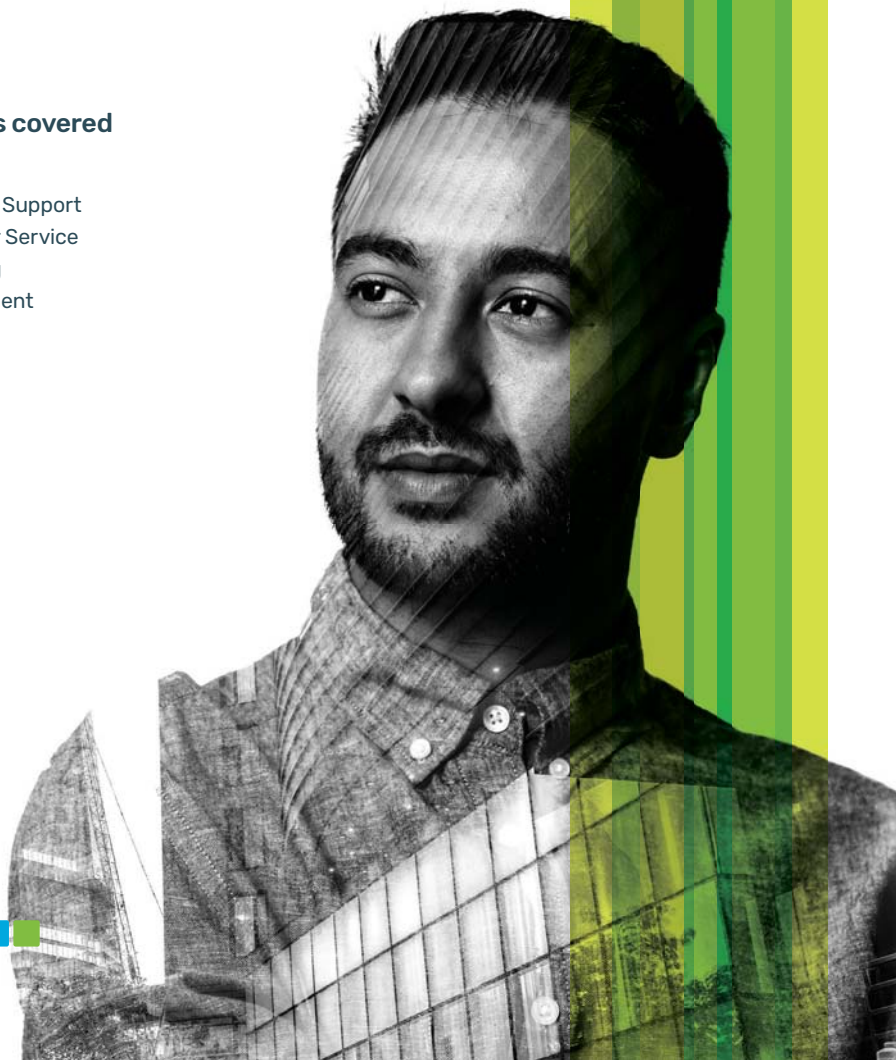


Office Support & Technical Recruitment Salary Report 2020

Yorkshire, Humber and East Midlands Regions

Positions covered

- > HR
- > PA/Office Support
- > Customer Service
- > Marketing
- > Procurement



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Introduction

After years of uncertainty, 2019 has come to an end with a much clearer view of the future and our political climate.

The overwhelming Conservative Party victory in the general election has given our Prime Minister a clearer directive to govern and could contribute to a general growth in confidence for businesses with regards to the future of the UK economy.

Employers will be expecting the government to start restoring

contributed around £305bn to the economy. From 6 April 2020, the onus will fall on recruitment agencies like our own, to decide whether the individuals we place in employment fall inside or outside of IR35: a tax legislation designed to combat tax avoidance by workers, and the firms hiring them.

