



2024 Sydney Office Support Market

Sydney Office

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Sydney, 2000

Melbourne Office

Level 6, 360 Collins Street,
Melbourne, 3000



assistantsydney.com.au



Major Themes

The pandemic is over but employers and employees are still trying to understand if the new and hybrid ways of working are here to stay. Companies are trying to balance the competing priorities of employee satisfaction and economic success.

The Office

As communities and businesses move beyond the pandemic, leaders are grappling with trying to understand what changes in working are here to stay and what changes will disappear. With less people working in the office, the role of the office has changed as a result of behaviours during the pandemic.

There is much uncertainty about the role of the office with media reports stating some offices are busy and others are only 20% full. We have been told that there has been an increased demand for premium A grade office space which will entice reluctant employees back into the office. To date, we are yet to observe many of our clients changing their property strategy as a means to motivate staff to return to the office.

Additionally, many of our clients have offices outside of the central business district of Sydney and Melbourne with limited options to upgrade office property.

There is a tension emerging between the needs of the employer and the demands of the employee. Employers are facing complex challenges with one of the key issues being whether staff should work from home or work from the office.

This issue has many competing priorities and companies are finding it very difficult to understand if they should be proactive or reactive on this issue. Like many workforce planning issues, there is no single one size fits all strategy that should be adopted.



There appears to be a genuine shift with people preferring to work from home. Employers are wanting to encourage staff to return to the office and engage effectively in teamwork and learning and development. Companies value the informal interactions, unscheduled meetings and spontaneous engagement staff benefit from in the office. There has been significant commentary on the difficulty of creating and maintaining relationships while working remotely.

Across our client base, we have observed the four most common outcomes to be:

Office Support teams 5 days in the office

- Small to mid sized private companies

**Office Support teams 3 days in the office
(2 days home)**

- This is the new normal for most office support functions

**Office Support teams 2 days in the office
(3 days home)**

- Leading large enterprise sized companies, especially in financial services, insurance, utilities and telecoms

Office Support teams fully flexible on location

- Small to mid sized leading technology companies and some government and corporatised organisations

Challenging Economic Environment

There are numerous economic headwinds facing the Australian economy and these challenges will impact the workforce strategy of many companies.

Business leaders are grappling with balancing the competing priorities of efficiency, growth, increased profitability and workforce staffing. Should the forecast economic challenges deepen we can expect to see companies focus on hiring freezes, wage stagnation and the use of contractors if they are forced to scale down due to economic pressures.

