



Office Support

2024 Salary & Market Insights Guide



Introduction

Looking back

Before putting 'pen to paper', I referred back to my commentary on last year's salary guide. What a difference a year makes!

This time last year (mid-January at the time of writing) many in the recruitment sector were starting to feel the inevitable slowdown of the post-COVID surge whilst others were still going strong. By the mid-year point we were all accepting the reality that the bubble had burst. The summer months are always a slower time in the recruitment industry and the September bounce back didn't make its usual impact. We have had to accept that we are now in different times, some would say more normal times, in line with pre-COVID levels, but for the many who have joined the recruitment industry over the last 18 months it will feel like a different job entirely.

In many ways, and particularly for us at The ONE Group, this can be seen as a positive, as the frenetic sourcing of 2022 allowed little time for true consultative work. In a slower more considered marketplace, we are now able to find time to think, to re-evaluate and to re-engage. Face to face meetings and insights led conversations will allow us the ability to align our talent pipelining and networking with our clients' business objectives. As we research and consider the impact of the advancement of AI and Automation on our industry, it has never been more apparent that the true human, emotional and empathetic element of recruiting is now at the forefront for the Recruitment Consultancy/Client Partnership.

Themes for 2024

The themes of 2022/23 are now firmly embedded and set to stay throughout 2024 and beyond;

Hybrid Working: It's highly unlikely that businesses will be able to attract top talent without some form of hybrid working in place. There has been a definite shift, over the last few months, of employers wanting to encourage teams back into the office, some doing it more collaboratively than others. As work and home lives have become interwoven over the past few years, it is a real challenge and danger for employers to try to take back control too quickly, or even at all. The most prevalent working pattern seems to be settling at two days from home, three days in the office.

Leadership: Empathetic and trust-based leadership is very much at the forefront of a healthy and prosperous culture and the talent pool in the post-COVID world are giving this high priority in their career making decisions. Whilst this undoubtedly lends itself to a happy workforce, more challenging economic times can make it feel like walking a tightrope.

Benefits Packages: Generous, ever competitive benefits packages are very much here to stay (I wonder how those brave companies are getting on with their four-day weeks?) Here at The ONE Group, we've successfully navigated a year of unlimited

holiday and 'working from anywhere', and, if you're anything like us, you may now have some additional canine team members as well...

Skills Shortage: The acute skills shortage of 2022/23 has eased, generally, with a much better balance of 'power' between employer and job seeker. Employers aren't held to ransom quite as much, in what last year, seemed to be a constant struggle to both hire and retain. This is certainly a positive for businesses to be able to achieve business goals and objectives which of course are always underpinned by their people.

Technology: Technology in the recruitment sector has moved at pace and those not utilising AI, automation and advanced sourcing platforms are risking being left behind. What at first felt like a threat to the essential relationship elements of recruitment, has now settled into a strong partnership, if used well. Multi-plate spinning recruiters are now able to focus on the relationship side of the job with the more transactional parts of the role being looked after by technology. Those that achieve the balance will thrive.

Fostering Strong Recruitment Partnerships

The recruitment landscape has changed so much over the past five years, not least the role of the recruitment agency. In a crowded recruitment market with skilled talent teams and so much access to online networking, recruitment agencies will need to change their narrative and re-evaluate their proposition to stay relevant. Low value, low engagement contingency recruitment needs to be replaced with broader conversations of partnership and talent solutions. Here at The ONE Group, we will be investing in our consultants across 2024, focussing on L&D and continuing to elevate conversations from vacancies to talent partnerships.

Finally...

As we settle into 2024 you can look forward to seeing a broader portfolio of value added services from The ONE Group, as we look to continue to engage with our clients not only on recruitment but with a variety of additional services from EVP packages (if you haven't seen our client EVP videos, take a look!), benchmarking reports, FD/HRD insight roundtables and more.

The business of 'people' has never been so challenging, multi-faceted and rewarding.

We look forward to sharing our consultancy skills, insights, technology, and networks with you to support your business in achieving its talent goals throughout 2024.

Catherine Wallis
Operations Director



Office Support Recruitment Industry

The Office Support market seems to have stabilised and become more consistent. We have found an increase in candidates salary expectations across the market; however we have also seen a shift in what candidates' desire. A large portion of candidates are happy to be lenient on salaries in return for flexibility on hours and a diverse benefits package.

Companies are working hard to get people back into the office across the board. This however remains a sensitive issue to navigate, as ultimately the 'want' for flexibility that emerged 'post-COVID' would appear to be here to stay and many want to continue with a more flexible and trusted approach from their employer. Conversely, this has been well received by some, particularly those in more customer orientated roles, who have missed the social aspects of being in a team, the ability to develop their soft skills and learn from those around them. We recommend careful consideration before revising any flexible working policies, speak to teams and get feedback. On the whole, companies that can continue to offer hybrid working solutions will certainly be more desirable in a competitive candidate market.

The market overall has been far more competitive and fast moving; companies that are succeeding in finding the right talent are securing them in quicker and smoother recruitment processes from marketing their businesses well at interview stage, to ensure they keep their candidates engaged throughout a process. The cost-of-living crisis has resulted in candidates wanting security and finding a culture that suits their work-life balance with a comfortable salary.

