

Business Support

PA & SECRETARIAL

NI £

Executive Assistant	25,000 - 36,000
Team Personal Assistant	18,500 - 28,000
Personal Assistant	18,000 - 28,000
Team Secretary	18,000 - 23,000
Medical Secretary	17,500 - 23,000

BUSINESS SUPPORT

NI £

Office Manager (>5 years' exp.)	25,000 - 34,000
Senior Administrator	17,500 - 22,000
Administrator	16,500 - 18,500
Project Administrator	17,500 - 24,500
Sales Administrator	16,500 - 24,000
Senior Receptionist	17,500 - 22,000
Receptionist	16,000 - 19,500
Office Junior	16,500 - 18,000
Data Entry	16,500 - 17,500
Document Reviewer	18,000 - 24,000

BID / TENDER SUPPORT

NI £

Bid/Tender Manager	30,000 - 40,000
Bid/Tender Executive	25,000 - 32,000
Bid / Tender Administrator	18,000 - 22,000
Contracts Administrator	18,000 - 23,000

CUSTOMER SERVICE

NI £

Customer Service Executive	17,000 - 22,000
Customer Service Manager	26,000 - 36,000
Customer Services Team Lead	18,500 - 26,000
Customer Service Advisor	16,500 - 18,500
Bilingual Customer Service Agent	16,500 - 19,000
Telesales Agent	16,500 - 21,000

LEGAL SUPPORT

NI £

Practice Manager	30,000 - 40,000
Office Manager	25,000 - 37,000
Legal PA	18,000 - 28,000
Legal Secretary	17,000 - 27,000
Legal Administrator	16,500 - 19,000
Audio Typist	17,000 - 20,000

TEMPORARY & CONTRACT

	NI £ p/h
Office Manager	11.60 - 16.50
Project Manager	12.31 - 18.00
Project Administrator	9.50 - 13.80
Executive Assistant	11.00 - 16.00
Personal Assistant	10.00 - 15.00
Receptionist (3-5 years' exp.)	9.50 - 13.50
Senior Administrator	9.50 - 12.50
Administrator	9.00 - 11.75
Team Secretary	9.50 - 14.00
Medical Secretary	9.00 - 12.00
Clerical Officer	9.00 - 11.50
Legal Secretary	10.00 - 15.50
Legal Administrator	9.00 - 13.50
Audio Typist	8.20 - 11.00
Document Reviewer	10.00 - 11.50
Customer Service Manager	13.50 - 19.00
Customer Service Representative	8.20 - 11.50
Multilingual Customer Service Representative	8.20 - 12.00
Sales Administrator	8.50 - 11.70
Data Entry Administrator	8.20 - 10.50
Customer Service Executive	8.20 - 11.50

The above hourly rates are exclusive of employer's NI, holiday pay, payroll charges and Brightwater's management fee.

Contact Conor O'Hagan on c.ohagan@brightwaterNI.com



Business Support

Salaries across business support and office administration roles have not seen any dramatic increase in Northern Ireland for 2020. Any rises have been between 1% and 5% with the higher end tending to focus on niche roles such as legal secretarial positions or those that have multilingual requirements. Otherwise any raises tend to keep pace with any changes in the National Minimum Wage.

While every business relies on their administration staff for the running of the day to day operations, there are many factors that can and indeed already have had an effect on the number of support staff needed. Business expansion (or decline), automation or more efficient work processes can have an impact on the discipline. The supply chain sector is seeing an increase in the requirement for admin staff in the run up to Brexit but due to caution and uncertainty, these roles are on a temporary and contract basis only as are roles in the utilities sector. 2020 should see this caution recede by Q2 and we're expecting more permanent roles to make a reappearance.

On the flip side, employers are making great efforts to retain key members of their administration teams by both investing time into their training and responding to their employees' requirements, Flexi-time, a pension package and parking are becoming increasingly popular on the wish-lists of anyone seeking to move jobs. Employers too are looking at redeploying their resources where needed and business support staff can be relatively easily deployed elsewhere on project implementations. Company culture too is vitally important when candidates are making a decision to move and employers are becoming increasingly cognisant of this at interview process.

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