

Market Insights Report

2022



OUR 2022 MARKET INSIGHT REPORT

What a year 2022 has been already. As we head towards mid year we have been reflecting back on the stories of so many organisations and individuals, who have grown and achieved so much since last financial year. Employees are thriving again with opportunity knocking at their doors, opening up the most incredible career advancement scenarios and increases in remuneration and benefits. Organisations are prospering with improved efficiencies, new clients and stronger strategic resilience. For the MJD Recruitment team, experiencing all of this alongside our clients and candidates as true business partners has been a privilege, where we have gained so much incredible insight.

Sharing this with you, in conjunction with our new salary guide, is our way of giving back and supporting you further with your business and career goals. For many organisations and individuals preparing to go into end of year reviews, the landscape is different this year and preparation will be key to achieving desired outcomes.



Martin Dineen
Managing Director

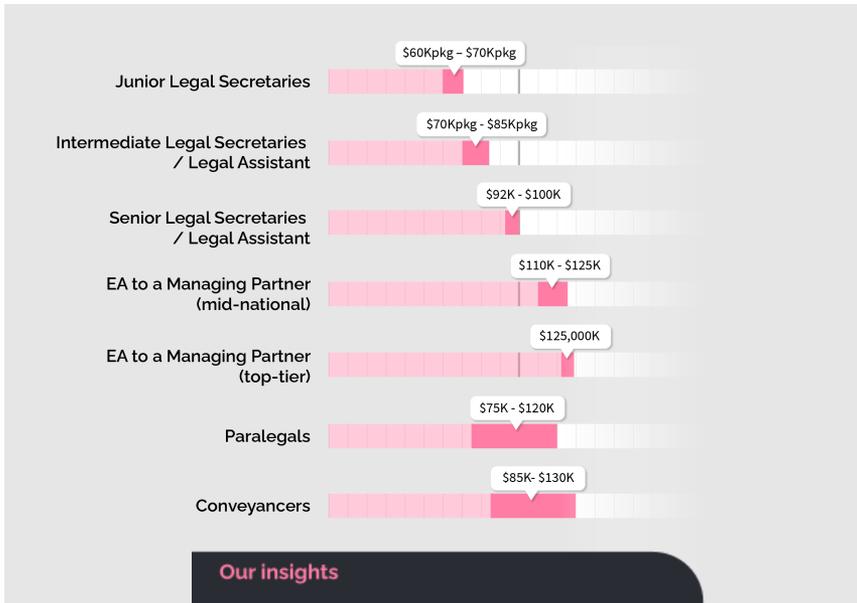


Since inception, we have held ourselves to account when it comes to service excellence. Finding new ways to deliver beyond expectation is at the forefront of our minds. We like our clients and candidates to feel like they are part of an exclusive members club, where they receive unique consultation, guidance and insight. In this market in particular, we are proud of the value of our work.

Organisations rely upon us heavily to ease the pressure of the extra endeavour required to source and attract key individuals. Employees are turning to us for guidance when navigating the sometimes overwhelming options and approaches. For both parties, monopolising while the market is buoyant is key. With our macro view, we make sure you are not behind the 8 ball.