Unemployment fell to its lowest level since January 1975 in the three months leading up to October 2019

business confidence and Brexit will play a crucial role in this. Businesses all over the UK have been understandingly nervous about a hard, no deal exit so reassurance in early 2020 would be welcomed greatly.

Despite having been a tumultuous year, the CBI feel that 'the UK remains a great place to start and build businesses' which undoubtedly reflects positively on the employment outlook.

One of the quieter key demographics – less spoken about, but equally as important – was the self-employed. There were almost 5 million people registered as self-employed in the UK in 2019, who collectively

In terms of permanent employment, unemployment remains remarkably low at 3.8%. In fact, UK unemployment fell to its lowest level since January 1975 in the three months leading up to October 2019. However, annual wage growth nationwide, excluding bonuses, slowed to 3.5% from 3.6% in Q3 – not that dissimilar to the figures we've seen across Yorkshire, Humber and the East Midlands.

With organisations powering on with their plans for growth, the demand for more professional, administrative and office support staff continues to increase. HR and administrative roles remain as vital to business support as ever, and Executive

Introduction (continued)

Despite having been a tumultuous year, the CBI feel that 'the UK remains a great place to start and build businesses' which undoubtedly reflects positively on the employment outlook.

CBI



Assistants have become the new and improved Personal Assistants it seems, as EAs are now more in demand than PAs.

In turn, Office Support and PA/EA salaries have risen, but so have employers' concerns over unrealistic pay expectations. To counteract this, a lot of focus is being placed on culture and benefits, rather than salary – for more details on this, see page 22 of this guide.

Workplaces are now offering an abundance of benefits including health insurance, life insurance, flexible working, childcare resources and even a selection of gifts and rewards.

The CIPD Reward Management Report found that in 2019, up to 97% of employers in the UK significantly increased their budget for these benefits.

Candidates in the Office Support & Technical field are now regularly receiving more than one job offer at a time (this year we had a candidate deciding between five different job offers at once) and are regularly provided with a counter offer by their current employer. A good benefits package will both entice and retain these people. That said, you can use this Salary Report to help you stay in-the-know on how, to not only attract the best talent, but also keep them on board, for the long-run.

Our systems used to create this report allow us to provide analysis, overview of trends and more specific insights in response to client requirements.

Please email me personally on lbrewster@brewsterpartners.co.uk if I can extend this service to you and your business in 2020.

Lisa Brewster
Partner

Methodology

Our Salary Report has secured a reputation as being one of the most comprehensively researched and up-to-date reports available to employers. The resources utilised for this report includes the following sources (all for the Yorkshire, Humber and East Midlands regions):

Over
3,600
vacancies registered
with us during 2019.

Our consulting
team's combined
186 years
of experience in the
recruitment industry
in this region for Office
Support & Technical staff.

Over
170,000
applications received by
our consultants in 2019.

Our Board of Directors
and Senior Leadership
team's combined

100+ years
of experience in the
recruitment industry.

Our preferential online
resources providing
access to over

40 million
CVs as
benchmarking data

Information from reports
and press releases from

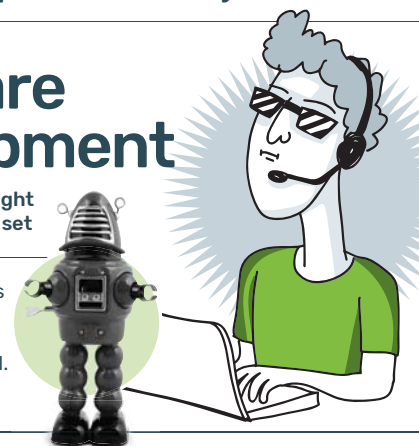


The Office Support & Technical job market – our research indicates...

Software development

remains the most sought
after technology skill set

Other technology skills
in demand are; data,
cybersecurity, cloud
operations, RPA and AI.



The most prominent
roles seen in 2019

Executive Assistant
Data Entry (temporary)
Part-time Admin Support

36% of women
AND **29%** of men
say
**flexible working
arrangements**
are very important when
considering a job.



