

Law Choice

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Legal Business Support Staff Salary Survey - June 2018

Market Comment

2018 has been a year of little change in the recruitment market and could even be described as a little flat. Although the vast majority of firms are reporting good financials and are optimistic the trend will continue, they have also taken into account that it may not be the best time to make longer-term decisions with the uncertainty of BREXIT being cited as a major factor. When asked about their recruitment plans, nearly all have confirmed they still envisage adding to their head count over the coming 12 months.

Reviews

Very little change to last year in as much as the vast majority of firms are expected to review their support staff upwards this year but are keen to stress they will be performance-related to allow targeting towards the most essential and hard-working staff. In general percentage rises are likely to be between 2% and 3%.

Junior Legal PA's salaries have again increased faster than many other areas, in general this has been to reward and reflect the rapid progress they have made and to recognise that this level of candidate has become a more sought after proposition to potential employers.

Capping of salaries for some employees within selected non fee-earning sectors has increased. Affected areas include; Senior PA, Document Production, Facilities and Reception. In some cases candidates who are affected by a salary cap may receive discretionary bonus payments for exceptional contributions made in the past year.

Trends

Many firms have now assessed the skills needed to best suit their needs going forward and have completed reorganisations that have normally resulted in recruiting candidates who are happy working in a far more team-orientated way. In many cases this has meant a reduction in the number of mid to high-tier Legal PA/ Secretarial roles and an increase at opposite ends of the spectrum with Senior EA positions (with supervisory/ performance management duties) and more Team Administrators and Legal Team PA's.

Within HR, Finance, L&D, Knowledge Management & Information, Compliance/Conflicts and related areas we are seeing an increase in roles with many firms reporting increased workloads due to the need for stronger compliance/risk and changes in the law regarding GDPR. Hiring activity spans across the board from Junior Administrators through to Senior Management.

Marketing, Public Relations and Business Development is also a buoyant area, with firms seeking to bolster their Marketing/BD functions. These roles have become increasingly challenging to source candidates for, with employers competing for limited candidates.

Candidates

Similar to last year the availability of high quality, experienced candidates has definitely remained a challenge. Counter-offers are frequent, especially in business streams such as HR, BD/ Marketing, Risk and Legal Secretarial. Fewer people are now willing to take up fixed-term roles and the best now have more choice and are securing permanent roles at salary levels often higher than employers had initially budgeted for.

In general the flat market has encouraged many candidates to remain in their positions longer, as they feel the potential increase in salary may not always justify the perceived risk of moving employers. Excellent candidates who do decide to consider career moves are normally encouraged and surprised by the opportunities that are available to them.

We have again seen less Secretarial and PA roles at the mid to higher range as many firms take stock when a vacancy arises and rather than automatically recruiting like-for-like at the same salary and seniority level, they will now consider less experienced candidates that offer differing skill sets.

