuneration has proved correct, with most US firms offering salary increases of between 2-4% at best. In general US firms remuneration packages are still higher than their UK counterparts although with more UK and US firms merging the gap is decreasing.

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 legal costs should continue to create varied and sometimes completely new career opportunities for legal support staff.

SUMMARY

We do hope you find the attached information useful, as always please do not hesitate to contact us for any 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 any suggestions you may have.