We are confident 2024 will find growth a key point within many businesses, with a large portion of our clients having plans to expand their teams, and in turn they are re-evaluating their offerings to be at the forefront of many perspective jobseekers. We envisage 2024 to also be a very competitive market. Our advice would be to ensure interviewers are selling your team culture positively, ensuring packages are as attractive as possible and the recruitment experience for a candidate is as smooth and quick as it can be.

Harry Bragg
Divisional Manager

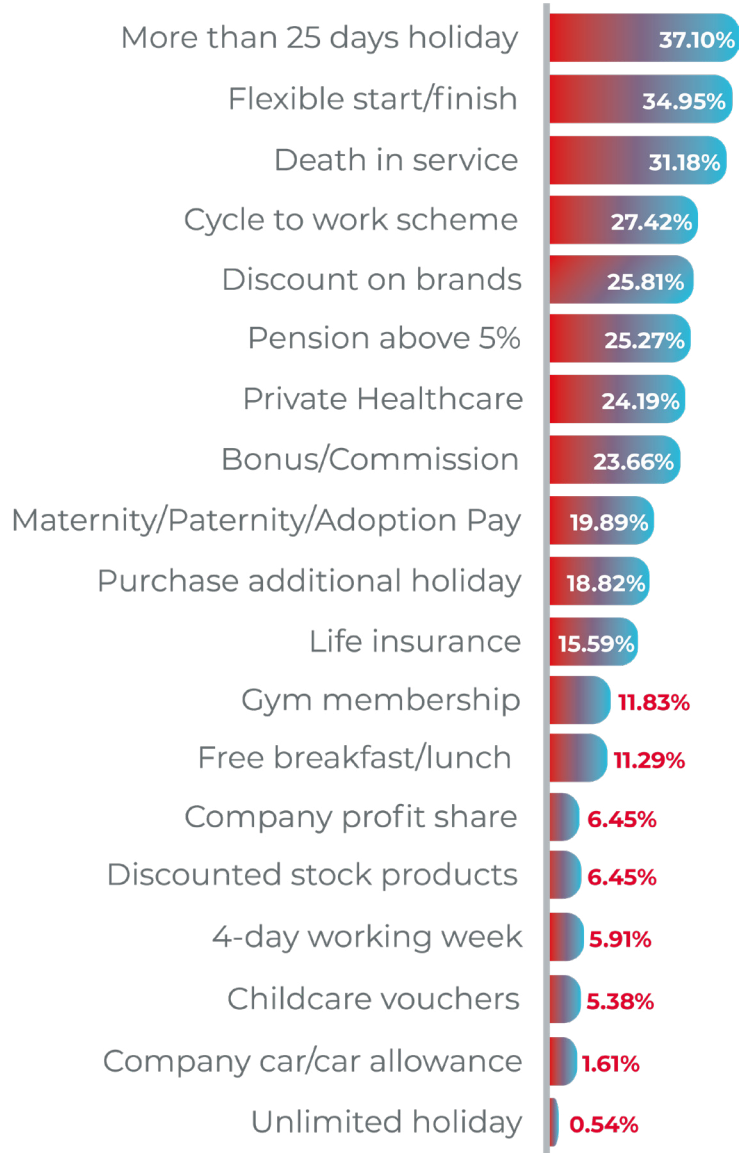


Contents

Market Insights	4	Peterborough Salaries	13
Cambridge Salaries	10	Salary Benchmarking	14
Hertfordshire Salaries	11	Beyond Recruitment	15
Northampton Salaries	12		

Salary & Benefits

Which benefits do you currently receive?



If you could choose, what would be your top 5 benefits?

1 Private Healthcare

Funded private healthcare or dental care.

1

2 4-Day Working Week

Flexible start/finish times or a 4-day working week.

2

3 More than 25 Days Holiday

More than 25 days holiday or unlimited holiday.

3

4

5 Bonus/Commission

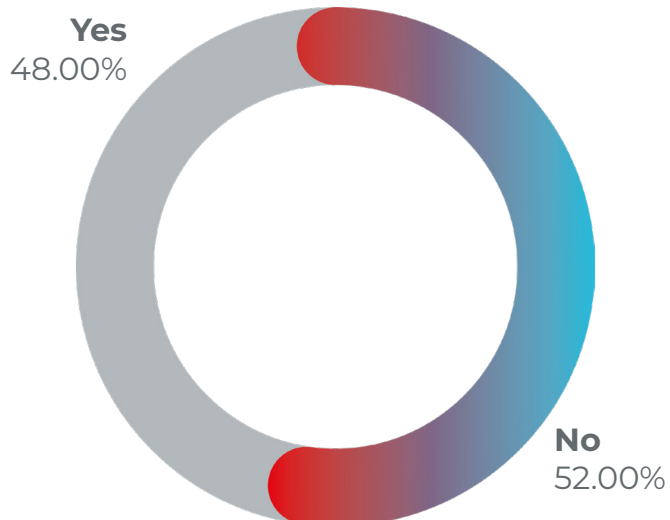
Bonuses or more commission to support cost of living.