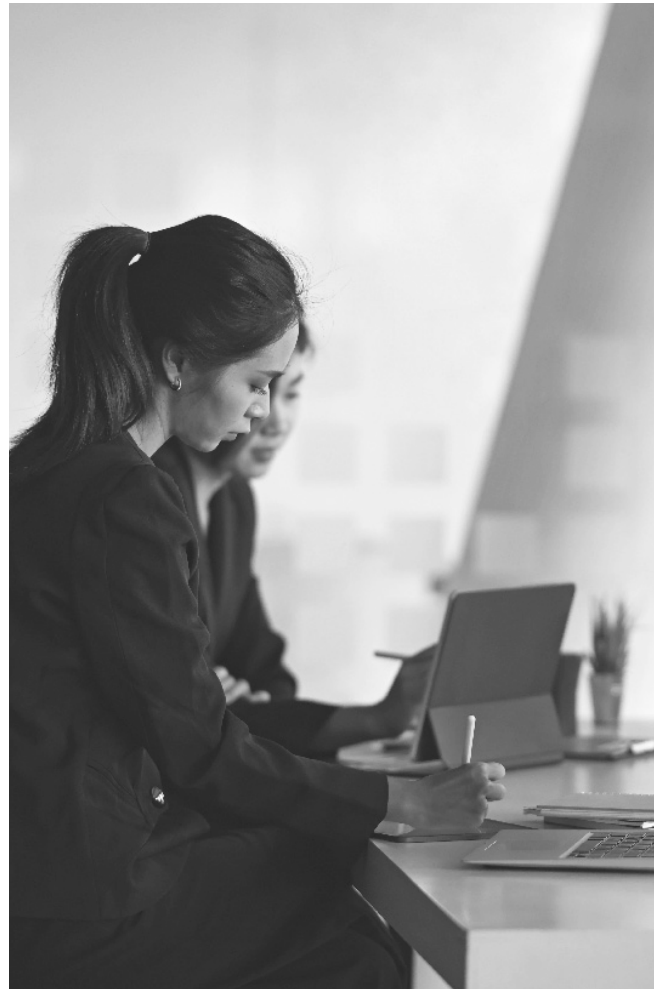


National Job Market

The demand for Office Support professionals has been exceptional since the jobs market rebounded sharply in 2021. We have now had two years of constant demand for professional Office Support talent. The ANZ Bank info graphic below shows the peak demand levels of 2022 and how the demand for staff is now trending down. However, demand remains dramatically above pre-pandemic levels.

For the balance of the first half of 2024, the Sydney and Melbourne Office Support jobs market will continue to trend slowly down as we begin to reset to normal levels of demand.

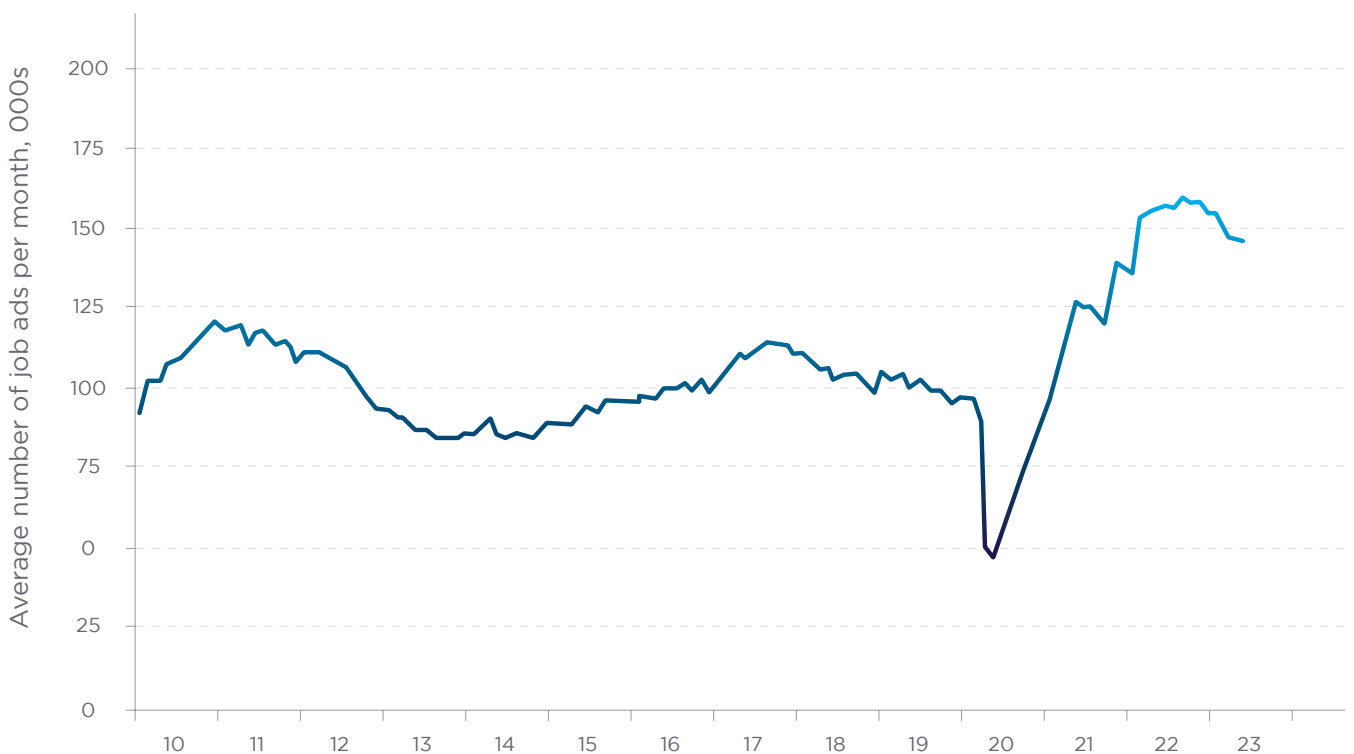
We are confident that the largest single contributing factor to the demand for Office Support staff is the creation of new jobs within existing Office Support functions. In the simplest of terms, Office Support teams have all grown in size over the last 24 months as a result of the increased demand for output from Office Support functions.



