

Australia | 2011/2012



PAGE PERSONNEL

Salary & Employment Forecast

Setting the benchmark for support staff recruitment

Page
Personnel

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Setting the
benchmark for
support staff
recruitment

Welcome

Welcome to the 2011/2012 Page Personnel Australia Salary & Employment Forecast.

Page Personnel was launched to the Australian market in 2008, complementing Michael Page International as one of the world's largest and most successful recruitment consultancies.

As part of Michael Page International, Page Personnel can leverage over two decades of Australian recruitment expertise and business networking. Coming from all major industry sectors, our clients range from market leading multinationals to small and medium sized enterprises.

There are a number of current industry surveys that provide qualitative insight on hiring intentions and salary levels, however our forecast combines both quantitative and qualitative research derived from our national survey of employers, and our extensive involvement in the professional labour market.

Our national annual survey, completed by more than 1400 employers this year, covers a range of issues and trends of relevance to today's corporate sector and establishes this as a highly reputable forecast, based on in-depth national research.

The Salary & Employment Forecast provides employers and job seekers with useful insights into the hiring expectations,

recruitment challenges and wage forecasts of hiring managers over the coming year, covering two key professional sectors:

- Office Support
- Finance

I wish to thank everyone who contributed to this year's forecast and trust you will find the new report helpful and informative. We welcome your feedback and encourage you to contact us for further information or market specific advice at www.pagepersonnel.com.au/contact-us

Kind regards,



Matthew Cook
Managing Director,
Australia



Market Outlook

Employment market conditions have strengthened significantly since the global financial crisis and companies are expanding finance and office support teams to manage increased levels of business activity. The demand for specific skills sets is outweighing supply across a number of job functions. The resulting professional skills shortages are making it more difficult for employers to attract and retain the best talent in the market.

Companies are hiring more professionals at the executive level and this is driving demand for high level executive support staff. Senior Executive Assistants with the experience to manage administrative requirements during periods of business growth are highly sought after. There is also a consistent level of hiring for junior support roles that are required to provide administrative services support to businesses.

Skills shortages are already emerging across the credit, payroll and accounts payable business functions. This has been a flow

on effect from the high levels of hiring that occurred following the global financial crisis in front line revenue generating areas like sales. The resulting increase in commercial activity has created increased work volumes for professionals in areas such as accounts payable and receivable.

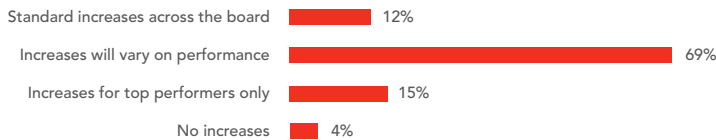
There has been a shift from temporary to permanent hiring across both the office support and finance sectors. Over the last 12 months, many employers have been cautious about investing in permanent staff due to continuing uncertainty around global economic conditions. This led to a strong increase in contracting and temporary opportunities across office support and finance last year. With business activity now on the rise, employers are more confident to expand their permanent headcount and this trend is expected to continue.

As the job market continues to strengthen, employers will need to place a much greater focus on talent retention. Employees are

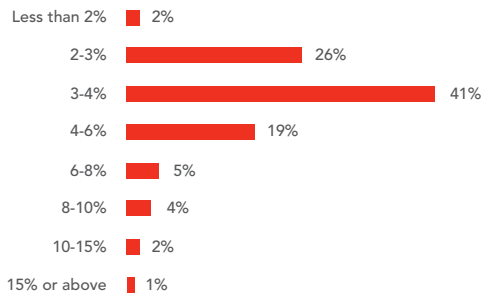
becoming more confident to move roles in pursuit of better remuneration and career progression, which is increasing the pressure on employers to proactively examine the retention strategies they have in place. Companies that can offer competitive salaries and provide opportunities for career growth will be in the best position to both retain and attract top performers.

Office support personnel are in a strong position to demand higher salaries and salary rises as the pool of available talent continues to shrink. Many employees in this sector accepted a significant decrease in earnings to remain employed during the global financial crisis and are now looking to make up for the losses of that time. Employers looking to attract talent will need to carefully review the salaries they have on offer to ensure they are competitive. In the finance sector, salaries will not increase significantly over the coming year until the demand for finance personnel exceeds supply.