WANTED

Executive Assistants

With many Executive Assistants
not wanting a team support
focussed role, there is a shortage
with a mix of both support and
proven wider team experience.



IR35 adjustments

IR35 adjustments are starting
to affect limited company
contractors.

Professionals are becoming
more receptive to accepting a
role as a PAYE, however fixed
term contracts and permanent
roles are preferred.



Average time to recruit from the
beginning of the process to start date:



HR positions

Although HR and recruitment professionals make up just 1% of the UK workforce, they're a vital part of any organisation and improving digital skills is one of the sector's key challenges.

Human Resources is a fast-growing field, with more and more people eager for a career within it. There are many lucrative opportunities available for managers, HR business partners, HR generalists, and other such professionals in the field.

With the median annual income of HR professionals expected to rise above the national average, and the number of HR jobs on the rise, it's a very attractive field for new entrants into the job market, as well as individuals looking to make a career change.

Key hiring areas for HR Professionals



The top five in-demand HR roles for 2019*

- 1 HR Assistant
- 2 Talent Manager
- 3 HR Specialist
- 4 Learning and Development Specialist
- 5 HR Director

*Based on our 2019 findings.



60%
of job seekers

have quit filling out an employment application form due to its length or complexity.



HR positions (continued)

Position	Permanent salary			Temp hourly rate		
	Min £	Max £	Typical	Min £	Max £	Typical
Generalist HR						
Assistant/Administrator	£18,000	£32,000	£24,000	£10.00	£16.00	£12.50
Advisor	£27,500	£42,000	£34,000	£12.00	£20.00	£16.00
Manager	£33,000	£50,000	£38,000	£15.00	£25.00	£22.00
Business Partner	£34,000	£67,000	£47,500	£18.00	£26.00	£24.00
Head of	£56,000	£96,000	£78,000	£250 per day	£500 per day	£350 per day
Director	£75,000	£155,000	£112,000	£400 per day	£850 per day	£550 per day
Learning & Development/Talent Management						
Assistant/Administrator	£22,000	£30,000	£26,000	£12.00	£17.00	£14.00
Advisor	£25,000	£40,500	£35,000	£16.00	£22.00	£17.00
Manager	£40,000	£60,000	£53,000	£19.00	£30.00	£25.00
Head of	£50,000	£85,000	£75,000	£360 per day	£550 per day	£450 per day
Director	£80,000	£150,000	£105,000	£400 per day	£800 per day	£625 per day
Organisational Development/Change Management						
Consultant	£32,000	£65,000	£48,000	£200 per day	£425 per day	£250 per day
Manager	£38,000	£75,000	£65,000	£300 per day	£550 per day	£350 per day
Head of	£62,000	£125,000	£94,000	£400 per day	£750 per day	£500 per day
Recruitment/Resourcing						
Assistant/Administrator	£19,000	£27,500	£24,000	£10.50	£15.50	£13.00
Advisor	£23,500	£40,000	£30,000	£12.00	£19.00	£17.00
Manager	£28,000	£58,000	£42,000	£14.00	£37.00	£28.00
Head of	£35,000	£75,000	£48,000	£250 per day	£375 per day	£300 per day
Director	£64,000	£15,000	£85,000	£400 per day	£675 per day	£550 per day

Temporary rates: All of the temporary rates we have outlined include basic pay and holiday pay. They do not include employers' NI or any agency mark up or margin.

PA/Office Support positions

Within the office support sector, Executive & Personal Assistant salaries have steadily continued to rise and the broadening of these roles has undoubtedly contributed to the current shortage of desirable candidates.

Many employers are now expecting Executive Assistants to adopt a wider range of responsibilities, including the line-management of larger office support teams. This need for candidates with strong

administrative and management skill is encouraging employers to offer higher salaries in order to attract and retain candidates who will add significant value to their organisation.