ANZ Job Ads Index

Source: ANZ-Indeed Australian Job Ads, Macrobond

— ANZ Jobs, Seasonally Adjusted



Salary & Bonus Trends

Most salaries in Office Support functions increased in 2023 and we expect limited salary increases in 2024.

Office Support Salaries

C-Suite & Senior Executive Assistant

\$120k – \$150k inclusive of cash and superannuation

- C-Suite and Senior Executive Assistant role types will typically support in a 1:1 capacity and can see the most variation in terms of top-end salary offerings. On average Senior and C-Suite Executive Assistants are paid between \$100k – \$120k annually, however occasionally for exceptional positions we see salaries up to \$200k, where there is an element of around the clock support of a highly personal or complex nature. Further, it can be expected that most Senior Executive Assistants will be eligible for a bonus, which is typically 10% – 20% of the salary package.

Executive Assistant | Personal Assistant

\$100k – \$120k inclusive of cash and superannuation

- The salary banding of Executive Assistants or Personal Assistants will vary pending the number of people receiving support from the individual. An Executive or Personal Assistant supporting at a 1:2 or 1:3 level can expect to fall within the range of \$90k – \$110k. Further, it can be expected that most Executive Assistants will be eligible for a bonus, which is typically 10% of the salary package.

Office Manager

\$80k – \$110k inclusive of cash and superannuation

- Office Manager job types will see greater variations in salary banding pending the level of seniority, industry and size of the office. For example, an experienced Office Manager supporting a large office in the technology team will pay a salary of \$100k, whereas an Office Manager supporting a small law firm may only receive \$80k. Further, occasionally a discretionary bonus will be provided to an Office Manager, which may be 5% – 10% of the salary package.

Team Assistant

\$75k – \$90k inclusive of cash and superannuation

- The Team Assistant role will vary in salary range pending the level of seniority of support and the size of the team. Team Assistant positions are most common across the financial and professional services sectors. Further, occasionally a discretionary bonus will be provided to a Team Assistant, which may be 5% – 10% of the salary package.

Administrative Coordinator

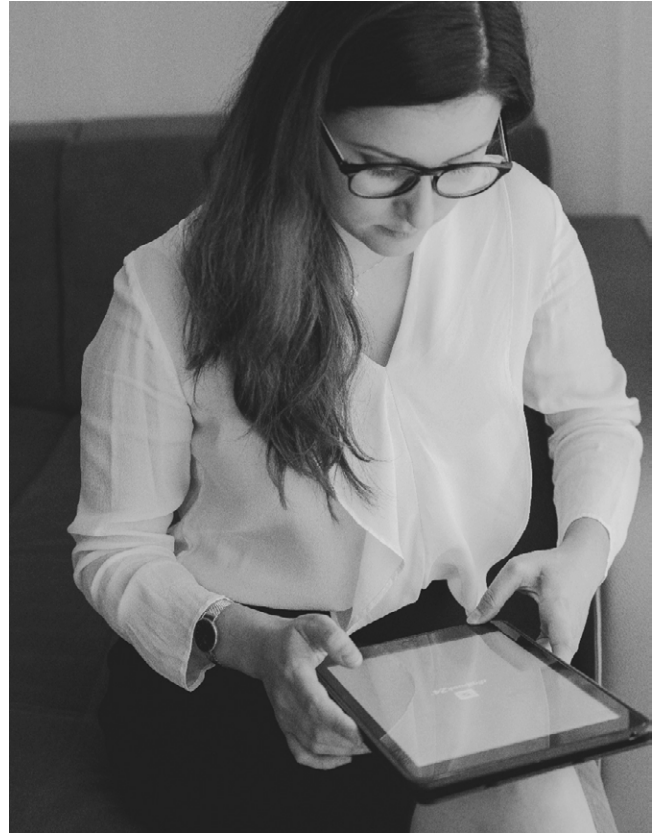
\$60k – \$70k inclusive of cash and superannuation

