

Outlook for 2014

As we predicted 2013 was a year of conservative growth with very few law firms making redundancies in support staff levels. The exception was those who merged, meaning some adjustments in staffing levels needed to be made.

2014 is set to be another year of growth with many firms seeing a return to pre-recession levels of work, helped by the resurgence of their property departments and a stronger economy.

Although in general law firms are still conservative in their outlook, recruitment is expected to increase in 2014 to keep pace with the business's needs.

Reviews

Across the board reviews are expected this year although many firms are keen to stress they will be performance related so they can target these towards the most essential and hard-working staff.

Similar percentage reviews are being offered across all business support sectors with most linked closely to the cost of living.

Sectors

Legal Secretarial/PA roles have seen considerable changes. Many firms have carefully reviewed the skills needed to best suit their needs, reflecting changes in working practices and advances in technology. In many cases this has meant a reduction in the number of standard Legal Secretaries and the increase in Legal Administrators attached to specific departments who provide support to the more senior Legal PA's and Junior Lawyers.

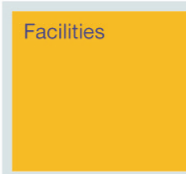
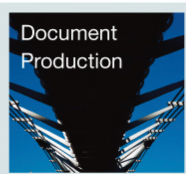
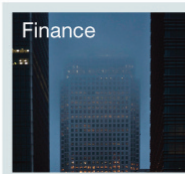
After many years of reduced or stationary head-count within HR, Finance, L&D, Library & Information and related areas we are now seeing an increase in roles within these departments with many reporting very high workloads as the most popular reason.

Marketing and Business Development is also a busy area with firms seizing on a better economy creating more opportunities for them to expand.

Candidates

It's fair to say that some support staff are feeling undervalued after no or small increases in remuneration over the past few years and less opportunities for promotion. Many comment they are now busier than ever having taken on additional duties and responsibilities when colleagues have left and not been replaced. With firms generally reporting better financial reports we predict this could be a testing year for employers to retain their best people if these concerns are not addressed.

A cautionary note is that the flow of quality candidates has definitely slowed in 2014. Counter-offers have returned, fewer people are willing to consider contracts and in many cases the best people do now have a choice and are securing permanent roles. We have seen many salaries for new positions increase in the past few months as employers start to realise this is needed to attract the best people away from their current roles.



Job Title	Low	Mid	High	Target
PA & Secretarial Services				
College-Leaver	£19,000	£21,000	£23,000	£20,000-£22,000
Team Administrator (Graduate)	£20,000	£23,000	£26,000	£22,000-£25,000
Junior Secretary/PA	£25,000	£27,500	£30,000	£26,000-£29,000
Legal PA/Secretary	£34,000	£36,500	£39,000	£35,000-£38,000
HOD/Managing Partners PA	£39,000	£42,000	£45,000	£40,000-£45,000
Float Secretary	£33,000	£35,000	£38,000	£34,000-£36,000
In-House Legal Secretary/PA	£34,000	£37,000	£40,000	£35,000-£37,000
Executive Assistant	£42,000	£46,000	£50,000	£45,000-£50,000
Secretarial/Central Services Management				
Co-ordinator/Team Leader	£37,000	£41,000	£45,000	£38,000-£40,000
Document Centre Manager	£45,000	£50,000	£55,000	£47,000-£52,000
Secretarial Manager	£50,000	£62,500	£75,000	£55,000-£65,000
Central Services Manager	£50,000	£65,000	£80,000	£60,000-£70,000
Document Production				
Day	£35,000	£36,500	£38,000	£35,000-£37,000
Evening	£35,000	£37,500	£40,000	£36,000-£38,000*
Night	£35,000	£37,500	£40,000	£36,000-£38,000*
* Based on a 35 hour week excluding travel allowances				
Facilities/Office Services				
Junior Assistant (Entry-level)	£17,000	£18,000	£19,000	£17,000-£18,000
Assistant	£20,000	£23,000	£26,000	£22,000-£24,000
Team Leader/Supervisor	£25,000	£30,000	£35,000	£30,000-£35,000
Manager	£40,000	£52,500	£65,000	£50,000-£55,000
Reception & Hospitality				
Hospitality Assistant	£20,000	£23,000	£26,000	£22,000-£24,000
Receptionist	£25,000	£28,000	£32,000	£27,000-£29,000
Manager/Supervisor	£30,000	£35,000	£40,000	£33,000-£36,000
Finance				
Assistant	£21,000	£23,000	£25,000	£23,000-£25,000
Legal Cashier	£28,000	£33,000	£38,000	£32,000-£35,000
Billings/Revenue Co-ordinator	£27,000	£31,500	£36,000	£29,000-£32,000
Billings/Revenue Controller	£38,000	£44,000	£50,000	£43,000-£48,000
Manager	£45,000	£50,000	£55,000	£45,000-£50,000
Senior Manager	£55,000	£70,000	£85,000	£70,000-£80,000
Library & Information				
Assistant	£21,000	£23,500	£26,000	£22,000-£25,000
Officer	£27,000	£31,500	£36,000	£31,000-£35,000
Team Leader/Supervisor	£35,000	£40,000	£45,000	£38,000-£43,000
Paralegal & Compliance				
Conflicts/Compliance Analyst/Exec	£28,000	£34,000	£40,000	£30,000-£35,000
Paralegal (entry level)	£22,000	£24,500	£27,000	£23,000-£25,000
Paralegal	£26,000	£32,000	£36,000	£32,000-£35,000
Senior Paralegal/Paralegal Manager	£30,000	£37,500	£45,000	£35,000-£40,000
Marketing/B.D./Events/P.R.				
Administrator	£22,000	£24,000	£26,000	£22,000-£23,000
Assistant	£25,000	£27,500	£30,000	£26,000-£29,000
Officer/Executive	£32,000	£35,000	£38,000	£33,000-£36,000
Senior Executive	£36,000	£43,000	£50,000	£40,000-£50,000
Manager	£45,000	£52,500	£60,000	£50,000-£55,000
Senior Manager	£60,000	£70,000	£80,000	£65,000-£75,000
I.T./Help-Desk/Training				
Assistant	£22,000	£26,000	£30,000	£24,000-£27,000
Analyst	£28,000	£31,500	£35,000	£28,000-£33,000
Senior Analyst	£37,000	£41,000	£45,000	£38,000-£42,000
Trainer	£35,000	£40,000	£45,000	£38,000-£42,000
Manager (under 100 users)	£40,000	£50,000	£60,000	£48,000-£53,000
Manager (100 users plus)	£50,000	£67,500	£85,000	£60,000-£70,000
H.R./Grad Rec/L&D				
Administrator	£22,000	£25,000	£27,500	£23,000-£26,000
Assistant	£27,000	£29,000	£31,000	£27,500-£30,000
Officer	£34,000	£36,000	£40,000	£35,000-£40,000
Senior Officer	£40,000	£43,500	£47,000	£40,000-£45,000
Manager	£50,000	£62,500	£75,000	£55,000-£65,000
Senior Manager	£65,000	£72,500	£80,000	£70,000-£80,000