5

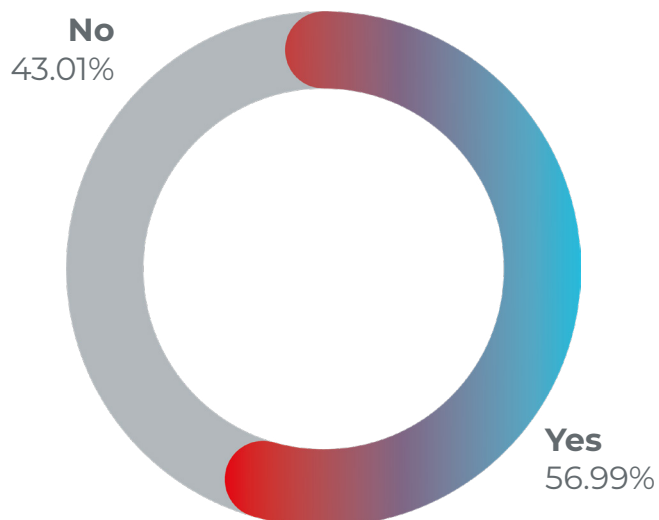
Pension above 5%

More than 5% contributed towards pensions.

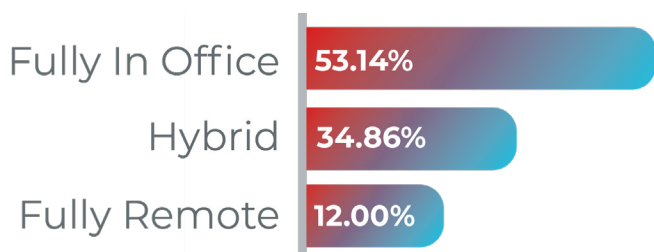
Has your working pattern changed in the last 2 years?



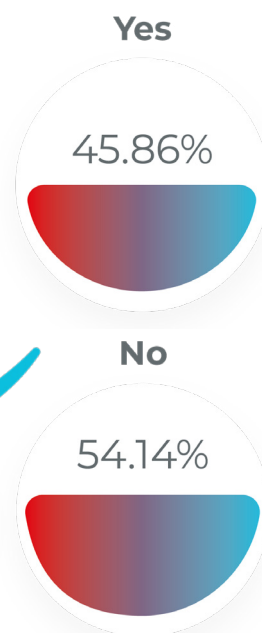
Do you feel fairly remunerated for your position?



What is your current working pattern?

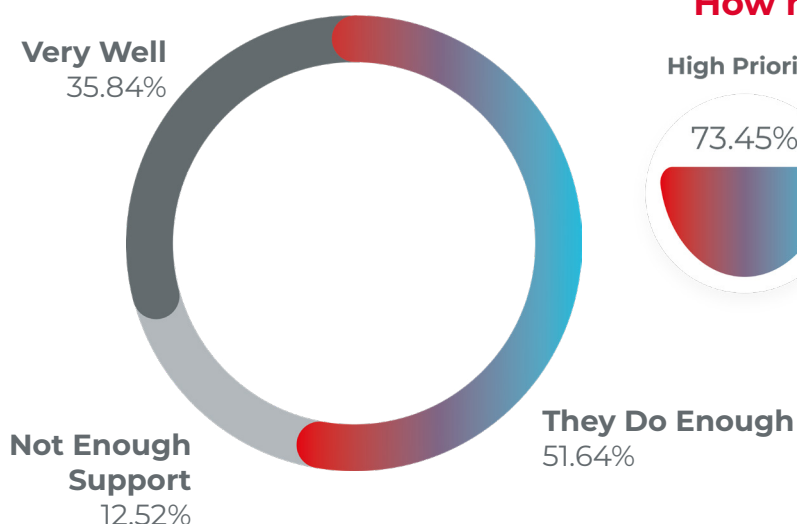


Does your employer support you with a career progression plan?

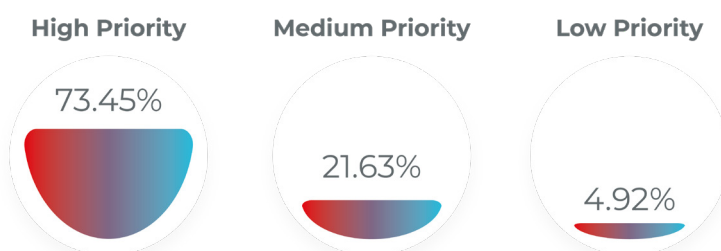


Participants who are supported said career development opportunities are made available to them through intranets, 1-2-1 meetings with managers, their HR team and external training opportunities implemented by the employer.

How well do you feel your employer supports your wellbeing?

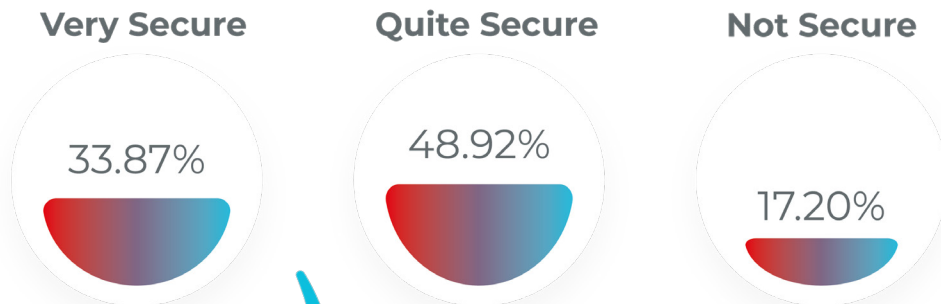


How high a priority is this for you?