- The Administrative Coordinator or Assistant is a highly sought-after role, as the 5th most in demand job type across Australia according to Seek. An individual with 12 – 18 months administrative experience should expect to fall within the range \$60 – \$70k, and entry level candidates falling within \$55 – \$60k. Rarely will a bonus be provided to an Administrative Coordinator.

Receptionist

\$55k – \$80k inclusive of cash and superannuation

- Receptionist salaries have remained steady over the past few years. For entry-level candidates, we will see salaries sit at \$50k – \$55k. For more experienced career receptionists, salaries will be at the higher range of \$70k – \$80k.

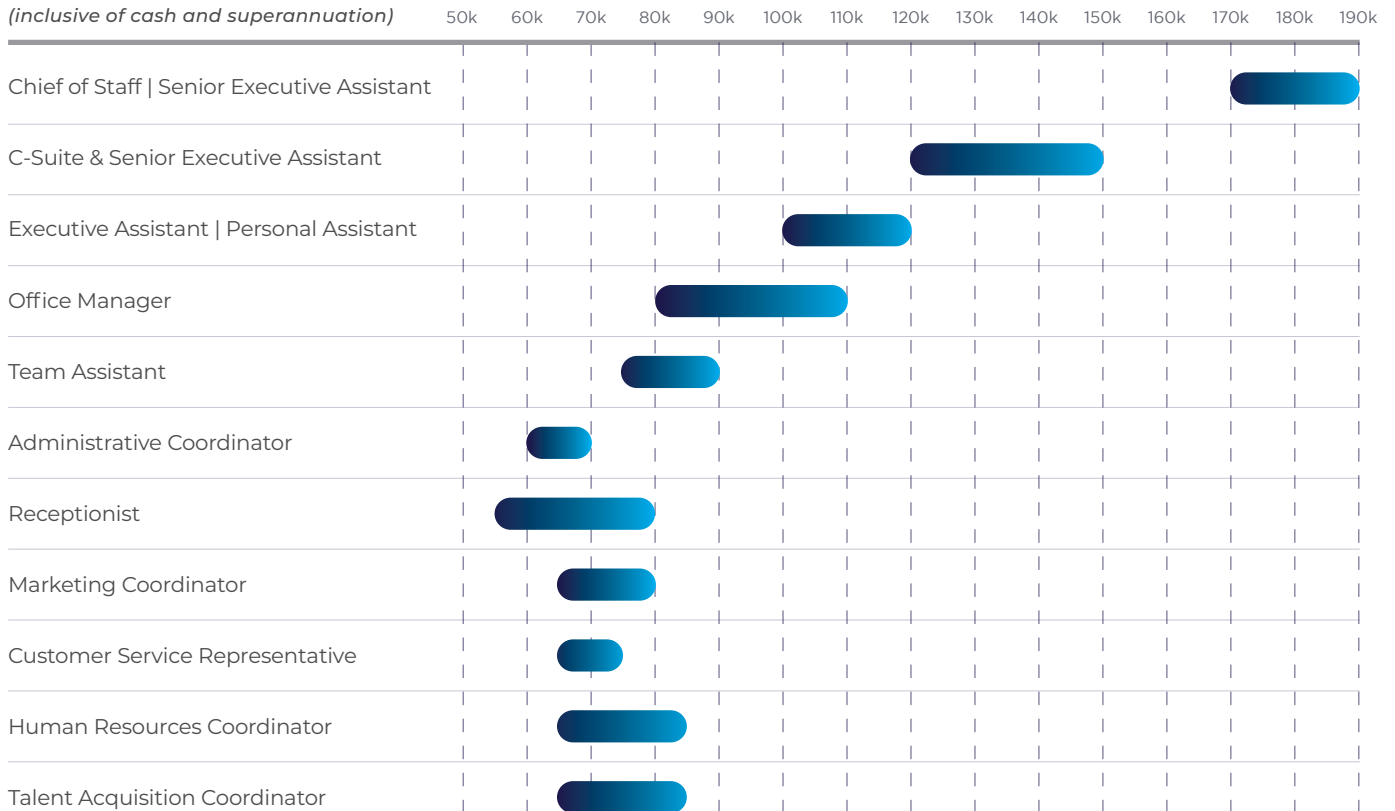


Permanent Salary Wages

Annual Salary Package (inclusive of cash and superannuation)

Annual Salary Package

(inclusive of cash and superannuation)



The Dynamics of Job Searching

Job Searching

Headhunting is the most effective channel for sourcing high caliber Office Support talent. At Assistant Sydney, we have a view that almost everyone will consider a good opportunity that will grow their career. We are unique in our approach in that we effectively run a headhunting process on behalf of our clients for all of the roles we recruit from Receptionist roles to Executive Assistant positions.

Seek and LinkedIn remain the two dominant channels for job advertising. Many other advertising channels have tried and failed to establish themselves in the Australian market over the past ten years.

Historically, the typical interview ratio on Seek is 1:30, only 1 person in 30 applications is interviewed. Today this has increased to 1:50 applications because it has become harder and more difficult to find good quality Office Support executives in Sydney and Melbourne.

LinkedIn remains an excellent tool for company and people research.



The Cost of Recruitment for Employers

Preferred Supplier Agreements

Most mid to large sized companies will have some form of preferred supplier agreement.