The top four in-demand PA/Office Support roles in 2019*

- 1 Executive Assistant
- 2 Personal Assistant
- 3 Office Manager
- 4 Receptionist

*Based on our 2019 findings.

Skills and qualifications in demand:



Advanced written and verbal communication skills



Effective time management and organisational skills



PA/Office Support positions (continued)

Position	Permanent salary			Temp hourly rate		
	Min £	Max £	Typical	Min £	Max £	Typical
PA/Office Support						
Data Entry	£16,500	£21,000	£18,000	£9.00	£12.00	£10.00
Administrator	£17,000	£22,000	£18,000	£9.00	£12.00	£10.00
Sales Administrator	£17,000	£25,000	£19,500	£9.00	£12.00	£11.00
Receptionist	£18,000	£24,000	£20,000	£10.00	£12.00	£11.00
Secretary	£21,000	£28,000	£25,000	£10.00	£16.00	£14.00
Legal Secretary	£23,000	£30,000	£25,000	£10.00	£16.00	£14.00
Administration Manager	£26,000	£40,000	£32,000	£11.00	£18.00	£16.00
Office Manager	£28,000	£45,000	£33,000	£12.00	£19.00	£18.00
Personal Assistant	£25,000	£35,000	£30,000	£14.00	£21.00	£18.00
Executive Assistant	£28,000	£40,000	£37,000	£15.00	£22.00	£19.00

Permanent salaries: These figures relate to basic salary only and NOT total remuneration package.

Temporary rates: All of the temporary rates we have outlined include basic pay and holiday pay. They do not include employers' NI or any agency mark up or margin.

Customer Service positions

Customer service is the act of taking care of a customer's needs by providing and delivering professional, helpful, high quality service and assistance, before, during and after a customer's requirements are met.

Customer service is vital to any and every business. First impressions count, and whether you hire someone for front-of-house to answer the phones,

or someone to respond to social media queries, their impression on people will be a lasting one. This is why hiring the right talent for these roles is absolutely vital.



Customer Service positions (continued)

Position	Permanent salary			Temp hourly rate		
	Min £	Max £	Typical	Min £	Max £	Typical
Customer Services Advisor	£17,500	£24,000	£19,000	£9.00	£14.00	£10.00
Team Leader/Supervisor	£22,000	£35,000	£27,500	£12.00	£16.00	£15.00
Customer Services Manager	£28,000	£44,000	£36,000	£15.00	£22.00	£18.00
Head of Customer Services	£36,000	£56,000	£45,000	£18.00	£30.00	£24.00

Permanent salaries: These figures relate to basic salary only and NOT total remuneration package.

Temporary rates: All of the temporary rates we have outlined include basic pay and holiday pay. They do not include employers' NI or any agency mark up or margin.



£45,000

The typical Head of Customer Services salary in 2019 based on our data.

The top three in-demand Customer Service roles in 2019*

- 1 Customer Service Advisor
- 2 Call Centre Agent
- 3 Customer Service Representative

*Based on our 2019 findings.

Marketing positions

The way a company markets itself, and the platforms it uses, are both key for gaining new business, and for attracting key talent into the organisation.

A strong social media presence, appropriately placed digital marketing, and well organised events can have a significant impact on customer intake and brand representation.

Businesses are employing data-driven marketing and automation to fulfil the increased demand for personalisation and more tailored, intuitive customer

touch-points. Blending data and creative marketing means a need for far better integration and collaboration between marketing and creative departments. This has led to a rise in the number of in-house creative roles becoming available within the marketplace. Higher salaries are typically going to those with cross-channel experience.



75%
of marketing job openings now require digital skills.