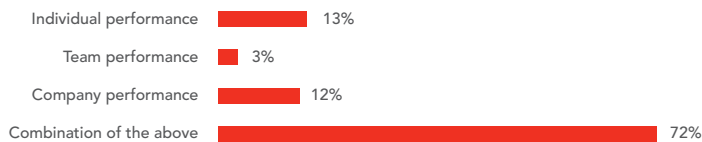
Salary increases over the next 12 months



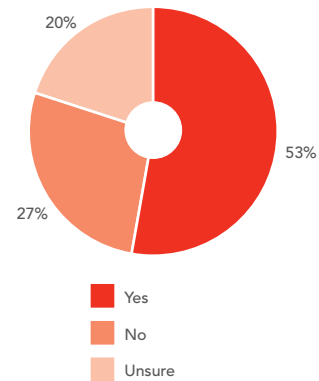
Average percentage salary increases



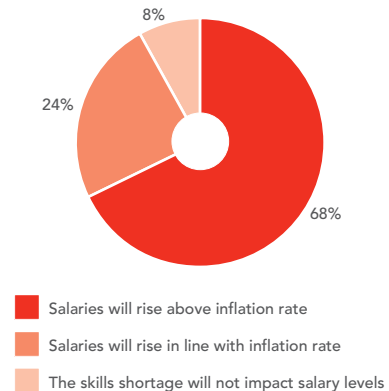
Basis for bonuses over the next 12 months



Professional skills shortage in the next 12 months



Skills shortage placing upwards pressure on salaries



Finance

Setting the benchmark for support staff recruitment

Finance

Business conditions have significantly improved over the last 12 months, with most companies now experiencing a period of growth. This business expansion is generating an increasing volume of employment opportunities for finance professionals across all levels.

The highest demand is for junior professionals who can support existing business activity and improve company processes for payroll, accounts payable and credit. With increasing staff numbers at the junior level, managers in all areas of finance are also in demand to facilitate the productivity of growing teams.

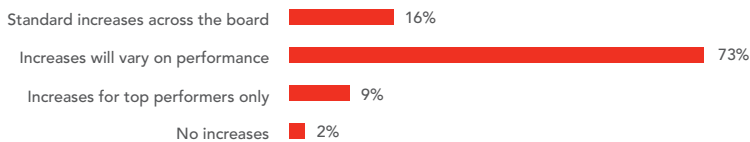
With the high demand for skills and limited supply of finance professionals, employers are increasing salaries to retain staff.

Average salary increases of 3–4% can be anticipated for the next 12 months. For skills in higher demand, including payroll and credit, above average increases will be expected in an effort to retain top performers. Some 64% of employers in the finance sector will be awarding bonuses in the next 12 months as a retention strategy for top performers. The vast majority (72%) of bonuses will be awarded based on a combination of individual, team and company performance. Only 15% of bonus

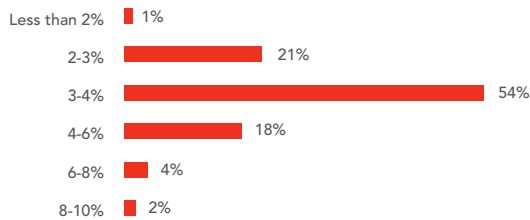
payments will be made solely on the basis of individual performance.

Over the next 12 months, hiring activity will steadily rise as business activity continues to increase across the finance sector. Skills in payroll and billing are expected to be in most demand as companies look to improve cost and accounts processes. There will also be an increase in demand for contract and temporary staff to assist with team restructures, as companies look to re-establish their finance functions and implement systems improvement projects.

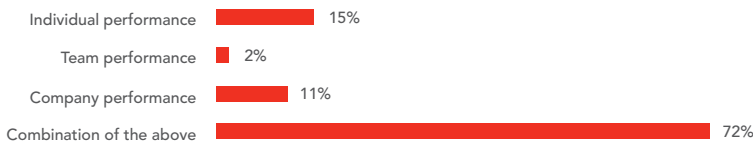
Salary increases over the next 12 months



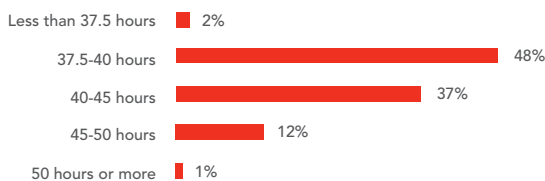
Average percentage salary increases



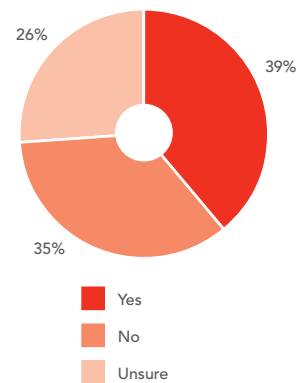
Basis for bonuses over the next 12 months