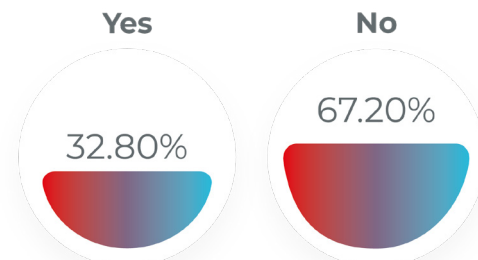


Job Security

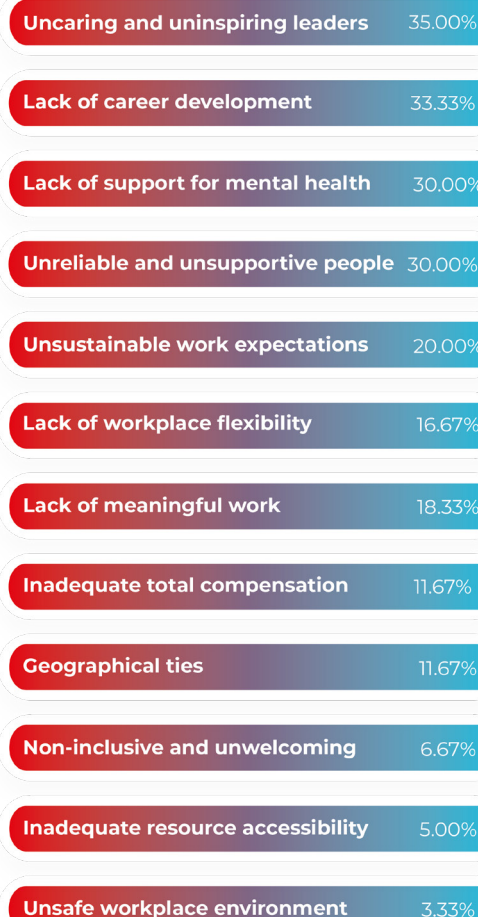
How secure do you feel in your role?



Have you moved jobs in the last 12 months?



Why?

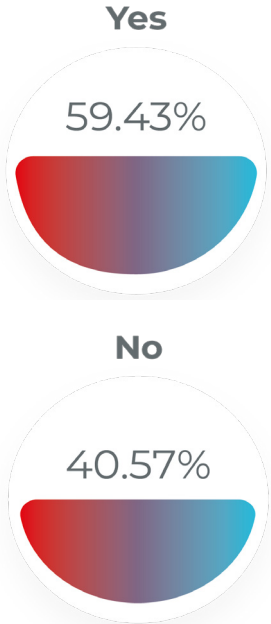


Why do you think this?

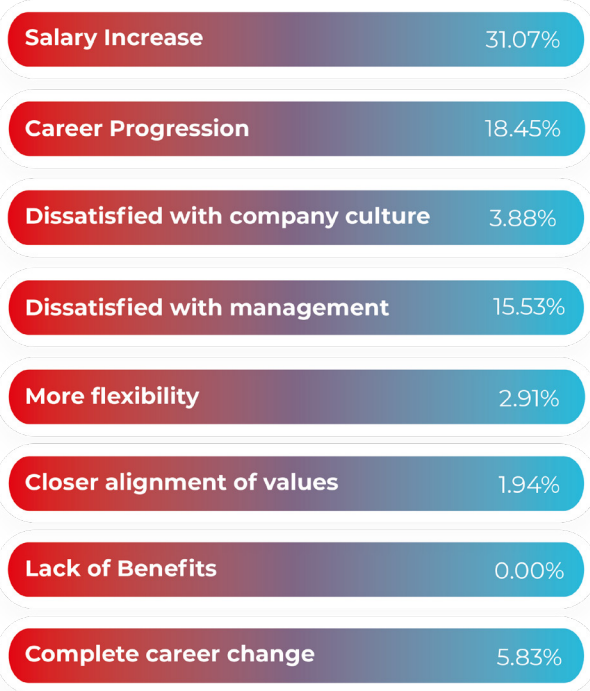
Individuals have expressed that they feel secure in their jobs when they possess valuable knowledge and experience, work within a supportive team and managerial environment and are part of a stable company.

On the other hand, feelings of insecurity has risen in challenging industries with low sales, during periods of redundancies, instances of workplace bullying and when employees must navigate numerous organisational changes.

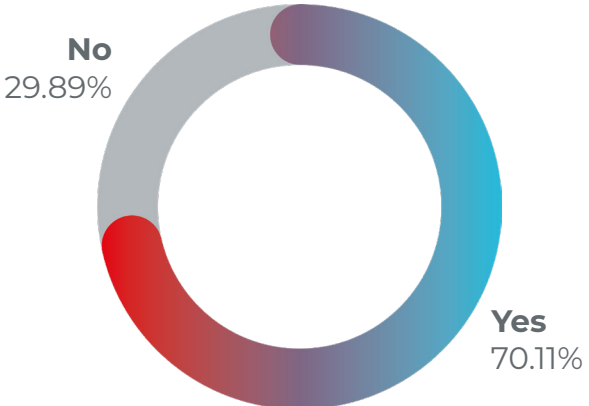
Are you considering a move in the next 6 months?