Marketing roles in demand include:

Integrated
Graphic
Designers



Digital Marketing
Managers



Communications
Executives



Social Media
Managers



Marketing positions (continued)

Position	Permanent salary			Temp hourly rate		
	Min £	Max £	Typical	Min £	Max £	Typical
General Marketing						
Administrator	£18,000	£22,000	£19,000	£10.00	£12.00	£10.00
Executive	£20,000	£38,000	£28,000	£10.50	£16.00	£13.00
Manager	£30,000	£60,000	£40,000	£18.00	£25.00	£22.00
Senior Manager	£42,000	£70,000	£58,000	£26.00	£35.00	£30.00
Head of	£55,000	£85,000	£76,000	£325 per day	£575 per day	£410 per day
Director	£83,000	£135,000	£96,000	£450 per day	£800 per day	£600 per day
PR						
Administrator	£18,000	£25,000	£20,000	£9.00	£12.00	£9.00
Executive	£25,000	£32,000	£26,000	£10.00	£16.00	£14.00
Manager	£34,000	£44,000	£38,000	£18.00	£24.00	£20.00
Senior Manager	£40,000	£55,000	£50,000	£24.00	£35.00	£26.00
Head of	£56,000	£85,000	£70,000	£300 per day	£550 per day	£425 per day
Director	£75,000	£107,000	£92,000	£400 per day	£800 per day	£650 per day
Digital Marketing / SEO / Social Media						
Administrator	£20,000	£24,000	£22,000	£9.50	£14.00	£12.00
Manager	£44,000	£60,000	£52,000	£25.00	£40.00	£30.00
Senior Manager	£55,000	£70,000	£60,000	£25.00	£45.00	£42.00
Brand						
Executive	£28,000	£42,000	£37,000	£14.00	£20.00	£15.00
Manager	£45,000	£60,000	£52,000	£25.00	£35.00	£32.00

Permanent salaries: These figures relate to basic salary only and NOT total remuneration package.

Temporary rates: All of the temporary rates we have outlined include basic pay and holiday pay. They do not include employers' NI or any agency mark up or margin.

Procurement positions

Despite uncertain times, Procurement and Supply Chain professionals continue to prosper from a steady demand for their services. The industry is continuing to evolve, and those who can successfully adapt, will remain in high demand.

Procurement professionals are taking advantage of technological advances, and have become increasingly able to implement them into their roles. Moreover, the role of procurement is broadening into operations improvement and commercial transformation.

Procurement executives are increasingly called upon to be advisors on business efficiency and performance.

2019 saw a
5.3% ↑
growth
in UK Procurement salaries

Our database shows a
3.9% ↑
growth
in Procurement salaries



Procurement positions (continued)

Position	Permanent salary			Temp hourly rate		
	Min £	Max £	Typical	Min £	Max £	Typical
Procurement Administrator	£24,000	£29,000	£26,000	£12.00	£18.00	£15.00
Buyer	£27,000	£42,000	£34,000	£150 per day	£250 per day	£200 per day
Senior Buyer	£34,000	£48,000	£42,000	£200 per day	£300 per day	£250 per day
Category Manager	£35,000	£55,000	£48,000	£250 per day	£350 per day	£300 per day
Procurement Manager	£44,000	£60,000	£54,000	£300 per day	£400 per day	£350 per day
Supply Chain Manager	£46,000	£70,000	£52,000	£300 per day	£400 per day	£350 per day
Head of Procurement	£74,000	£105,000	£82,000	£400 per day	£650 per day	£450 per day
Director of Procurement	£95,000	£150,000	£115,000	£600 per day	£900 per day	£850 per day

Permanent salaries: These figures relate to basic salary only and NOT total remuneration package.

Temporary rates: All of the temporary rates we have outlined include basic pay and holiday pay. They do not include employers' NI or any agency mark up or margin.


£82,000

The typical Head of Procurement salary in 2019 based on our data.

Graduate recruitment market

The highest graduate starting salary has hit £60,000 for the first time, an annual survey has found.*

Investment banks offer the most lucrative jobs for university leavers with average first year salaries of £47,000, according to a report published by High Flyers Research.

Last year graduates were being lured into investment banks with salaries upwards of £50,000 but this year is the first time they are being offered up to £60,000.