Salary Survey Results

Legal Support Roles - Annual Package Including Superannuation



Our insights

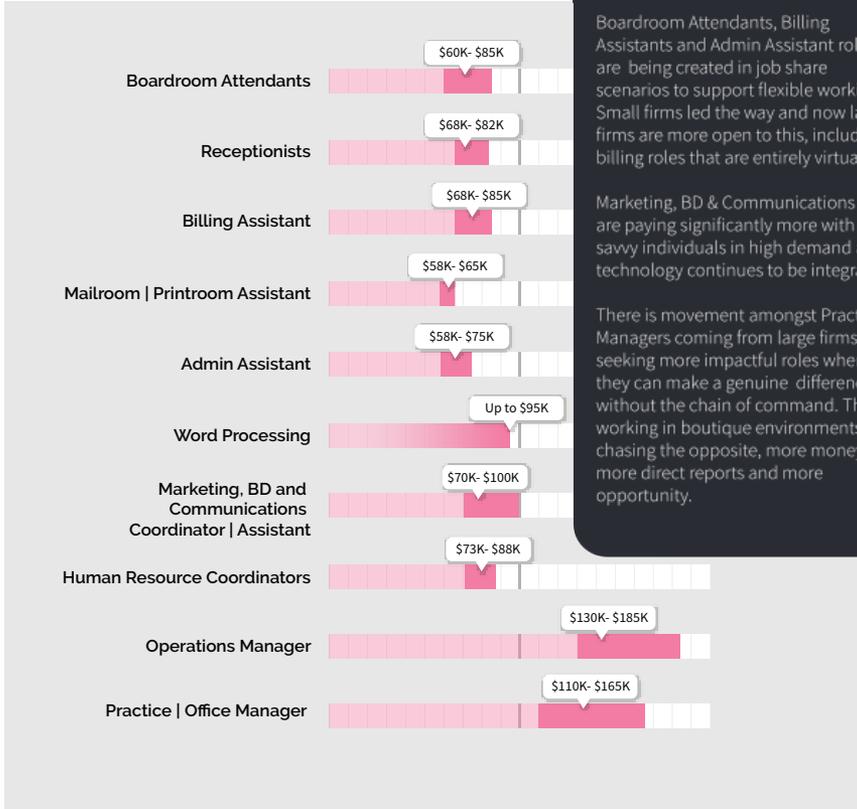
More firms have been open to taking junior legal support staff that have developed their experience in other professional service environments. Primarily due to the billing function being of similar or greater significance in these industries and the transferrable capabilities. Candidates in professional services are more interested in transitioning into the legal sector now the barriers have been broken down on traditional work styles.

Intermediate Secretaries are all about taking advantage of the increase in salary on offer, as well as a more mature title. If ambitious, wanting to move in to a PA or Paralegal role, titles such as Practice Administrator, Practice Assistant & Executive Assistant are more popular. Senior Legal Secretaries are moving across to professional services if not making inroads in to these career paths. Some firms are offering hybrid roles to counteract this.

Senior level employees salaries have gone up substantially and sign on bonuses of up to \$10,000 are prevalent. They are attracted to better benefits including flexibility and more annual leave now borders are re opened, particularly those with good tenure.

Salary Survey Results

Legal Roles – Further Support Roles



Our insight

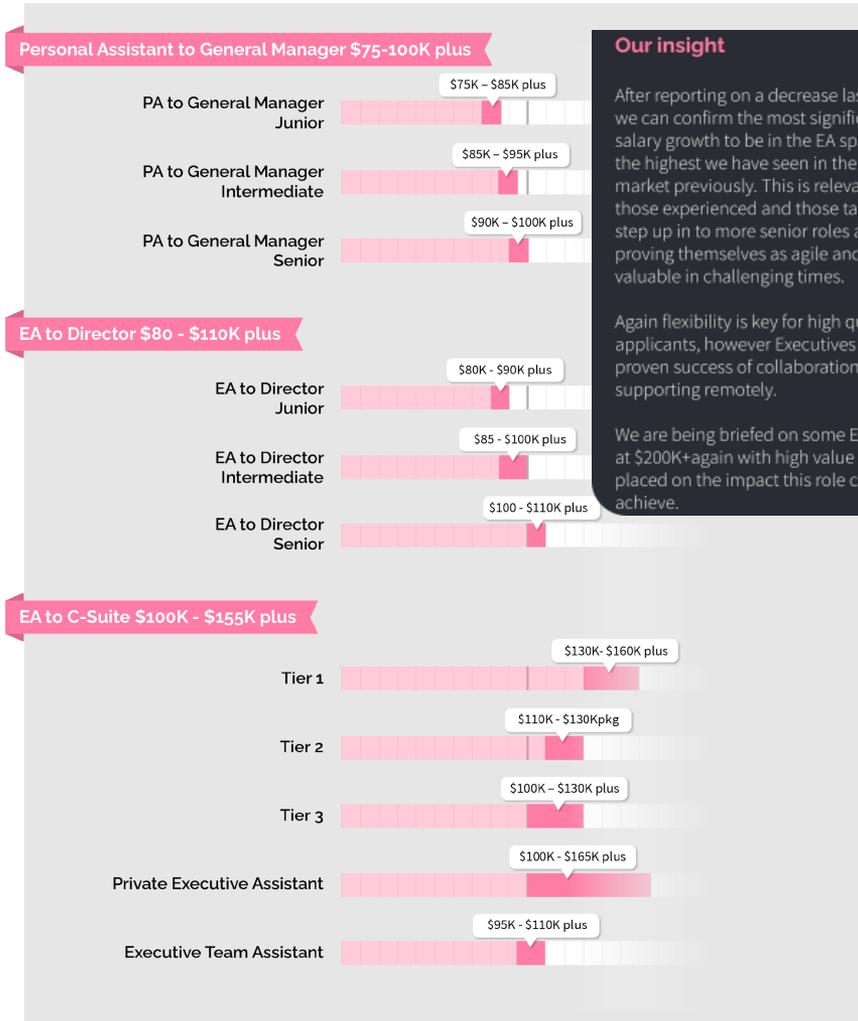
Boardroom Attendants, Billing Assistants and Admin Assistant roles are being created in job share scenarios to support flexible working. Small firms led the way and now larger firms are more open to this, including billing roles that are entirely virtual.