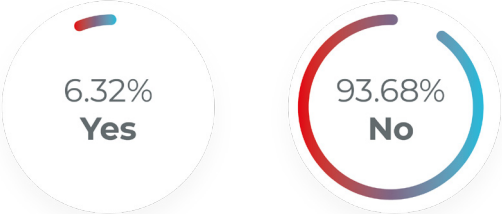
What is your main reason for looking?



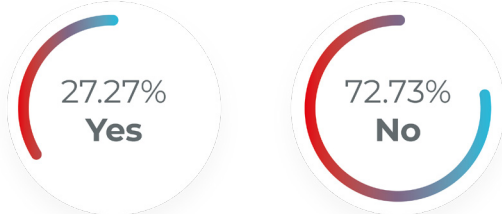
If you were to resign from your current role, would you consider a counteroffer?



Have you received a counteroffer this year?



Did you accept it?

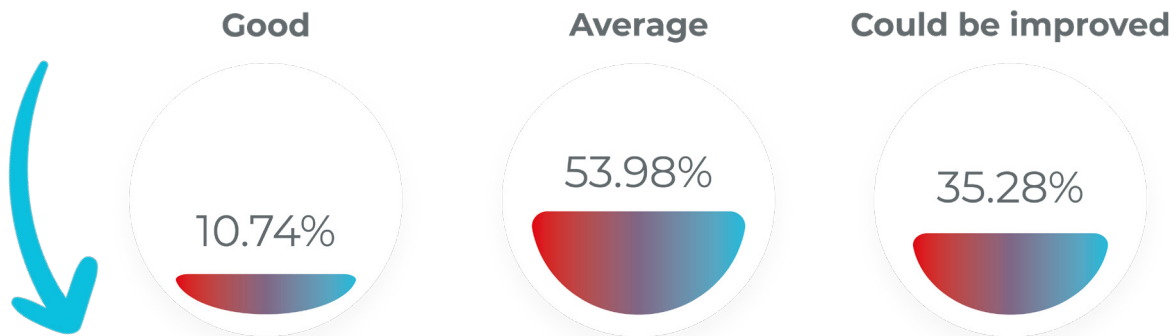


What was the increase?



The Hiring Process

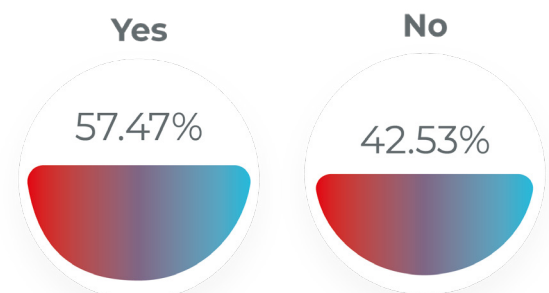
How would you rank your onboarding & training experience in your current employer?



What was good/not so good about it?

Individuals found their training effective when it was professional, supportive, allowed opportunities for re-sitting, well-structured, included attendance at conferences and talks, involved regular online sessions, and provided one-on-one sessions with management. On the contrary, dissatisfaction with training arose when it was deemed insufficient, irrelevant to the job, lacking process guidelines and guidance, outdated, and lacking in opportunities for upskilling.

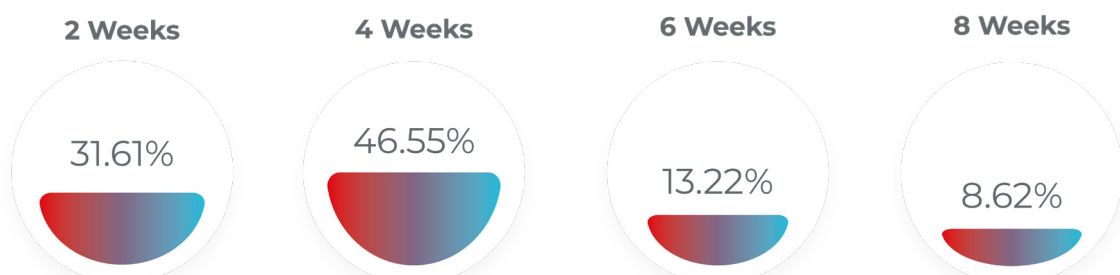
Would extra learning opportunities entice you to work for a business? (e.g. complete a PRINCE2 qualification)



How many interview stages would you be happy to attend?



How long would you expect an effective recruitment process to last?



Salaries

Office Support Salaries

Cambridge (+25 Miles)

