

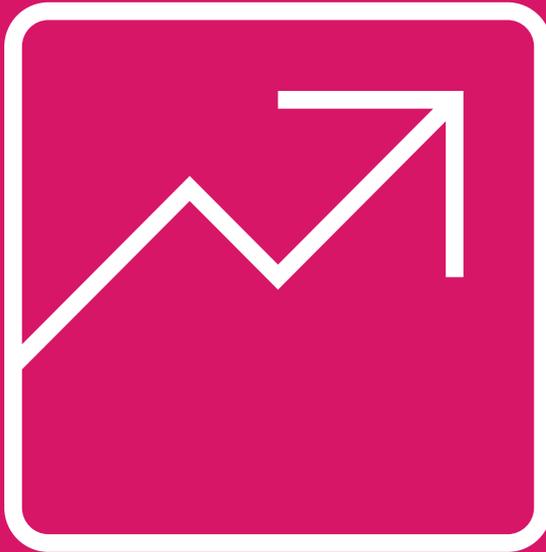
# SALARY UPDATE

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2017

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Your very own snapshot of UK salaries



Welcome to the latest report on salaries from Office Angels.

Every year we analyse salary trends for office professional roles across a range of industries, cities and regions to bring you an accurate snapshot of the state of the UK jobs market.

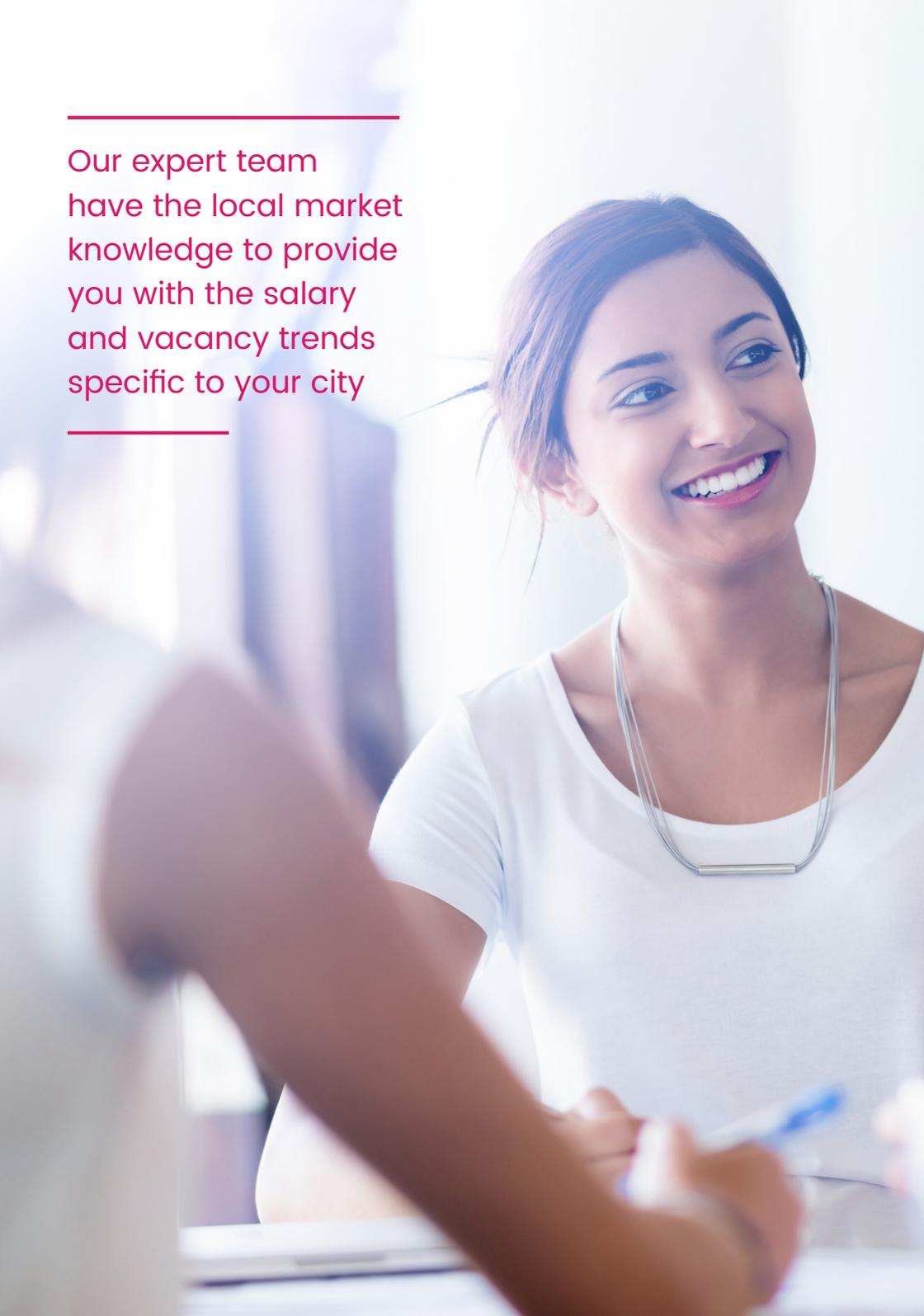
Office Angels has sourced talented and hardworking office professionals across every sector and region of the UK. We take the time to foster supportive, long-lasting relationships, which means you can be confident in our ability to make the right connection, every time. With an extensive network of branches, we pride ourselves on our local service and national coverage.