Marketing, BD & Communications roles are paying significantly more with tech savvy individuals in high demand as technology continues to be integral.

There is movement amongst Practice Managers coming from large firms, seeking more impactful roles where they can make a genuine difference without the chain of command. Those working in boutique environments are chasing the opposite, more money, more direct reports and more opportunity.

Salary Survey Results

Executive Assistant Support Roles – Salary Excludes Superannuation



Our insight

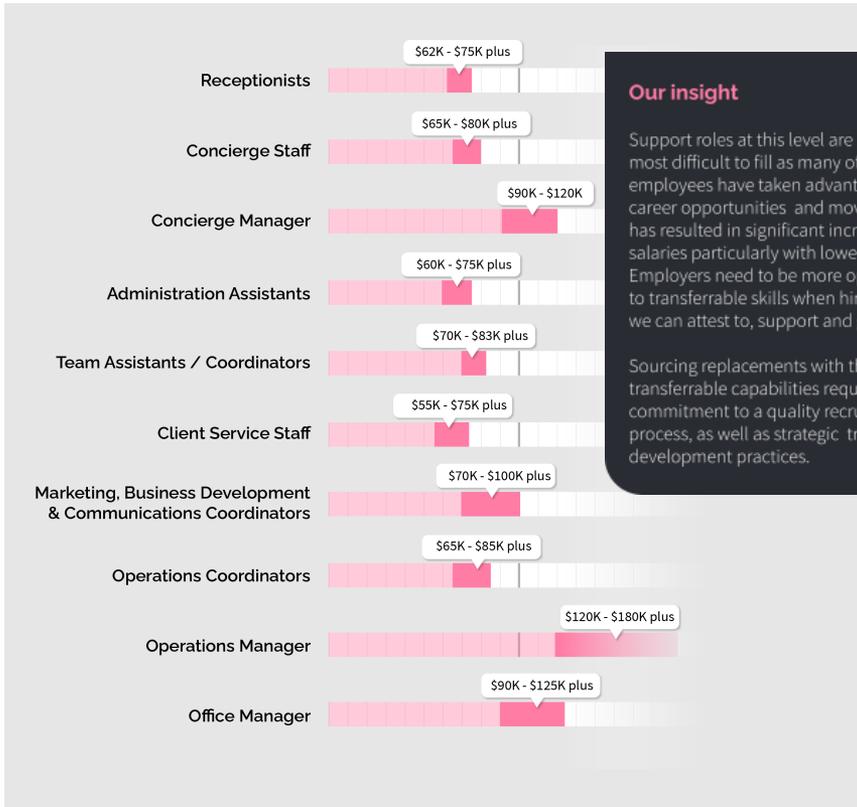
After reporting on a decrease last year, we can confirm the most significant salary growth to be in the EA space, the highest we have seen in the market previously. This is relevant to those experienced and those taking a step up in to more senior roles after proving themselves as agile and valuable in challenging times.

Again flexibility is key for high quality applicants, however Executives want proven success of collaboration when supporting remotely.

We are being briefed on some EA roles at \$200K+ again with high value being placed on the impact this role can achieve.

