

SALARY GUIDE

Office Support



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2020

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Market Trends

Cpl Office Support continued to see significant growth over the last 12 months. In 2019 we experienced an upward trend in permanent recruitment, with an increase of 17% on the previous year.

PA/EA roles are still our most popular job titles and we recruited for a record number of roles at the €50k and €60k mark in 2019. In 2020, we envisage more "business support/chief of staff" roles. These have historically been more prevalent with multinationals, but we've seen a significant number of C-Suite executives in Irish-owned companies choose this option over the traditional PA.

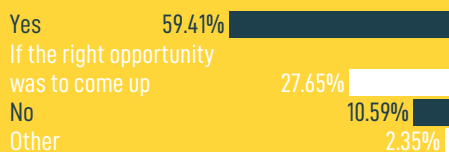
Our Legal Support Division, which was set up in 2017 and exclusively recruits for legal and professional services, is also experiencing great success. It is challenging to entice skilled legal secretaries to move from one practice to another, as the salaries and benefits are often similar as is, in many cases, the culture.

We partner with training and development professionals; Pitman; to ensure we can assist candidates in upskilling for the changing marketplace. This innovative approach to building a wider talent pool has helped in filling more niche legal roles.

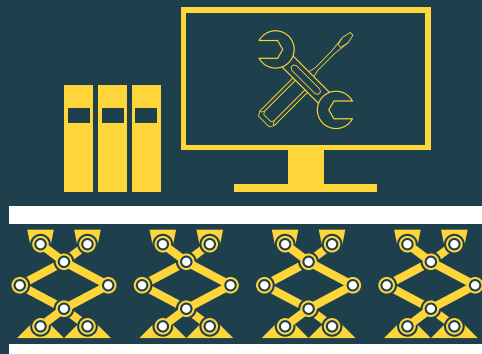
Our temporary division continues to flourish as we enter 2020. We have hubs in North Dublin, Blanchardstown and Kildare which attract candidates who are opting to work closer to home as rent prices increase in Dublin city centre. In addition, we've seen a significant uptake in senior EA and PA roles offered initially on a temporary basis. This is a great option for skilled candidates to try a role and experience the culture before fully committing to the position.

The outlook for the year ahead is optimistic and we forecast steady growth for 2020. Companies are beginning to understand the value that strong administrative staff bring to their business and are rewarding this with strong benefits and meaningful perks including flexibility.

Do you plan on changing job in 2020?



* Figures based on office support professionals who completed our survey.



PERMANENT	Dublin €k P/A		ROI €k P/A	
	Low	High	Low	High
Call Centres-Customer Service				
Executive Assistant to C-Level Appointments	45	70	38	70
Personal Assistant	35	60	28	50
Secretary	30	52	25	40
Team Secretary	28	45	25	40
Medical Secretary	30	45	25	45
Office Manager	34	60	30	60
Office Junior	24	25	20	25
Executive Assistant	35	60	28	50
Receptionist	24	40	20	30
Administrator	25	42	20	30
Sales Administrator	25	35	23	32
Accounts Clerk	27	30	20	25
Data Entry	23	30	19	25
Telesales Reps	24	35	20	27
Customer Service Reps	23	35	20	32
Dictaphone Typist	27	38	20	32
Legal Secretary	30	48	25	42
Legal Executive	32	50	24	42

TEMPORARY/CONTRACT	ROI €P/Hour	
	Low	High
Qualified		
Office Manager	15	20
Office Junior	11	13
PA/Executive Assistant	15	20
Receptionist	12	17
Administrator	12	16
Secretary/Team Secretary	14	17
Accounts Clerk	13	16
Data Entry	11	13
Telesales Reps	12	13
Customer Service Reps	12	13
Dictaphone Typist	15	17
Medical Secretary	14	17
Legal Secretary	15	18
Legal Executive	15	20