The report, called The Graduate Market in 2019, found that graduates who take a job at Aldi can expect a starting salary similar to those who head to the world's top law firms.

The growth in graduate vacancies for 2019 is the highest for nine years and there are more opportunities than ever before for university undergraduates to do paid work experience with the country's leading employers.

Public sector employers, accounting and professional services firms, and engineering and industrial companies are expected to create the most roles, recruiting an additional 1,500 graduates this year, according to the research.

The highest published graduate starting salaries for 2019 include:

Investment Bank

Unnamed investment bank

£60,000

Law firms

Linklaters

£47,000

WHITE & CASE

£46,000

ALLEN & OVERY

£45,000

Technology

£45,000

£45,000

The biggest growth in graduate vacancies is expected at:

- Public sector organisations
- Accounting firms
- Engineering companies



Graduate recruitment market (continued)

Graduate starting salaries at the UK's leading graduate employers are expected to remain unchanged for the fifth consecutive year in 2020, at a median starting salary of

£30,000



45.2%
of employers

believe the number of unfilled vacancies is down to applicants having insufficient skills for the job.



The 10 most employable degrees are:



Medicine and Dentistry



Veterinary Science



Subjects allied to Medicine



Architecture, Building and Planning



Education



Engineering & Technology



Computer Science



Mathematical Sciences



Business Studies



Law

The most generous graduate salaries in 2019:

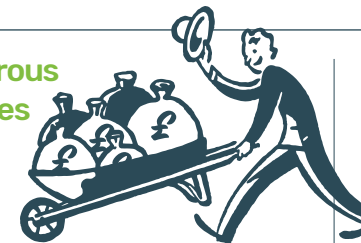
Investment banks
(median of £47,000)

Law firms (median of £45,000)

Consulting firms (median of £45,000)

Oil & energy companies (median of £38,500)

Retailers (median of £35,000)



21.4%
of employers

cite the number of unfilled vacancies is down to applicants having a lack of appropriate work experience.



Tackling the talent shortage

The 'war on talent' continues to be an on-going problem across all sectors and nobody is immune to the shortages in talent that businesses are facing. The battle shouldn't be shied away from though, as there are plenty of ways to tackle the talent gap.

SORRY
CANDIDATES ARE TEMPORARILY
OUT OF STOCK



The low unemployment rate has made it harder for employers when it comes to hiring new talent as the vast number of eligible candidates are already employed.

The people with the right skills and would-be desirable candidates are likely to be comfortable where they are. So, when a candidate becomes open to a new opportunity, the window is extremely small before a recruiter or other HR professional reaches out with a role.

This means that businesses need to develop an approach to filling the gap in their talent in an effective way that works for the candidate – and eventual employee – and the businesses' wider strategy.

Creating a connection

The shortage of talent has created a candidate-led market, and this puts talented candidates in a strong position. While companies want the best talent more than ever before, the best talent equally wants more than ever before.

Building an employer brand is key to attracting talent. This remains a key focus for organisations as they recognise that very few people join companies that they don't have a connection to, particularly graduates.

Graduates are switched on to social media and digital marketing, so when they look to the job market, they're likely to be looking to what they already know. So, it's essential that businesses create touch points – online and in the press – so when a potential candidate (graduate or otherwise)

is open to opportunities, they already know of your business.

Companies need to listen to what employees now expect and sell themselves in equal measure. By creating an excellent company culture that encourages personal and professional growth, your company will be the workplace of choice.

Promoting individuality

Attracting talent is one thing, but retaining it is another thing entirely. One area to focus on is promoting individuality. Being a company that promotes equality and diversity is increasingly important. When hiring from a pool of new, external candidates, it's crucial that employers are hiring a diverse range of people and promote equality from recruitment stage all the way through to employees who have been at the company for many years.

A diverse, multi-generational team is essential for any company, from different talents and experiences to points of view and approach.