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Our expert team have the local market knowledge to provide you with the salary and vacancy trends specific to your city

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## METHODOLOGY

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The following data is based on our own findings from our 67 branches across the UK, taken from the past 12 months.

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### Office Angels' network

Thanks to a close-knit network of branches, our expert team of recruitment consultants have the local market knowledge to provide you with the salary and vacancy trends specific to your city, which are then compared against the region averages. Unless stated otherwise, all data findings and views are our own.

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## A WORD FROM FAYE MCCARTNEY

Area Manager at Office Angels

With the UK now over a year removed from its decision to leave the European Union and so far the economy, and therefore the recruitment market, have not fallen off a cliff.

The UK labour market continues to set new records with the most people ever employed since records began (both in terms of numbers and percentage of population) – the country has the potential to be employing 32 million people before the end of 2017.

### MARKET UPDATE

Highest job vacancies on record – 777,000 jobs (Feb to Apr 2017)  
22,000 more than previous quarter | 32,000 more than for a year earlier



of companies expected to increase their staff level in Q2 2017, compared to 19% that expected to reduce it



The average UK organisation has 10 outstanding vacancies – SMEs have two



of companies have zero vacancies



of UK organisations have not even considered moving any part of their workforce operations out of the UK as a result of the EU referendum

### UK EMPLOYERS MUST ASK THEMSELVES

- 1 Do I have an efficient recruitment process?** Our own research shows that 96% of candidates said that their decision to accept is influenced by the speed of follow up when choosing between two companies.
- 2 Are we improving our workforce?** The apprenticeship levy gives companies the chance to secure money to train their workforce. Training improves both productivity and retention.
- 3 What is our online reputation?** Candidates will check out what people are saying about your company online, are your current employees saying good things? If not, then why not?
- 4 Why would someone want to work for us?** When trying to attract in-demand candidates employers must understand what it is they are looking for from the role. Elements such as flexible working, culture and working environment can be vital in securing the right candidate.

#### Skills Shortages/Where have all the candidates gone?

Despite the confidence the market is showing, finding candidates is still a challenge for employers. More than half of employers told us that they were having recruitment difficulties.

The UK continues to be a candidate-led market, with skills gaps existing in as many as 60 different roles from Account Clerks to Warehouse Managers, according to the Recruitment and Employment Confederation (REC).

This situation may not be getting easier either as the REC also reported the sharpest fall in candidate availability for more than a year.

With the Office for National Statistics (ONS) reporting a fall in long-term migration to the UK and an increase in EU nationals starting to return to their home countries, sectors such as construction, manufacturing and healthcare are all wondering where they will find their next candidates from.

#### Wage Growth

Overall wage growth in the UK has been subdued and is now growing at a lower rate than prices for the first time in nearly three years. The Spring LMO report suggests this is the slowest growth for three-and-a-half years.

Skilled candidates will be able to command faster wage growth than this as they will still enjoy multiple offers. As a result, employers will still need to consider the wider employment package and company culture when discussing recruitment and retention.