Title	Min	Max	Typical
Administration & Office			
Administrative Manager	£28,000	£40,000	£35,000
Administrative Senior	£25,000	£32,000	£30,000
Administrative Junior	£18,000	£25,000	£22,000
Office Manager	£27,000	£40,000	£35,000
Office Administrator	£22,000	£28,000	£24,000
Office Assistant/Office Junior	£18,000	£25,000	£22,000
Executive Assistant	£40,000	£60,000	£50,000
Personal Assistant	£35,000	£45,000	£40,000
Medical Secretary	£28,000	£32,000	£30,000
Secretary	£28,000	£32,000	£30,000
Receptionist	£21,000	£25,000	£23,000
Customer Service			
Claims Handler	£22,000	£28,000	£25,000
Client Relations Manager	£30,000	£45,000	£40,000
Contact Centre Manager	£30,000	£65,000	£50,000
Customer Service Manager	£30,000	£45,000	£40,000
Customer Service Advisor	£22,000	£28,000	£25,000
Customer Service Advisor (Multilingual)	£25,000	£30,000	£26,500
Customer Service Advisor (Face to Face)	£22,000	£26,000	£24,000
Legal			
Legal Executive	£25,000	£40,000	£35,000
Legal Secretary	£25,000	£32,000	£28,000
Paralegal	£25,000	£32,000	£28,000
Operations, Procurement & Logistics			
Buyer	£40,000	£60,000	£45,000
Assistant Buyer	£25,000	£35,000	£30,000
Compliance Manager	£40,000	£60,000	£45,000
Facility/Duty/Area Manager	£40,000	£60,000	£50,000
General Manager	£35,000	£50,000	£45,000
Head of Operations	£60,000	£100,000	£85,000
Operations Manager	£40,000	£60,000	£45,000
Head of Procurement	£50,000	£85,000	£70,000
Procurement Manager	£40,000	£65,000	£50,000
Procurement/Operations Coordinator	£25,000	£32,000	£27,000
Logistics Coordinator	£25,000	£35,000	£32,000
Project Manager	£40,000	£70,000	£60,000
Sales & Business Development			
Account Executive	£30,000	£45,000	£38,000
Account Manager	£30,000	£40,000	£33,000
Business Development Manager (Includes EMEA)	£30,000	£65,000	£55,000
Business Development Executive	£30,000	£30,000	£45,000
Contracts Manager	£40,000	£65,000	£55,000
Sales Director	£70,000	£100,000	£80,000
Sales Administrator/Assistant/Associate	£25,000	£30,000	£28,000
Telesales Executive	£25,000	£32,000	£28,000

Office Support Salaries

Hertfordshire (+25 Miles)

Title	Min	Max	Typical
Administration & Office			
Administrative Manager	£28,000	£35,000	£32,000
Administrative Senior	£26,000	£32,000	£30,000
Administrative Junior	£21,000	£24,000	£22,000
Office Manager	£25,000	£40,000	£35,000
Office Administrator	£22,000	£28,000	£26,000
Office Assistant/Office Junior	£21,000	£25,000	£23,000
Executive Assistant	£35,000	£45,000	£40,000
Personal Assistant	£30,000	£40,000	£35,000
Medical Secretary	£24,000	£29,000	£26,000
Secretary	£22,000	£30,000	£26,000
Receptionist	£22,000	£25,000	£23,000
Customer Service			
Claims Handler	£22,000	£26,000	£24,000
Client Relations Manager	£25,000	£35,000	£30,000
Contact Centre Manager	£30,000	£40,000	£35,000
Customer Service Manager	£30,000	£40,000	£35,000
Customer Service Advisor	£23,000	£26,000	£24,000
Customer Service Advisor (Multilingual)	£26,000	£30,000	£28,000
Customer Service Advisor (Face to Face)	£23,000	£26,000	£24,000
Legal			
Legal Executive	£25,000	£40,000	£40,000
Legal Secretary	£23,000	£30,000	£25,000
Paralegal	£25,000	£35,000	£30,000
Operations, Procurement & Logistics			
Buyer	£30,000	£40,000	£35,000
Assistant Buyer	£25,000	£30,000	£28,000
Compliance Manager	£35,000	£60,000	£45,000
Facility/Duty/Area Manager	£30,000	£60,000	£40,000
General Manager	£28,000	£50,000	£40,000
Head of Operations	£50,000	£120,000	£90,000
Operations Manager	£30,000	£60,000	£50,000
Head of Procurement	£50,000	£85,000	£65,000
Procurement Manager	£35,000	£45,000	£40,000
Procurement/Operations Coordinator	£25,000	£30,000	£28,000
Logistics Coordinator	£25,000	£35,000	£28,000
Project Manager	£30,000	£55,000	£40,000
Sales & Business Development			
Account Executive	£25,000	£35,000	£30,000
Account Manager	£30,000	£40,000	£35,000
Business Development Manager (Includes EMEA)	£30,000	£65,000	£45,000
Business Development Executive	£30,000	£60,000	£40,000
Contracts Manager	£40,000	£60,000	£45,000
Sales Director	£70,000	£120,000	£90,000
Sales Administrator/Assistant/Associate	£25,000	£30,000	£28,000
Telesales Executive	£22,000	£30,000	£24,000

Interested in temporary or contract pay-rates? Talk to one of our specialist temporary and contract controllers.

