

Business Support

PERMANENT	Dublin €	Regional €
Operations Manager	60,000 - 80,000	55,000 - 75,000
Office Manager	40,000 - 65,000	40,000 - 50,000
Executive Assistant	45,000 - 70,000	40,000 - 60,000
Senior Personal Assistant	40,000 - 60,000	40,000 - 50,000
Personal Assistant	35,000 - 45,000	30,000 - 40,000
Medical Secretary	28,000 - 40,000	28,000 - 38,000
Senior Administrator	30,000 - 40,000	28,000 - 35,000
Administrator	25,000 - 32,000	20,000 - 27,000
Project Administrator	30,000 - 40,000	25,000 - 35,000
Sales Administrator	26,000 - 36,000	25,000 - 35,000
Senior Receptionist	30,000 - 40,000	28,000 - 35,000
Receptionist	25,000 - 32,000	20,000 - 28,000
Data Entry	24,000 - 27,000	20,000 - 25,000
Office Junior	23,000 - 27,000	20,000 - 25,000
CUSTOMER SERVICE	Dublin €	Regional €
Call Centre Manager	60,000 - 90,000	45,000 - 80,000
Customer Service Manager	50,000 - 65,000	40,000 - 50,000
Customer Services Team Lead	35,000 - 45,000	28,000 - 35,000
Customer Service Representative	25,000 - 35,000	22,000 - 30,000
Bilingual Customer Service Representative	28,000 - 40,000	27,000 - 32,000
LEGAL SUPPORT	Dublin €	Regional €
Legal PA (5+ years' exp.)	40,000 - 60,000	35,000 - 45,000
Legal Secretary	30,000 - 45,000	30,000 - 38,000
Legal Administrator	25,000 - 32,000	22,000 - 28,000

TEMPORARY & CONTRACT	Dublin € p/h	Regional € p/h
Office Manager	20.00 - 33.00	15.00 - 25.00
Project Administrator	15.00 - 20.00	13.00 - 18.00
Executive Assistant	23.00 - 35.00	15.00 - 25.00
Personal Assistant (5+ years' exp.)	20.00 - 30.00	15.00 - 25.00
Personal Assistant (0-5 years' exp.)	17.00 - 23.00	15.00 - 20.00
Medical Secretary	14.00 - 20.00	12.00 - 16.00
Senior Administrator	15.00 - 20.00	15.00 - 20.00
Administrator	12.00 - 16.00	11.00 - 15.00
Sales Administrator	14.00 - 19.00	13.00 - 15.00
Receptionist (5+ years' exp.)	15.00 - 20.00	15.00 - 20.00
Receptionist (0-5 years' exp.)	12.00 - 16.00	10.00 - 15.00
Data Entry Administrator	11.00 - 13.00	10.00 - 13.00
Legal Personal Assistant	20.00 - 30.00	15.00 - 20.00
Legal Secretary	15.00 - 23.00	12.00 - 18.00
Legal Administrator	12.00 - 16.00	10.00 - 13.00
Customer Service Manager	25.00 - 33.00	16.00 - 25.00
Customer Service Representative	12.00 - 17.00	10.00 - 15.00
Multilingual Customer Service Representative	14.00 - 20.00	12.00 - 16.00

The above hourly rates are candidate rate and do not include the employer's PRSI, holiday pay, payroll charges and Brightwater's management fees.

Business Support

There have been minimal pay increases across most areas of Business Support. There have been some increases between 2-5% but these mainly apply to PA, executive assistant and receptionist roles across the financial services, aviation, property and IT industries. Organisations are starting to differentiate themselves from the competition with benefit packages which for business support staff mainly comprise of healthcare, pension (usually contributory of between 3-5%) and bonuses.

The legal industry is the exception. There have been increases of 5% plus across receptionist, administration, legal secretarial and legal PA roles. For experienced legal secretaries, top and mid-tier firms are now paying increased salaries, offering substantial benefit packages and some are paying a sign-on bonus or a bonus once probation periods have been completed as an incentive to move. Smaller firms that perhaps cannot compete in terms of salary or benefit packages, are looking at a shorter working week or more flexible working hours to attract candidates. The market for legal support staff has grown highly competitive due to the entrance of global firms setting up their satellite offices in Dublin and this has been a factor in the driving up of salaries. To address this issue, some firms are bringing in general administration staff and upskilling them internally rather than compete for the limited pool of legal secretaries. Upskilling and implementing training programmes are not just limited to the legal sector. They are key issues within the business support function of most sectors and are also ways to develop staff into new areas which is particularly important for multinational organisations.

Multilingual support staff are also commanding a premium salary (increase of between 3-5%) because of the limited supply of them. This is particularly prevalent in Munster where there is a number of shared service centres looking for business support professionals with fluency in more than one language and a proficient skillset to match.

There has been some stagnation in basic salaries for administration and sales administration staff in the FMCG, service and public sector arenas. However, many companies are now compensating with more robust remuneration packages which include performance-based bonuses.

Brexit has had an impact on recruitment across the supply chain and logistics industries for obvious reasons. One major effect has resulted in an increased volume of administration staff being taken on in this sector in preparation of Brexit's outcome. However, this has mainly been on a temporary rather than permanent basis which gives companies the flexibility of scaling up without the commitment.

Business support professionals, like others are now focusing on the overall remuneration package rather than just the basic salary. There has been a noticeable rise in the provision of pensions, healthcare plans and the offer of flexible working to accommodate candidates. Company culture, clear maternity policies and the potential to progress are also key focus points for candidates when making a decision about a career move so employers need to be cognisant of this. Transparency, succession planning and employee experience (supportive and inclusive working environment) will need to be a key topic for employers to both attract and retain their talent.

For more information, contact Emma Anglim on e.anglim@brightwater.ie