Candidates may also get higher offers from current employers once they find out they are interviewing elsewhere. Our own research in November 2015 found that 50% of candidates have received a counter offer in the previous 2 years.

# CENTRAL LONDON

## Average Salaries

### PERMANENT

	London City	London West End	Central London
Accounts Assistant	£23,143	£23,667	£23,384.62
Accounts Manager	£30,714	£26,500	£28,769.23
Administrator	£22,000	£24,000	£22,923.08
Bookkeeper	£27,857	£25,250	£26,653.85
Buyer	£17,571	£24,667	£20,846.15
Credit Controller	£23,429	£24,500	£23,923.08
Customer Service Executive	£20,429	£22,333	£21,307.69
Executive Assistant (EA)	£40,857	£37,500	£39,307.69
HR Manager	£39,857	£36,000	£38,076.92
HR Officer/Assistant	£24,857	£27,167	£25,923.08
Marketing Assistant	£23,000	£23,833	£23,384.62
Marketing Executive	£27,714	£26,333	£27,076.92
Marketing Manager	£39,000	£32,167	£35,846.15
Office Manager	£30,000	£30,833	£30,384.62
Personal Assistant (PA)	£32,000	£33,000	£32,461.54
Receptionist	£20,000	£23,583	£21,653.85
Sales Administrator	£21,714	£24,833	£23,153.85
Supply Chain Coordinator	£17,429	£24,250	£20,576.92

### TEMPORARY

Accounts Assistant	£12.00	£11.58	£11.77
Accounts Manager	£16.40	£14.17	£15.18
Administrator	£10.71	£11.00	£10.85
Bookkeeper	£12.00	£13.47	£12.65
Buyer	£12.00	£11.67	£11.82
Credit Controller	£11.57	£12.79	£12.13
Customer Service Executive	£10.21	£10.50	£10.35
Executive Assistant (EA)	£18.86	£19.67	£19.23
HR Manager	£19.20	£19.67	£19.45
HR Officer/Assistant	£12.57	£13.00	£12.77
Marketing Assistant	£11.14	£12.42	£11.73
Marketing Executive	£14.29	£14.08	£14.19
Marketing Manager	£20.00	£19.17	£19.62
Office Manager	£14.29	£16.17	£15.15
Personal Assistant (PA)	£15.42	£18.25	£16.73
Receptionist	£9.64	£10.25	£9.92
Sales Administrator	£10.71	£10.42	£10.58
Supply Chain Coordinator	£12.09	£12.38	£12.25



Salaries have increased slightly for all roles



Diana Lee

Principal Permanent Consultant, Holborn & Islington

Salaries have increased slightly for all roles. The pool of good candidates in the market is much smaller, and they are therefore in high demand. We see candidates on multiple job interviews per week, many of them benchmarking the salaries against the multiple job offers. In order for companies to be attractive to the desired candidates, they have had to increase salaries and offer more attractive benefits. The same can be said for the temporary desk, where pay rates to candidates since the beginning of HI have increased by at least £1/hour for all roles placed.

# GREATER LONDON

## Average Salaries

### PERMANENT

	Bromley & Croydon	Harrow	Kingston	Slough	Watford	Wimbledon	Greater London
Accounts Assistant	£20,000	£23,000	£20,000	£20,000	£22,000	£22,000	£21,000
Accounts Manager	£27,000	£30,000	£27,000	£30,000	£28,000	£26,000	£30,000
Administrator	£19,000	£24,000	£25,000	£20,000	£20,000	£24,000	£21,571
Bookkeeper	£22,500	£20,000	£26,000	£23,000	£27,000	£24,000	£24,143
Buyer	£27,500	£25,000	£27,000	£24,000	£30,000	£28,000	£27,000
Credit Controller	£23,500	£29,000	£25,000	£28,000	£28,000	£28,000	£26,429
Customer Service Executive	£19,000	£22,000	£24,000	£22,000	£19,000	£18,000	£20,429
Executive Assistant (EA)	£28,000	£25,000	£35,000	£34,000	£40,000	£35,000	£32,143
HR Manager	£37,500	£33,000	£40,000	£40,000	£40,000	£30,000	£36,857
HR Officer/Assistant	£28,000	£25,000	£22,000	£23,000	£24,000	£25,000	£25,000
Marketing Assistant	£22,500	£22,000	£20,000	£22,000	£24,000	£22,000	£22,143
Marketing Executive	£26,000	£25,000	£23,000	£26,000	£25,000	£25,000	£25,143
Marketing Manager	£33,500	£29,000	£40,000	£32,000	£40,000	£29,000	£33,857
Office Manager	£28,000	£27,000	£30,000	£28,000	£30,000	£30,000	£28,714
Personal Assistant (PA)	£26,000	£25,000	£32,000	£32,000	£35,000	£30,000	£29,429
Receptionist	£18,500	£22,000	£23,000	£20,000	£20,000	£20,000	£20,286
Sales Administrator	£22,500	£22,000	£23,000	£22,000	£22,500	£26,000	£22,929
Supply Chain Coordinator	£24,500	£24,000	£22,000	£28,000	£24,000	£25,000	£24,571