Office Support Salaries

Northampton (+25 Miles)

Title	Min	Max	Typical
Administration & Office			
Administrative Manager	£26,000	£35,000	£28,000
Administrative Senior	£24,000	£27,000	£25,000
Administrative Junior	£19,000	£22,000	£21,000
Office Manager	£29,000	£37,000	£35,000
Office Administrator	£19,000	£24,000	£22,000
Office Assistant/Office Junior	£19,000	£22,000	£21,000
Executive Assistant	£29,000	£35,000	£35,000
Personal Assistant	£28,000	£40,000	£35,000
Medical Secretary	£27,000	£33,000	£26,000
Secretary	£22,000	£27,000	£25,000
Receptionist	£19,000	£22,000	£20,000
Customer Service			
Account Manager/Client Relations Manager	£25,000	£35,000	£30,000
Claims Handler	£20,000	£25,000	£23,000
Contact Centre Manager	£30,000	£40,000	£32,000
Customer Service Manager	£35,000	£45,000	£35,000
Customer Service Advisor	£23,000	£26,000	£25,000
Customer Service Advisor (Multilingual)	£25,000	£28,000	£27,000
Customer Service Advisor (Face to Face)	£22,000	£24,000	£22,000
Legal			
Legal Executive	£28,000	£40,000	£40,000
Legal Secretary	£28,000	£32,000	£30,000
Paralegal	£25,000	£28,000	£26,000
Operations, Procurement & Logistics			
Buyer	£33,000	£40,000	£40,000
Assistant Buyer	£24,000	£28,000	£25,000
Compliance Manager	£35,000	£60,000	£50,000
Facility/Duty/Area Manager	£35,000	£65,000	£40,000
General Manager	£27,000	£40,000	£32,000
Head of Operations	£50,000	£100,000	£65,000
Operations Manager	£30,000	£50,000	£45,000
Head of Procurement	£50,000	£85,000	£65,000
Procurement Manager	£35,000	£45,000	£40,000
Procurement/Operations Coordinator	£22,000	£28,000	£26,000
Logistics Coordinator	£24,000	£26,000	£25,000
Project Manager	£28,000	£55,000	£40,000
Sales & Business Development			
Account Manager	£30,000	£40,000	£35,000
Account Executive	£25,000	£28,000	£26,500
Business Development Manager (Includes EMEA)	£30,000	£60,000	£40,000
Business Development Executive	£24,000	£27,000	£25,000
Contracts Manager	£40,000	£60,000	£50,000
Sales Director	£50,000	£100,000	£60,000
Sales Administrator/Assistant/Associate	£25,000	£27,000	£25,000
Telesales Executive	£23,000	£25,000	£24,000

Office Support Salaries

Peterborough (+25 Miles)

Title	Min	Max	Typical
Administration & Office	Min	Max	Typical
Administrative Manager	£25,000	£35,000	£30,000
Administrative Senior	£25,000	£30,000	£28,000
Administrative Junior	£20,000	£22,000	£21,000
Office Manager	£30,000	£38,000	£32,000
Office Administrator	£22,000	£25,000	£24,000
Office Assistant/Office Junior	£20,000	£21,000	£21,000
Personal Assistant	£35,000	£55,000	£45,000
Executive Assistant	£30,000	£42,000	£35,000
Medical Secretary	£25,000	£30,000	£27,000
Secretary	£28,000	£32,000	£30,000
Receptionist	£22,000	£25,000	£23,000
Customer Service	Min	Max	Typical
Claims Handler	£22,000	£28,000	£25,000
Client Relations Manager	£25,000	£35,000	£30,000
Contact Centre Manager	£30,000	£60,000	£45,000
Customer Service Manager	£30,000	£45,000	£38,000
Customer Service Advisor	£22,000	£28,000	£25,000
Customer Service Advisor (Multilingual)	£25,000	£30,000	£26,000
Customer Service Advisor (Face to Face)	£22,000	£26,000	£28,000
Legal	Min	Max	Typical
Legal Executive	£23,500	£30,000	£28,000
Legal Secretary	£24,000	£30,000	£28,000
Paralegal	£24,000	£32,000	£28,000
Operations, Procurement & Logistics	Min	Max	Typical
Buyer	£30,000	£60,000	£45,000
Assistant Buyer	£25,000	£30,000	£28,000
Compliance Manager	£35,000	£60,000	£50,000
Facility/Duty/Area Manager	£30,000	£60,000	£45,000
General Manager	£30,000	£50,000	£40,000
Head of Operations	£50,000	£100,000	£75,000
Operations Manager	£45,000	£70,000	£50,000
Head of Procurement	£50,000	£85,000	£65,000
Procurement Manager	£40,000	£65,000	£50,000
Procurement/Operations Coordinator	£23,000	£28,000	£26,000
Logistics Coordinator	£23,000	£30,000	£26,500
Project Manager	£35,000	£65,000	£55,000
Sales & Business Development	Min	Max	Typical
Account Manager	£28,000	£40,000	£35,000
Account Executive	£25,000	£35,000	£32,000
Business Development Manager (Includes EMEA)	£30,000	£65,000	£50,000
Business Development Executive	£28,000	£40,000	£32,000
Contracts Manager	£40,000	£65,000	£55,000
Sales Director	£50,000	£100,000	£80,000
Sales Administrator/Assistant/Associate	£22,000	£28,000	£25,000
Telesales Executive	£25,000	£30,000	£27,500

Interested in temporary or contract pay-rates? Talk to one of our specialist temporary and contract controllers.

Why you should use our **FREE** Benchmarking service

We offer free, no obligation, professional salary benchmarking services.

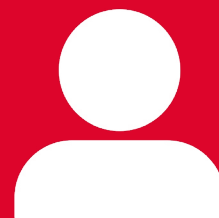
For over 20 years we've advised UK businesses of all shapes, sizes and industries on salaries for their teams. We can help you:



Save money when hiring



Increase safeguarding against headhunting



Retain valuable employees



Gain peace of mind



Support pay review meetings



Ensure efficient salary budgeting

Contact us for more information on 01733 234000 or info@theonegroup.co.uk and detail your interest in our salary benchmarking service.

