

2018 Salary Survey Office Support

Sussex & South East Regions

Prepared by Classic Consulting (UK) Ltd
Your Multi Award Winning Recruitment Specialists





Hello and Welcome!

Given the climate of change in 2018, our comprehensive analysis of the **Office Support Sector** may prove invaluable to both experienced and aspiring professionals working within the South East and Sussex today.

This specialist Salary Survey presents a crucial view of what organisations perceive to be their current employment challenges, plans for the year ahead and the types of skills in high demand.

We trust you will find the information within to be both timely and relevant for your workforce planning.

For a confidential discussion on your unique requirements, please contact our friendly and professional team at any time on 01273 607129.

We hope you enjoy!

Denise Buchan

Denise Buchan, MD
Classic Consulting (UK) Ltd

A photograph of Brighton Pier at sunset. The pier is silhouetted against a sky with soft, warm colors. The Brighton Pier sign is visible on the building at the end of the pier.

2018 Salary Survey Office Support Summary

Sector Summary

Office Support recruitment was steady across Sussex and The South East in 2017, with job levels for both permanent and temporary roles remaining fairly consistent as the year progressed, albeit with a positive spike towards the end of the year.

December has historically been a quieter month; however, we saw an increase in both temporary and permanent positions which was a positive sign going into 2018.

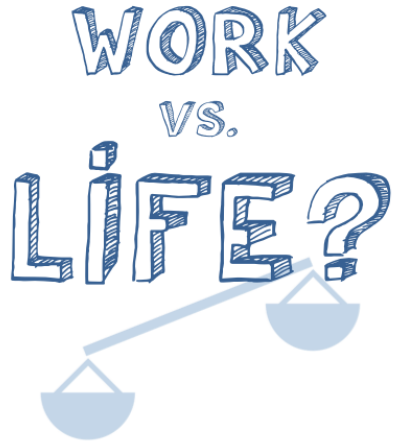
As it is increasingly the norm for organisations to have some form of customer facing function, we have seen a significant increase in the number of regionally based customer service and sales support roles regionally.

Experience in order processing is in increasingly high demand, and the more junior roles have been in readily available with candidates having a selection of employers and industry sectors to choose from.



DID YOU KNOW...

Flexible working has become an increasingly attractive proposition in office recruitment.



70% of workers feel that flexible working makes a job more attractive to them*

*Survey by powwownow.co.uk

Office Support Recruiting Trends

Candidates are not just taking into consideration the salaries on offer but also work/life balance and benefits provided. Flexible working is on the increase and candidates are putting an emphasis on having the opportunity of working from home where possible. Holiday entitlement also seems to be an area where candidates are expecting not just the minimum of 20 days plus bank holidays.

Recently companies have been slightly more cautious when recruiting for permanent positions, and we have seen an increase in employers favouring the 'temp-to-perm' option. That being said, permanent recruitment across all sectors is on the rise across the region.

Throughout both 2016 & 2017 we have noticed a marked reduction in demand for Personal Assistant / Executive Assistant recruitment. Much of this can be chalked up to an unwillingness from currently employed professionals to seek a move. This is credited to remuneration in this field not being quite high enough to entice passive candidates to 'jump ship' and start again with a new employer.

Secretarial and Office Support	PERMANENT (£ PER YEAR)		Brighton Average Salary	CONTRACT / TEMPORARY (£ PER DAY)		Brighton Average Daily Rate	Brighton Average Hourly Pay Rate - Based on 7.5 Hours per Day
	MIN £	MAX £	£	MIN £	MAX £	£	£
GENERAL OFFICE SUPPORT							
Administration Manager	£ 28,000.00	£ 35,000.00	£ 31,500.00	£ 108	£ 135	£ 121	£ 16
Project Administrator	£ 18,000.00	£ 24,000.00	£ 21,000.00	£ 69	£ 92	£ 81	£ 11
Administrator	£ 15,500.00	£ 24,500.00	£ 20,000.00	£ 60	£ 94	£ 77	£ 10
Executive Assistant / PA	£ 25,000.00	£ 30,000.00	£ 27,500.00	£ 96	£ 115	£ 106	£ 14
PA 1:1	£ 30,000.00	£ 45,000.00	£ 37,500.00	£ 115	£ 173	£ 144	£ 19
Medical Secretary	£ 19,000.00	£ 24,500.00	£ 21,750.00	£ 73	£ 94	£ 84	£ 11
Bilingual Secretary	£ 21,000.00	£ 26,000.00	£ 23,500.00	£ 81	£ 100	£ 90	£ 12
Multi Lingual Secretary	£ 23,000.00	£ 28,000.00	£ 25,500.00	£ 88	£ 108	£ 98	£ 13
Team Secretary	£ 21,000.00	£ 24,000.00	£ 22,500.00	£ 81	£ 92	£ 87	£ 12
College Leaver Secretary	£ 18,000.00	£ 22,000.00	£ 20,000.00	£ 69	£ 85	£ 77	£ 10
Trading Floor Secretary	£ 26,000.00	£ 36,000.00	£ 31,000.00	£ 100	£ 138	£ 119	£ 16
Office Manager	£ 25,000.00	£ 32,000.00	£ 28,500.00	£ 96	£ 123	£ 110	£ 15
Corporate Receptionist	£ 23,000.00	£ 28,000.00	£ 25,500.00	£ 88	£ 108	£ 98	£ 13
Receptionist	£ 18,000.00	£ 22,000.00	£ 20,000.00	£ 69	£ 85	£ 77	£ 10
Filing Clerk	£ 16,000.00	£ 17,000.00	£ 16,500.00	£ 62	£ 65	£ 63	£ 8
Mailroom Assistant	£ 15,000.00	£ 17,000.00	£ 16,000.00	£ 58	£ 65	£ 62	£ 9