Salary Survey Results

Office Support Roles – Salary Excludes Superannuation



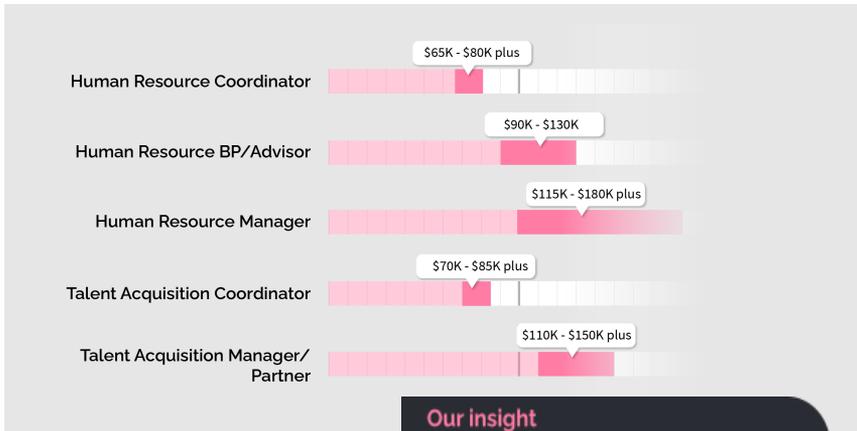
Our insight

Support roles at this level are proving the most difficult to fill as many of these employees have taken advantage of career opportunities and moved on. This has resulted in significant increases in salaries particularly with lower level roles. Employers need to be more open minded to transferrable skills when hiring, which we can attest to, support and guide upon.

Sourcing replacements with the right transferrable capabilities requires commitment to a quality recruitment process, as well as strategic training and development practices.

Salary Survey Results

Human Resources Roles – Salary Excludes Superannuation



Our insight

There is an influx of available HR opportunities in the market, largely due to movement as employees feel the effects of resilience burnout. Many are craving change with stability, structure and strategy high on their wishlist. High quality candidates are quite definitive about what they are looking for.

HR Business Partner roles are the most difficult to fill as these are the employees that have been doing much of the 'grunt' work, now looking for more strategic responsibilities. Employers are not as open to candidates with less experience to replace them.

As the sector was fairly uninterrupted through Covid, with the HR role being crucial, we are seeing salary increases aligned with performance and experience more so than a specific market shift.

The Top 5 reasons office support staff are leaving their roles right now

1. Flexibility

Returning to the workplace, many employees have had to adjust back in to a hybrid working model that isn't quite perfect for them. And right now perfect is on offer elsewhere. Flexibility is the number 1 motivator for many people who previously did not value it as much. Organisations wanting staff in the office 5 days a week have access to less than 50% of the office support staff applicants on the market.

2. Remuneration

Salaries are on the rise and support professionals are being valued not only for their experience but for their highly transferable skills at unprecedented levels. Salary increases, sign on bonuses, counter offers to counter offers and sizeable health & wellbeing benefits are proving all too good to refuse. A 25-30% increase in salary is not uncommon for support staff at present, as is a 5-10% increase in bonuses.

3. Career opportunity

In a talent short market, employees without usually required years of experience are being elevated to and approached about opportunities previously beyond their grasp. Many are seizing the day whilst the option is there - even if they aren't quite ready for the leap.

4. Change in the workplace culture

People have come and gone, including management, some people work from home full time now, some are in and out of the office and for some these changes have been impactful. With support staff in particular, management you work alongside and the team around you are huge motivators. Some people are moving on to just find a place that feels more like home again.

5. Resilience burnout!

Having exhaustion from needing to meet daily adversity and adapting to constant change is a real thing. For some employees it becomes all too much having to continue 'fighting the fight'. Many employees opt to start fresh elsewhere, particularly when organisations have not found solutions to staff shortages or created effective hybrid working models.

The top 5 benefits that candidates are **most attracted to right now**

1. Wellness initiatives for mental & physical wellbeing

Organisations committed to investing in long term corporate wellness programmes that look after both physical and mental wellbeing in an ongoing capacity are not only attracting, but retaining the people they value the most. Physical and mental wellbeing is viewed as a long term lifestyle choice, rather than a fad, by many employees now and they want their employers on board. Access to counselling & psychology services are prominent in these programmes.

2. 4 day working weeks

It may make you shudder at the thought, but it's happening and its by popular demand. 4 day working weeks, on full time salary, are encouraging employees to work more productively and reap the rewards. People are re thinking the nature of work and what makes more sense for them personally and for their health.

3. Life & Health Insurance

It's a huge expense and often out of reach for staff at the office support level. Previously a benefit offered to executive teams, we are seeing more organisations offer paid health insurance not only for the employee but for their entire immediate family, including fertility and pregnancy cover.

4. Personalised training, mentoring and study support

Gone are the days of the 1 size fits all training programme. Organisations taking a more consistent and personalised approach to training and development are being seen as smarter 'career moves' by office support employees.

5. Sign on bonuses

Again, a benefit generally offered to executive level roles, we have seen sign on bonuses being offered to support staff earning as low as \$70K plus super starting salary. Sign on bonuses are ranging from \$2,000-10,000.

