



Brightwater

RECRUITMENT SPECIALISTS

SALARY SURVEY BUSINESS SUPPORT

2022



SALARY SURVEY

BUSINESS SUPPORT 2022



PLAY FOR MORE INSIGHTS



EMMA ANGLIM

COMMERCIAL DIRECTOR
BUSINESS SUPPORT

BUSINESS SUPPORT MARKET INSIGHTS 2022

The business support market has been exceptionally busy throughout 2021, with a demand for business support professionals increasing steadily month on month. During 2020 and into the first quarter of 2021, we saw that many vacancies that would normally have been offered on a permanent basis being released instead as temporary and contract roles in the first instance, while companies tried to forecast requirements in an uncertain and unpredictable time.

From Q2 of 2021, there has been a consistent month on month uplift for business support staff on a temporary, contract and permanent basis and we see this upward trajectory continuing. During the course of 2020 there was a pause on permanent recruitment, but 2021 saw the flood gates open!

Market and availability for clients recruiting for temporary and contract candidates is very difficult at present as candidates are focused on securing permanent roles and in many instances will only consider temporary and contract roles if they are with a view to permanency. Some candidates who were previously open to temporary roles in the past are focusing on securing permanent roles this year because of the uncertainty in the market.

The pool of business support professionals that are active in the market at present is extremely tight. Tapping into the passive candidate market remains extremely difficult as some candidates are still very unsure about making a move, stability and job security being key for them

Candidate attraction at present is key for organisations and a hybrid working model features very high on candidates' wish lists when making a decision on their next career move. Salary and remuneration packages can be the deciding factor for many candidates when choosing between job options, but for many, equally weighted are whether the role is interesting, the scope of the industry, and the potential for progression coupled with a flexible working model. We believe that the option of fully remote work, or hybrid models weighted more to remote work together with flexible start and finish times will be the deciding factor for many candidates going forward. Unfortunately this means that employers who do not have a flexible work offering may ultimately lose in the war for talent.

Taking market factors into consideration, speed to market and the length of hiring processes need to be forefront in any employer's mind. Candidates who are active in the market are now in multiple recruitment processes and quality talent does not remain on the market for long. Lengthy hiring processes may result in employers losing out on their top choice of candidate. We have seen a shift in the market where companies are overhauling their recruitment processes, with the most successful companies streamlining their interview processes to 2 weeks or less. This will be crucial to beat the competition for the best talent. It is likely that many companies will adapt to this methodology over the year so continuous adaptation is important and partnering closely with your recruitment teams and/or recruitment partner is key to staying ahead of the curve in this regard. Employee engagement and retention will also be critical for companies moving forward to ensure they hold on to their key staff members .

ROLES AND INDUSTRIES

During the course of 2021, we saw a significant increase in the demand for Personal and Executive Assistants and also Office Managers, mainly on a permanent basis and we expect this trend to continue well into 2022. Some organisations are also recruiting for these roles in a dual or hybrid office management and PA capacity. Many of these vacancies are brand new positions created due to the increased workload for C-Suite Executives but it's also due to the fact that some companies made these roles redundant at the start of the pandemic and are now looking to refill them. Other roles originate from new entrants to the Dublin market due to Brexit.

As restrictions lift and employees return to the workplace, many of our clients are now recruiting for receptionists to ensure their front of house is covered. These roles can be dual receptionist and administration positions or in some cases, the receptionist duties form part of the office manager's role.

SALARY SURVEY

BUSINESS SUPPORT 2022

The volume of temporary and contract requirements is also increasing. These roles are to cover maternity leave, busy projects and projects that were not completed during Covid, to cover holidays and many of these temporary positions are driven by companies with headcount restrictions that cannot take candidates onto their own payroll and therefore are using the service of recruitment companies to do so. From an industry perspective, the key industries recruiting at present are logistics, education, pharma, aviation, the charity/not for profit sector and IT.

SALARIES AND REMUNERATION PACKAGES

There has been a shift in salaries being paid to business support staff across the board in 2021, salaries have increased for most roles and candidates are now being offered healthcare, pension and bonuses as standard. Candidates are now also comparing full remuneration packages including flexible working solutions when deciding which role to take.

We have also seen an increase in clients offering more softer benefits such as mental health days, flexibility in start and finish times.

Many companies who take on contract staff are also offering completion bonuses to ensure that they retain these staff for the duration of their contract.

LOOKING TO 2022

We expect the demand for business support candidates to continue to grow and also increase over the coming months and into 2022, particularly as the lockdown ends and the remaining Covid restrictions are lifted towards the end of the year. As companies return to the new normal, workloads increase and new companies set up in Ireland, there will be an increase in demand for business support staff on a temporary, contract and permanent basis as they are the backbone of many organisations. We expect further upward pressure on salaries and remuneration packages, in those key areas and industries where demand is strong and companies have to offer more to secure the talent they require.

SALARY SURVEY

BUSINESS SUPPORT 2022

NO.	LEGAL PRACTICE	€
01.	Executive Assistant	45,000 - 55,000
02.	Personal Assistant	35,000 - 45,000
03.	Legal Secretary	40,000 - 50,000
04.	Office Manager	35,000 - 50,000
05.	Administrator	27,000 - 35,000
06.	Receptionist	27,000 - 40,000
07.	Customer Service\Success Agent	28,000 - 38,000

Brightwater has selected roles that have been the most in demand this year and those we predict will be in demand in 2022 and we are showing typical salary ranges for each role. Please note that these salaries are base salaries only and do not include bonuses or other benefits.

For further details on salaries across Business Support, please contact Emma Anglim on + 353 1 5927851 or e.anglim@brightwater.ie