### TEMPORARY

Accounts Assistant	£9.00	£9.00	£9.25	£12.00	£10.00	£11.00	£9.91
Accounts Manager	£13.75	£12.00	£14.00	£16.00	£15.00	£14.00	£13.81
Administrator	£8.00	£8.00	£9.00	£9.00	£9.00	£8.50	£8.56
Bookkeeper	£11.00	£11.00	£10.00	£12.00	£10.00	£9.50	£10.94
Buyer	£13.50	£12.00	£13.00	£11.00	£12.00	£12.00	£12.17
Credit Controller	£11.50	£13.00	£11.50	£16.00	£10.00	£10.00	£11.39
Customer Service Executive	£9.00	£8.25	£9.00	£10.00	£9.00	£9.00	£8.75
Executive Assistant (EA)	£13.00	£10.00	£16.00	£16.00	£17.00	£16.00	£14.00
HR Manager	£19.00	£12.00	£21.50	£20.00	£25.00	£15.00	£18.28
HR Officer/Assistant	£13.00	£9.00	£9.50	£13.00	£18.00	£11.00	£11.83
Marketing Assistant	£9.50	£9.00	£8.75	£10.00	£10.00	£9.00	£9.53
Marketing Executive	£12.00	£11.00	£9.50	£12.50	£15.00	£9.00	£11.72
Marketing Manager	£17.50	£13.00	£21.50	£17.00	£20.00	£15.00	£17.72
Office Manager	£15.00	£12.50	£14.00	£14.00	£20.00	£14.00	£14.50
Personal Assistant (PA)	£12.50	£12.50	£16.50	£16.00	£15.00	£14.00	£13.33
Receptionist	£8.00	£8.00	£8.75	£9.50	£8.50	£8.00	£8.44
Sales Administrator	£8.50	£8.00	£10.50	£9.50	£9.00	£9.50	£9.07
Supply Chain Coordinator	£12.00	£8.50	£9.50	£11.00	£9.00	£10.00	£10.11



**Carly Knight**

Senior Business Manager, Bromley & Croydon

Croydon has seen an incredible amount of growth in the technology field now being dubbed 'Tech City' and we expect a huge amount of recruitment in the next 12 months. Salaries are fairly static in all other areas, however, I would expect this to rise with the impending growth and cost of living in the Croydon area.



**Mia Savastano & Megan Perry**

Recruitment Consultants, Bromley

Over the past six months we have seen a significant increase in the amount of opportunities available to candidates, with candidates ultimately taking ownership over the decision making process. Candidates are now able to demand higher salaries and are keen to find out additional information about future employers including benefits, company culture and progression prospects. Overall we have noticed that salaries have remained fairly static across the board, however there has been an increase in permanent opportunities across different areas. In particular we have noticed an increase in the amount of marketing opportunities available. Temporary to permanent opportunities are still high, however in a candidate driven market clients are still opting to go straight to perm in order to have access to a wider pool of candidates including those who may be on notice.