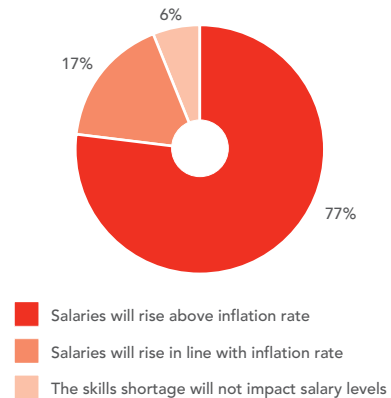
Average weekly working hours



Professional skills shortage in the next 12 months



Skills shortage placing upwards pressure on salaries



Finance

State	NSW		VIC	
Size of Company	Sml/Med	Large	Sml/Med	Large
Salary	\$'000	\$'000	\$'000	\$'000
ACCOUNTS CLERK/ACCOUNTS ASSISTANT				
Junior	41-52	46-57	41-52	46-57
Senior	46-57	52-62	46-57	52-62
ACCOUNTS PAYABLE				
Accounts Payable Officer	39-52	41-57	44-55	46-62
Supervisor	46-62	57-77	55-67	57-77
Manager	62-77	71-120	62-82	77-113
ACCOUNTS RECEIVABLE/CREDIT				
Accounts Receivable Officer	39-46	41-52	40-48	44-57
Credit Officer	46-57	49-65	42-57	49-62
Supervisor	52-67	57-72	60-70	65-77
Manager	67-82	72-110	67-90	77-103
National Credit/AR Manager	72-113	93-148	72-113	93-155
PAYROLL				
Payroll Officer	41-57	48-67	44-57	57-67
Supervisor	57-72	62-82	57-72	62-85
Manager	62-93	72-124	62-93	77-124
National Payroll Manager	88-113	103-155	88-113	103-165
BILLINGS				
Officer	45-60	50-60	45-60	52-62
Supervisor	55-70	60-75	55-70	62-77
Manager	65-80	70-95	65-80	72-97

State	QLD		WA	
Size of Company	Sml/Med	Large	Sml/Med	Large
Salary	\$'000	\$'000	\$'000	\$'000
ACCOUNTS CLERK/ACCOUNTS ASSISTANT				
Junior	41-46	41-52	40-55	45-58
Senior	46-57	52-59	50-58	55-65
ACCOUNTS PAYABLE				
Accounts Payable Officer	41-46	46-57	40-55	46-57
Supervisor	52-62	57-77	57-65	58-80
Manager	62-72	62-88	60-68	70-95
ACCOUNTS RECEIVABLE/CREDIT				
Accounts Receivable Officer	41-52	46-57	40-55	42-58
Credit Officer	41-52	46-57	41-57	46-65
Supervisor	52-67	62-72	55-67	65-75
Manager	62-77	67-98	62-82	72-100
National Credit/Accounts Receivable Manager	72-108	93-144	70-115	95-135
PAYROLL				
Payroll Officer	46-57	46-62	45-60	52-70
Supervisor	52-72	62-77	58-75	65-85
Manager	67-88	72-124	70-90	80-110
National Payroll Manager	82-113	98-155	82-115	100-130
BILLINGS				
Officer	43-57	47-58	45-60	50-65
Supervisor	53-68	57-73	55-70	62-75
Manager	62-78	68-92	65-80	70-95

Please note:

1. Salaries indicated are based on an annual basic salary, excluding bonus/incentive schemes. 2. Market rates are becoming much less uniform. While we have taken great care, these salary ranges can only be approximate guides, as there are often specific circumstances relating to individual companies. Please call us for additional information. 3. Small to medium companies are defined as having a turnover of less than \$100 million. Large companies are defined as having a turnover of more than \$100 million. 4. Roles marked N/A in this report are not commonly found in the area specified.

Office Support

Setting the benchmark for
support staff recruitment

Office Support

Strengthening market conditions and growing business activity over the last 12 months have increased job opportunities for office support professionals, and this is expected to continue over the coming year.

The strongest demand is for professionals with administration experience across large teams, such as Team Assistants, Office Administrators, Personal Assistants and Corporate Receptionists. Demand is also increasing for Executive Assistants as companies are recruiting at the executive level again to reinforce their overarching business strategies. Another area of demand includes senior administrators in the insurance sector who are required to

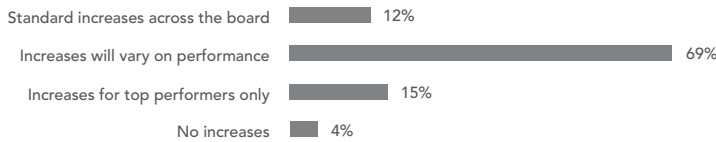
coordinate heightened levels of activity in teams, following the recent floods in Queensland.