Beyond Recruitment

Our “Beyond Recruitment” approach also means that we’re here whenever you need us - even if that’s not when you’re recruiting or looking for a job.

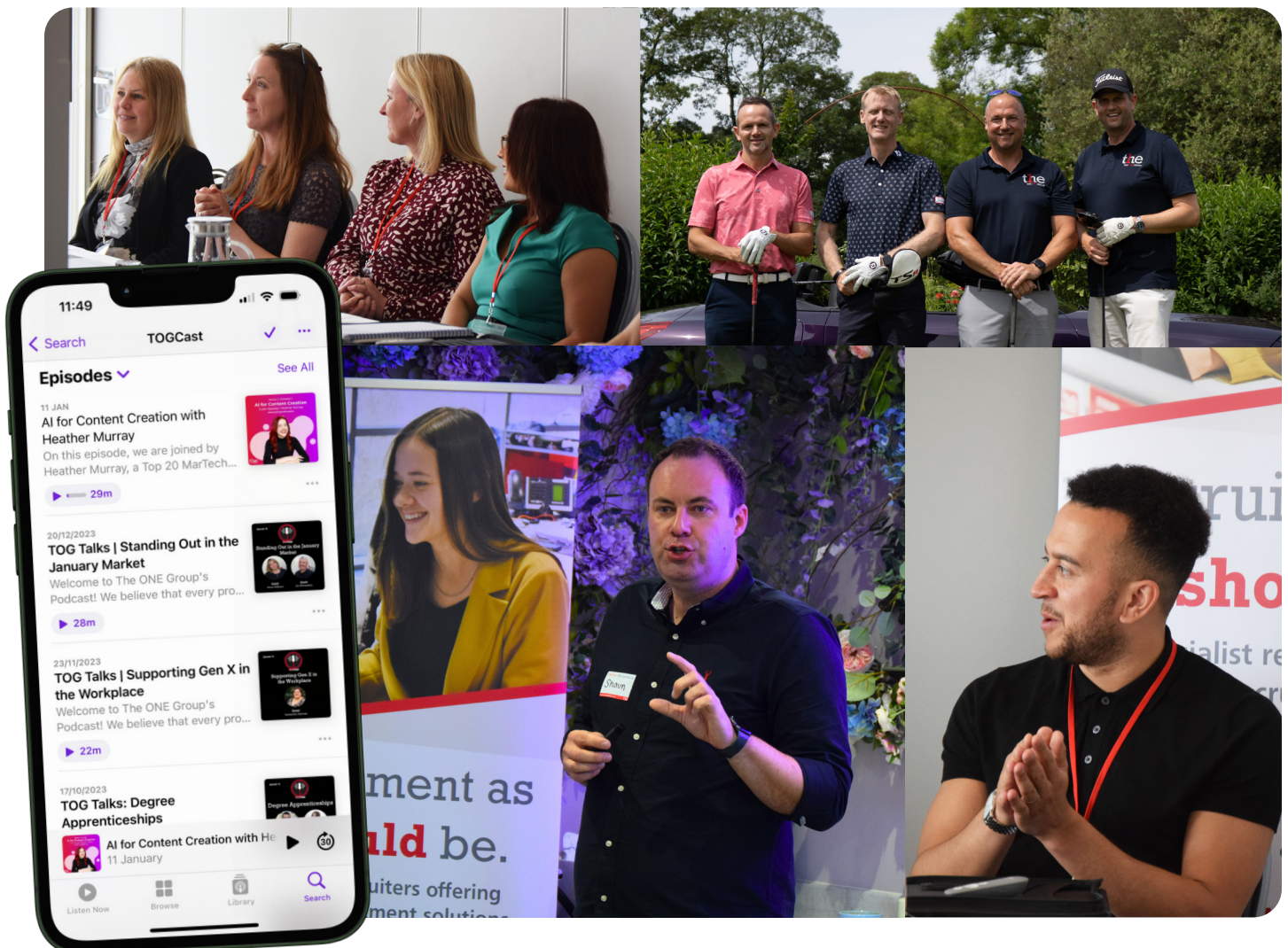
We partner with global businesses and highly skilled professionals to offer informative and interactive **FREE** events around popular topics to ensure that you always have access to useful information during your own professional development journey.

Over the past year, we have helped 1000’s of people addresses issues such as: diversity & inclusion, wellbeing, leadership, creating a more inclusive culture, personal development, employer brand and effective management in a remote working world.

At a time when the world slowed down, its thirst for learning increased, and we are committed to continue developing credible and informative events that offer value to you professionally. A massive thank you to everyone who has partnered with us and shared valuable insight to make these sessions happen.

Our drive to go above and beyond your average recruitment agency sees our Consultants lead the way - not only in recruitment, but also in the service, insights and skillsets you require to be at the top of your game.

Visit www.theonegroup.co.uk/beyond-recruitment to stay in the loop with our events, webinars, podcast, blogs and more.





the
The ONE Group

 www.theonegroup.co.uk
 info@theonegroup.co.uk

Cambridge | Hertfordshire | Northampton | Peterborough