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Job Title	Low	Mid	High	Target
PA & Secretarial Services				
Admin Assistant/CILEX College-Leaver	£20,000	£22,000	£24,000	£21,000-£23,000
Junior Legal Secretary	£25,000	£27,500	£30,000	£28,000-£30,000
Paralegal PA (PPA) - Normally Graduates	£25,000	£27,500	£30,000	£25,000-£30,000
Legal Secretary	£30,000	£33,000	£36,000	£32,000-£35,000
Legal PA	£36,000	£38,500	£41,000	£38,000-£40,000
Senior PA Head of Department etc.	£40,000	£43,000	£46,000	£40,000-£45,000
Executive Assistant	£45,000	£50,000	£55,000	£50,000-£55,000
In-House Legal Secretary/PA	£30,000	£35,000	£40,000	£35,000-£40,000
US Legal PA	£38,000	£41,000	£44,000	£40,000-£43,000
Secretarial/Central Services Management				
Co-ordinator/Team Leader	£45,000	£47,500	£50,000	£45,000-£50,000
Secretarial Manager	£50,000	£60,000	£70,000	£55,000-£65,000
Central Services Manager	£65,000	£72,500	£80,000	£65,000-£75,000
Document Production				
Day	£37,000	£38,500	£40,000	£37,000-£39,000
Evening	£37,000	£38,500	£40,000	£38,000-£40,000
Night	£37,000	£38,500	£40,000	£38,000-£40,000
* Based on a 35 hour week excluding shift/travel allowances				
Facilities/Office Services				
Junior Assistant (Entry-level)	£19,000	£20,000	£21,000	£19,000-£20,000
Assistant	£23,000	£26,000	£29,000	£25,000-£28,000
Team Leader/Supervisor	£32,000	£36,000	£40,000	£34,000-£38,000
Manager	£45,000	£55,000	£65,000	£55,000-£60,000
Reception & Hospitality				
Hospitality Assistant	£22,000	£24,000	£26,000	£23,000-£26,000
Receptionist	£25,000	£29,000	£33,000	£28,000-£31,000
Supervisor	£35,000	£37,500	£40,000	£35,000-£40,000
Manager	£40,000	£45,000	£50,000	£45,000-£50,000
Finance				
Assistant	£23,000	£25,500	£27,000	£23,000-£25,000
Legal Cashier	£35,000	£37,500	£40,000	£34,000-£38,000
Billings/Revenue Co-ordinator	£32,000	£36,000	£40,000	£35,000-£40,000
Billings/Revenue Controller	£40,000	£45,000	£50,000	£44,000-£48,000
Manager	£45,000	£52,500	£60,000	£50,000-£55,000
Senior Manager	£60,000	£70,000	£80,000	£70,000-£80,000

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Knowledge & Information				
Assistant	£25,000	£30,000	£35,000	£30,000-£35,000
Adviser	£35,000	£38,500	£42,000	£34,000-£38,000
Team Leader/Supervisor	£40,000	£45,000	£50,000	£42,000-£46,000
Paralegal				
Junior Paralegal	£22,000	£24,000	£26,000	£22,000-£24,000
Paralegal (1 year plus exp.)	£26,000	£28,000	£30,000	£26,000-£28,000
Senior Paralegal	£33,000	£38,000	£43,000	£35,000-£40,000
Risk Management				
Administrator	£23,000	£25,500	£28,000	£24,000-£26,000
Junior Analyst	£30,000	£32,500	£35,000	£30,000-£35,000
Analyst	£40,000	£45,000	£50,000	£45,000-£50,000
Senior Analyst	£50,000	£57,500	£65,000	£55,000-£65,000
Marketing/B.D./Events/P.R.				
Administrator	£23,000	£25,500	£28,000	£24,000-£26,000
Assistant	£26,000	£29,000	£32,000	£28,000-£30,000
Executive/Co-Ordinator	£35,000	£38,500	£42,000	£35,000-£40,000
Senior Executive/Co-Ordinator	£40,000	£45,000	£50,000	£40,000-£45,000
Manager (under 300 staff)	£45,000	£52,500	£60,000	£50,000-£55,000
Manager (over 300 staff)	£60,000	£70,000	£80,000	£65,000-£75,000
I.T./Help-Desk/Training				
Junior Analyst (1st line)	£24,000	£26,000	£28,000	£25,000-£28,000
Analyst 1st/2nd Line	£30,000	£33,000	£36,000	£32,000-£36,000
Senior Analyst 2nd/3rd Line	£38,000	£41,500	£45,000	£40,000-£45,000
Trainer	£40,000	£45,000	£50,000	£43,000-£48,000
Manager (under 250 users)	£45,000	£55,000	£65,000	£55,000-£60,000
Manager (250 users plus)	£60,000	£72,500	£85,000	£65,000-£75,000
* Based on a 35 hour week excluding shift allowances				
H.R./Grad Rec/L&D				
Administrator	£23,000	£25,500	£28,000	£24,000-£26,000
Assistant	£26,000	£29,000	£32,000	£28,000-£32,000
Adviser	£34,000	£38,000	£42,000	£37,000-£40,000
Senior Adviser	£40,000	£45,000	£50,000	£45,000-£48,000
Manager (under 300 staff)	£50,000	£57,500	£65,000	£55,000-£60,000
Manager (300 staff plus)	£55,000	£67,500	£80,000	£60,000-£75,000