Secretarial and Office Support	PERMANENT (£ PER YEAR)		Brighton Average Salary	CONTRACT / TEMPORARY (£ PER DAY)		Brighton Average Daily Rate	Brighton Average Hourly Pay Rate - Based on 7.5 Hours per Day
	MIN £	MAX £	£	MIN £	MAX £	£	£
SPECIALIST OFFICE SUPPORT							
Audio / Copy Typist	£ 18,000.00	£ 22,000.00	£ 20,000.00	£ 69	£ 85	£ 77	£ 10
Data Analyst	£ 20,000.00	£ 35,000.00	£ 27,500.00	£ 77	£ 135	£ 106	£ 14
Data Entry Operator	£ 16,000.00	£ 18,000.00	£ 17,000.00	£ 62	£ 69	£ 65	£ 9
Document Controller	£ 17,000.00	£ 25,000.00	£ 21,000.00	£ 65	£ 96	£ 81	£ 11
Document Manager	£ 18,500.00	£ 28,000.00	£ 23,250.00	£ 71	£ 108	£ 89	£ 12
Facilities Assistant	£ 16,000.00	£ 20,000.00	£ 18,000.00	£ 62	£ 77	£ 69	£ 9
Facilities Coordinator	£ 18,000.00	£ 21,000.00	£ 19,500.00	£ 69	£ 81	£ 75	£ 10
Facilities Manager	£ 23,000.00	£ 34,000.00	£ 28,500.00	£ 88	£ 131	£ 110	£ 15
Helpdesk Administrator	£ 18,000.00	£ 21,000.00	£ 19,500.00	£ 69	£ 81	£ 75	£ 10
Sales Administrator	£ 15,000.00	£ 24,500.00	£ 19,750.00	£ 58	£ 94	£ 76	£ 10



DID YOU KNOW...

Research suggests that up to

69%

of employees would work harder if they felt their efforts were better appreciated by their line manager and senior leadership.*

*SocialCast

And the three main reasons people leave?



OPPORTUNITY
SALARY
BENEFITS

Qualities & Skills In Demand

Capability with Microsoft office, especially an ability to use Excel at a high level, is increasingly important in the office environment.

The career path for office based jobs is not as clear as other roles, however they can and do lead to higher positions.

In order for this to happen, professionals need to ensure that they take on as many opportunities as they can from their current employer to experience other facets of the business. These opportunities present themselves in a variety of ways; for example one-off projects like an office move, office committees or even offering to cover critical workloads can act as a catalyst towards developing skills in a more specialised area.

To raise engagement and up-skill existing staff, organisations should look to a formal mentoring programs, which could help to engage individuals who are wanting to progress by building relationships with more senior people within the business.

Career trajectory for office professionals



A high-angle, blurred photograph of a crowd of people walking on a paved surface, likely a city square or plaza. The image is tinted with a dark blue color. The people are in motion, creating a sense of a busy, public space.

Data Methodology

About Our Data

The data included in this Salary Survey is intended as a guide only, and can be influenced by many factors unique to your organisation.

As such, the final rates of pay you settle on for your new hires may differ from those outlined in this report.

Data has been compiled using up-to-date information from a variety of sources including placements and job offers

by clients, candidate disclosure of salary information, the collective experience of our specialist consultants and an average of advertised salaries on the leading job boards in the region.

Our summary and recruiting trends reports are based on the survey findings of almost 7,000 employers and employees, from organisations of all sizes, across all sectors.



Thank you.

Classic Consulting (UK) Ltd is one of Sussex's leading recruitment consultancies. We place the market's most highly skilled professionals on a temporary, permanent and interim basis.

Classic Consulting (UK) Limited
Imperial House 40-42 Queens Road
Brighton BN1 3XB

Telephone: 01243 607129

Email: info@classicconsulting.co.uk

Website: www.classicconsulting.co.uk

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