Grow your talent

While it's important to continue to look for talent from the wider market, a simple way to tackle the talent shortage is by growing talent internally. Career development is highly sought after for new generations and more established professionals alike. While millennials are often

driven and eager to climb the ladder quickly, Generation X has felt the impact of new generations entering the workforce and being promoted at a quicker rate than them. Now is the time

The shortage of talent has created a candidate-led market, and this puts talented candidates in a strong position.

for companies to address these imbalances and ensure that talent within the company is being given equal opportunities for development if they want them.

Investing in talent and caring about your team is a sure-fire way to retain the best of the best. There are countless benefits that come from investing in your people. They're going to be delivering a better service to clients, they're likely to be happier, and of course, they're going to be more invested in your business.

Developing a company where people want to work is absolutely key to winning the war on talent. Taking a different approach to company culture will set you apart as you look to attract the very best talent.

Sector analysis

The results of analysis of local business sectors that have recruited office support & technical candidates in 2019 is not surprising when one considers the population of businesses in each sector in our region.

Manufacturing 22%	Construction and Property 24%	Support Services 15%	Other 3%
Financial Services 21%	Retail 12%	Distribution 3%	

Data collected and analysed from the vacancies handled by Brewster Partners Recruitment Group in 2019.



Regional outlook

Salary levels for office support and technical staff have always had a large range across the UK.

It would be wrong to assume that there is one salary level for the North and also wrong to assume that there is one salary level across the Yorkshire, Humber and East Midlands regions.

It won't be a big surprise to hear that the larger cities command a premium salary. The increased demand for quality candidates has driven this trend and shows no sign of changing in the immediate future.

Last year we saw a repeat of previous years, with locations such as Scunthorpe and Newark seeing lower salaries than similar roles in Nottingham and Leeds. This shows how these areas are less influenced by some of the trends affecting the overall region and also the fact that location (rather than salary) remains a key factor for candidates.



County	Regional pay variance
North Yorkshire	
York	+4% →
Harrogate	+1% ↑
East Riding of Yorkshire	
Hull	0% ↓
West Yorkshire	
Bradford	+2% →
Leeds	+9% ↑
Halifax	-1% →
Huddersfield	0% ↑
Wakefield	+1% →
South Yorkshire	
Barnsley	-2% →
Doncaster	-1% →
Rotherham	-2% →
Sheffield	+4% →
Lincolnshire	
Grimsby	-1% ↑
Lincoln	0% →
Scunthorpe	-4% →
Derbyshire	
Chesterfield	-1% ↑
Derby	+4% ↑
Nottinghamshire	
Newark	0% ↓
Nottingham	+6% ↑
Worksop	+1% ↑

The above table assumes an average rate for the region at 0%, for example Hull is equal to the regional average salary. Our data illustrates an 9% positive variance on salaries in Leeds.

Culture and benefits

A good employee benefits scheme is an essential part of building a great culture for any UK business. However, given that only 41% of UK workers feel satisfied with their benefits, it's an area that's ready for improvement.



Culture and benefits (continued)

Gone are the days when employers hold all the cards when it comes to employing new recruits. These days, companies have such a huge amount of competition when it comes to winning the best talent that they've had to 'up their game'.

Salary was once the most important, if not only, factor (aside title) when it came to job hunting. Now though, candidates are also looking at the most

attractive benefits, a burgeoning trend that suggests many companies are now looking to offer an abundance of benefits in order to attract the most desirable candidates to work for them.

We've outlined a whole host of benefits which you could consider; some almost standard these days, some a lot more niche.

What else do employees want?

Glassdoor research scored the top 50 additional employee benefits. Here are 5 of the most popular:

Top 10 desired employee benefits:

According to Glassdoor Economic Research, these are the core benefits that make the biggest impact on employee satisfaction:

- 1 Group income protection
- 2 Group health insurance
- 3 Group life insurance
- 4 Flexible working
- 5 Increased holiday allowances
- 6 Childcare resources
- 7 Employee education opportunities
- 8 Healthy living benefits
- 9 Increased pension contributions
- 10 Gifts and rewards

TOP
10



Team building days



Lunchtime activities such as football



Dress down days



Summer events



Fresh fruit deliveries

Culture and benefits (continued)

Employee Value Proposition (EVP)

What is an Employee Value Proposition (EVP)?
In short, an EVP encompasses everything an employer is doing to attract and retain employees.