What happens when you work exclusively with MJD Recruitment when hiring

1. The candidate experience with your organisation improves

When working exclusively with an organisation, there is a mutual commitment to developing trust and understanding of each other working in partnership. Candidates feel this immediately from the moment they engage with us and see it as a reflection of how you will work with them. Remember onboarding starts with the very first interactions and we excel in supporting this.

2. There is a focus on quality not quantity

Working exclusively allows an agency to focus on a quality process rather than competing in a 'resume race'. A quality process is a thorough process which includes a database search, extensive advertising, reaching out to exclusive networks and approaching passive candidates. This ensures that you are assessing the best options for your role, not the easiest to source. We have a 100% success rate with exclusive roles!

3. You develop a long term relationship with a trusted business partner

There is no question about it, organisations that have long term relationships with recruitment partners meet and hire better quality candidates. To truly understand your organisation and the all important 'fit' requires time and open conversations. An added benefit is being presented high quality talent proactively and exclusively when a recruiter is committed to your organisation. This brings a huge competitive advantage when we become like an internal recruiter.

4. There is more control over information going out in the market

Working with one agency allows you to control not only the confidentiality of the role that you are recruiting for, but your brand and reputation as well. When high quality candidates are approached by multiple agencies for one role it comes across as less exclusive and less appealing. Having a brand ambassador promoting your roles is imperative in a short market.

5. Reduced fee

When we work on an assignment exclusively we are able to assign our resources more strategically and proactively. In return for your commitment to working with us exclusively trusting our expertise and networks within a specialised market, our terms and conditions allow for a reduction in our standard fees. An exclusive arrangement is mutually beneficial.

Our tips on what companies can do to maintain interest **once a candidate accepts a job offer**

Don't fall into the trap of thinking your job is done once a candidate has accepted your offer. Even the most engaged applicants are being enticed elsewhere right now...

Having a strategic plan for engagement for the period between an accepted offer and commencement is vital in today's market. As a general rule, candidates provide their current employers 4 weeks notice and a lot can happen in this time. With competitors circling left right and centre, your onboarding game needs to be on point!

Move swiftly to get your employment contract out, ideally have it delivered on the same day. Some organisations are delivering a professional onboarding schedule at the same time, outlining training and the induction process. Accompanying these we are seeing personalised welcome messages via video from CEO's or teams.

With the hybrid workplace in consideration, some organisations are arranging a welcome lunch prior to commencement on a day when most employees will be present. This develops engagement way before start date and gives the candidate an opportunity to meet and understand who stakeholders are.

Work from home starter kits are being sent out so employees can set up their home offices in preparation for commencement without delay. 'Buddy' systems are being put in place with peers, so employees can reach out to someone who understands their role prior to commencement, rather than HR, harnessing a stronger sense of belonging.

Who are MJD RECRUITMENT

We are office support recruitment experts. ***The MJD Recruitment business has over 50 years of experience amongst our team, specialising in this unique sector. We have above industry retention amongst our staff with some clients still being supported by the same Consultants since inception.*** We proudly work as trusted business partners to a number of highly respected organisations from top tier corporates, to growing SMEs, with high networth individuals and entrepreneurs. Our network of high quality candidates is unsurpassed and constantly expanding with dedicated staff building connections with the 'best in the business' across the office support market on a daily basis. We diligently search, source, attract, assess and secure new applicants and employment opportunities for our clients and candidates with innovation and spirit.

Truly understanding the importance of having high value office and executive support staff in these business critical roles, ***we offer services for the placement of permanent, contract and temporary employees. We are widely known for our ability to successfully place hard to fill executive level support roles such as Executive & Personal Assistant's and all legal support positions.*** We have designated offices in Sydney, Melbourne and Brisbane, with clients and candidates that we support across Australia.

We work across all industry sectors as office support specialists, but claim particular specialisation in professional services, legal, investment banking, fund management, commercial property, accounting & financial services, audit & advisory, management consulting, insurance and with high net worth individuals and entrepreneurs. ***With highly experienced Consultants who possess excellent business acumen, we are confident assisting across a breadth of industry sectors, focussing on personality and 'fit' as well as transferable skill sets and experience.***

We are passionate about office support recruitment. The leaders in our business have the experience and acumen to understand just how impactful these roles can be and are advocates for administration professionals. Our values of being connected, spirited, agile, authentic and delivering beyond expectations shine through in everything we do. And that's a fact, just refer to our outstanding online reviews.