Typical market fee rates are 18% below \$200k and 20% above 200k+. The large banks and government preferred supplier agreements are typically 3-5% below these rates. Broadly, most preferred supplier agreements have a lot of leakage.

Over the past 5 years, the trend has moved away from recruitment suppliers presenting

and pitching for preferred supplier agreements, rather companies apply a procurement model of issuing standard terms and conditions for all suppliers at fixed fee rates.

In 2024, as companies once again focus on the cost of doing business, we will see preferred supplier agreements becoming more relevant as companies look for greater control over the cost of recruitment.

The Office Support search firm trusted by Australia's leading businesses.

Since our establishment in 2017 Assistant Sydney has become the preferred Office Support recruitment partner for many major Australian employers. Our strategy is simple - we are solely focused on providing the highest quality Office Support recruitment services in Sydney, Melbourne and Brisbane.

We are here to assist organisations to create great Office Support functions. Our goal is to help our clients navigate an increasingly competitive and challenging Office Support talent market. Our team are astutely aware of the trends that have shaped Office Support functions for almost two decades. We appreciate and understand the multiple roles and complex deliverables of Office Support functions.

Our approach is focused, discrete and professional. Our ambition is to be recognised as the most respected Office Support recruitment firm in Australia.

Organisations want to be able to engage with a search firm who can support them with Office Support recruitment efficiently. Organisations want to know the solution provided will add value to their team for years in the future and that the guidance provided on the required skill sets and remuneration decisions are correct.

Assistant Sydney was created to provide this service.

Our Experts



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