With the demand for skills exceeding the supply of office support professionals, employers will be increasing salaries to retain top talent. Average increases of 3-4% on base salaries are expected for professionals in administration and reception. For professionals in higher demand, such as Corporate Receptionists, increases will be above the standard rate. Almost half of employers in the office support area will be awarding bonuses in the next 12 months as a retention strategy for top performers. The vast majority

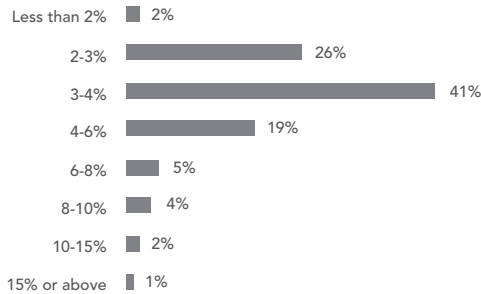
(72%) of bonuses will be awarded based on a combination of individual, team and company performance. Only 13% of bonus payments will be made solely on the basis of individual performance.

If the economy continues to strengthen over the next 12 months, the demand for technically focused roles will increase. Demand is also expected to rise for office support professionals in roles such as Document Controller, Project Secretary and Bid Coordinator. There will also be continued demand for Executive Assistants in the insurance sector to aid teams during the flood recovery period in Queensland.

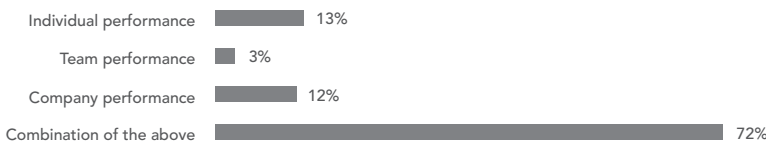
Salary increases over the next 12 months



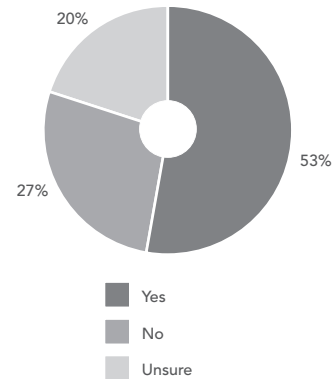
Average percentage salary increases



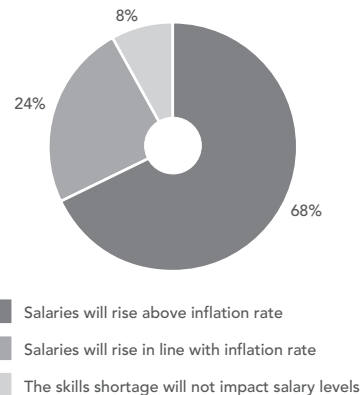
Basis for bonuses over the next 12 months



Professional skills shortage in the next 12 months



Skills shortage placing upwards pressure on salaries



Office Support

State	NSW		VIC		
	Size of Company	Sml/Med	Large	Sml/Med	Large
Salary	\$'000	\$'000	\$'000	\$'000	\$'000
Data Entry Officer	30-40	35-45	30-40	40-45	
Receptionist	40-45	45-55	35-45	45-50	
Reception Manager	N/A	50-60	N/A	45-60	
Office Assistant	35-40	40-50	35-45	40-50	
Office Manager	50-60	60-75	50-60	55-65	
Executive Assistants (Manager Level)	60-65	60-70	50-60	55-70	
Executive Assistants (GM/Director Level)	65-75	70-75	55-65	65-75	
Executive Assistants (CEO Level)	70-90	75-110	60-70	75-100	
Personal Assistant	55-65	60-75	55-60	60-75	
Legal Secretary	45-60	55-75	50-60	60-75	

State	QLD		WA		
	Size of Company	Sml/Med	Large	Sml/Med	Large
Salary	\$'000	\$'000	\$'000	\$'000	\$'000
Data Entry Officer	30-40	35-45	35-40	40-45	
Receptionist	38-45	40-55	35-45	45-60	
Reception Manager	N/A	50-55	N/A	50-65	
Office Assistant	N/A	N/A	35-45	40-55	
Office Manager	45-55	50-60	50-60	50-80	
Executive Assistants (Manager Level)	45-55	50-60	45-55	55-70	
Executive Assistants (GM/Director Level)	50-60	55-70	50-60	60-80	
Executive Assistants (CEO Level)	60-75	65-90	60-75	65-90	
Personal Assistant	45-55	50-65	45-60	50-80	
Legal Secretary	35-50	45-65	35-50	50-65	

Please note:

1. Salaries indicated are based on an annual basic salary, excluding bonus/incentive schemes. 2. Market rates are becoming much less uniform. While we have taken great care, these salary ranges can only be approximate guides, as there are often specific circumstances relating to individual companies. Please call us for additional information. 3. Small to medium companies are defined as having a turnover of less than \$100 million. Large companies are defined as having a turnover of more than \$100 million. 4. Roles marked N/A in this report are not commonly found in the area specified.

Contact

Page Personnel is the best positioned specialist recruitment firm to support your business growth across Australia. Contact us for a discussion about your requirements and the ways in which we can add value to your business.

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