# EAST ANGLIA

## Average Salaries

### PERMANENT

	Cambridge	Chelmsford	Romford	East Anglia
Accounts Assistant	£18,000	£19,000	£21,000	£19,333.00
Accounts Manager	£20,000	£22,000	£26,000	£22,667.00
Administrator	£18,000	£18,000	£21,000	£19,000.00
Bookkeeper	£19,000	£24,000	£26,000	£23,000.00
Buyer	£20,000	£22,000	£26,000	£22,667.00
Credit Controller	£21,000	£19,000	£22,000	£20,667.00
Customer Service Executive	£18,000	£18,000	£19,000	£18,333.00
Executive Assistant (EA)	£24,000	£23,000	£25,000	£24,667.00
HR Manager	£25,000	£32,000	£32,000	£30,667.00
HR Officer/Assistant	£22,000	£20,000	£21,000	£21,000.00
Marketing Assistant	£18,000	£20,000	£21,000	£19,667.00
Marketing Executive	£22,000	£22,000	£26,000	£23,333.00
Marketing Manager	£25,000	£32,000	£35,000	£30,667.00
Office Manager	£22,000	£22,000	£24,000	£22,667.00
Personal Assistant (PA)	£24,000	£22,000	£25,000	£23,667.00
Receptionist	£17,000	£17,000	£18,000	£17,333.00
Sales Administrator	£18,000	£19,000	£21,000	£19,333.00
Supply Chain Coordinator	£19,000	£20,000	£23,000	£20,667.00

### TEMPORARY

Accounts Assistant	£8.50	£10.00	£10.00	£9.50
Accounts Manager	£14.00	£11.00	£10.00	£11.70
Administrator	£8.50	£8.00	£12.75	£9.80
Bookkeeper	£9.00	£12.00	£9.00	£10.00
Buyer	£9.00	£10.00	£12.00	£10.30
Credit Controller	£9.50	£9.50	£12.00	£10.30
Customer Service Executive	£9.00	£8.00	£10.00	£9.00
Executive Assistant (EA)	£12.00	£12.00	£8.50	£10.80
HR Manager	£13.00	£15.00	£13.00	£13.70
HR Officer/Assistant	£10.00	£9.00	£18.00	£12.30
Marketing Assistant	£9.00	£9.00	£11.00	£9.70
Marketing Executive	£10.00	£11.00	£11.00	£10.70
Marketing Manager	£13.00	£15.00	£13.00	£13.70
Office Manager	£12.00	£10.00	£18.00	£13.30
Personal Assistant (PA)	£10.00	£10.00	£11.00	£10.30
Receptionist	£8.00	£8.50	£11.00	£9.20
Sales Administrator	£8.50	£9.00	£8.75	£8.80
Supply Chain Coordinator	£8.50	£9.50	£9.00	£9.00



On average administrative salaries in this area have increased by £2k whilst the salaries of accounts candidates have increased by even more



**Fionnuala Stow**  
Senior Business Manager, Romford

We have noted that as there are less people on the market looking for work, clients have had to increase the salaries offered to attract the calibre of candidate they are looking for. On average administrative salaries in this area have increased by £2k whilst the salaries of accounts candidates have increased by even more – £3k in some instances. Regarding more senior positions, again salaries have increased by up to 6% on last year's salaries.

# MIDLANDS

## Average Salaries

### PERMANENT

	Birmingham	Coventry	Leicester	Milton Keynes	Northampton	Nottingham	Midlands
Accounts Assistant	£18,000	£18,000	£20,000	£24,000	£22,500	£22,000	£20,643
Accounts Manager	£22,000	£29,500	£23,500	£25,000	£28,000	£25,000	£25,214
Administrator	£18,000	£16,500	£17,500	£18,000	£19,500	£18,000	£17,857
Bookkeeper	£21,000	£18,000	£19,000	£19,000	£21,675	£20,000	£19,668
Buyer	£22,000	£18,500	£31,500	£21,000	£33,000	£28,000	£26,500
Credit Controller	£19,000	£18,500	£21,000	£20,000	£19,500	£22,000	£20,143
Customer Service Executive	£18,000	£16,500	£17,500	£18,000	£19,500	£17,000	£17,714
Executive Assistant (EA)	£28,000	£18,000	£25,000	£19,000	£31,500	£25,000	£24,500
HR Manager	£30,000	£30,000	£35,000	£35,000	£40,000	£30,000	£33,571
HR Officer/Assistant	£21,000	£19,500	£20,000	£25,000	£23,000	£20,000	£21,214
Marketing Assistant	£21,000	£18,000	£20,000	£25,000	£23,000	£22,000	£21,286
Marketing Executive	£23,000	£20,000	£25,000	£27,000	£26,000	£25,000	£24,000
Marketing Manager	£30,000	£27,000	£35,000	£35,000	£40,000	£30,000	£33,143
Office Manager	£25,000	£27,000	£27,500	£25,000	£30,000	£25,000	£26,714
Personal Assistant (PA)	£22,000	£22,500	£25,000	£23,000	£23,000	£25,000	£23,643
Receptionist	£18,000	£16,000	£16,250	£18,000	£17,000	£16,000	£16,786
Sales Administrator	£19,500	£17,500	£17,500	£18,000	£21,000	£17,000	£18,286
Supply Chain Coordinator	£18,000	£19,500	£20,000	£20,000	£25,000	£20,000	£20,714