It includes all of the pay, benefits, rewards, and perks that come with being an employee of that organisation. Basically, it's the reason why an employee would want to work there, as opposed to finding employment somewhere else.

The EVP takes its name from the marketing idea known as 'Unique Value Proposition', the value the company provides to customers that differentiates it

from competitors. An EVP is the unique value that the company brings to employees. If the EVP is what sets you apart from the competition for talent, then it pays to have a good EVP that will help you attract and retain the talent you need. Having an effective EVP can help to attract new employees that have goals and values that are in alignment with organisational goals and values, which aid employee retention.

How to ensure your EVP is effective

- 1 Research what benefits are important to the type of employee you'd like to attract. Remember to also get input from current employees on the benefits they would value.
- 2 Be prepared to consider changing the benefits on offer to be more in alignment with the goals, values, and needs of the employees.
- 3 Don't overlook the tough-to-quantify items that bring value to employees, like challenging work, interesting company culture, and values that align with their personal goals.
- 4 Remember, the importance of communication. Employees need to be aware of what is offered to be able to take part in and appreciate it.

87%
of candidates



say a great recruitment experience can change their mind about a company they once doubted.

On the flip side
83%
of candidates



say a negative interview experience can change their mind about a role or company they once liked.



Organisations that invest in employer branding are
three times more likely
to make a quality hire

Culture and benefits (continued)

Employer Branding

When it comes to the term 'branding' we probably all generally think more about the marketing side.

Things like company logos, brand messaging, and how a company might be perceived by consumers. While those tend to be the main focus of branding, we often neglect or do not discuss the value of employer branding.

The way companies recruit candidates for jobs and retain employees has changed, in a large part due to technology advancement, social media, and career review sites that make it easier for job applicants to find information.

Key factors in attracting the best candidates are:



Employee development opportunities



Organisation culture



Performance bonus



Organisation values



Wellness programmes



Flexible working hours

50%
of Human Resource Managers
say they currently have open positions for which they cannot find qualified candidates



66%
of Millennials
expect to leave their organisation by 2020.



82%
of hiring managers
say they view the candidate experience as very or extremely important.



Tailored benchmarking services

The data in this report represents a summary of a lot more detailed work that we can produce for our individual clients' requests. Our full service can expand on the following areas:

Narrower focus

There are some additional variations in the data for the following segments:

■ Geographical location

There are some regional splits between towns and cities we cover. The difference is not material but the trend does exist

■ Market sector

Some sectors are paying salaries at a higher premium to others due to their current margins and expectations of their staff

■ Company size

The differentiation between SME and corporate is a broad one. Different trends exist within each category. e.g. the range of salaries we have noted for HR Director salaries within SMEs covers £75k to £155k

For all of these areas, we are able to drill down into the detail and extract some accurate data for our clients.

Scoping the talent pool

Demand for all office support staff rose sharply in 2019 and will continue to do so in 2020. This rise will be sharper in some disciplines more than others. The result will be a scarcity of candidates for some disciplines and an abundance in others. Our service can provide a traffic light report on each discipline to show you the size of the appropriate talent pool.

Employer branding

In a market where more companies are fighting to recruit the best talent, our team have built up a lot of experience in making sure that our clients' employer brands are developed effectively (to consider the factors that will attract and retain staff). We have case studies of working with corporates and SMEs in helping them draw up their employer branding proposition.

We are able to contribute immense value to our clients in delivering their employer branding to their target candidates in the way that we advertise their roles, talk to candidates and promote their business.

Office Support & Technical Recruitment Salary Report 2020

Yorkshire, Humber and East Midlands Regions

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Leeds

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