### TEMPORARY

Accounts Assistant	£8.50	£9.00	£8.50	£8.00	£11.00	£8.50	£8.92
Accounts Manager	£9.50	£16.00	£11.50	£10.00	£14.25	£9.00	£11.71
Administrator	£8.00	£8.00	£8.25	£8.25	£9.00	£8.00	£8.25
Bookkeeper	£9.00	£9.00	£9.25	£9.00	£12.00	£9.00	£9.54
Buyer	£10.00	£9.50	£17.70	£9.00	£13.50	£20.00	£13.28
Credit Controller	£8.50	£9.50	£9.25	£9.00	£11.50	£8.50	£9.38
Customer Service Executive	£8.00	£8.00	£8.25	£8.50	£10.25	£8.00	£8.50
Executive Assistant (EA)	£12.00	£9.00	£11.50	£9.00	£15.00	£10.00	£11.08
HR Manager	£15.00	£16.50	£15.20	£12.00	£20.50	£15.00	£15.70
HR Officer/Assistant	£12.00	£10.00	£9.60	£11.00	£12.25	£9.00	£10.64
Marketing Assistant	£12.00	£8.50	£10.00	£10.00	£11.50	£8.00	£10.00
Marketing Executive	£14.00	£10.00	£11.50	£13.00	£14.25	£10.00	£12.13
Marketing Manager	£17.00	£16.00	£15.00	£15.00	£23.00	£15.00	£16.83
Office Manager	£11.00	£15.00	£12.50	£11.00	£15.50	£12.00	£12.83
Personal Assistant (PA)	£11.50	£10.50	£11.00	£12.00	£12.50	£9.00	£11.08
Receptionist	£7.50	£7.50	£7.75	£8.50	£9.00	£7.50	£7.96
Sales Administrator	£8.00	£8.50	£8.60	£8.50	£10.50	£8.70	£8.80
Supply Chain Coordinator	£8.00	£10.00	£9.25	£9.00	£13.50	£9.00	£9.79



**Donna Morgan**

Branch Manager, Coventry

In and around the Coventry and Solihull area we noticed a decrease in permanent vacancies in the first quarter. Employers are looking for specific mixed skill sets which has made sourcing challenging, especially as good candidates are very hard to find. On the temporary side there has been an increase in job opportunities, however, not with reliable candidates.



**Collette Fowley**

Senior Business Manager, Northampton

Salaries in Northampton are increasing to try to attract candidates into roles given there are so very few candidates looking for work. When candidates do decide to look around and attend interviews they will receive multiple job offers and can choose the employer they would like to work for. Work/life balance is incredibly important too, candidates expect flexibility and employers need to think about the benefits package on offer including flexible working as this could secure your next hire. Unemployment is at its lowest rate in over 40 years, we are in a candidate driven market so making decisions quickly and having a smooth interview process that provides feedback is essential.

# NORTH EAST

## Average Salaries

### PERMANENT

	Durham	Hull	Newcastle	North East
Accounts Assistant	£17,500	£17,000	£17,000	£17,167
Accounts Manager	£25,000	£23,000	£32,000	£26,667
Administrator	£16,000	£16,000	£16,000	£16,000
Bookkeeper	£18,000	£21,000	£18,000	£19,000
Buyer	£20,000	£28,000	£22,000	£23,333
Credit Controller	£18,000	£24,000	£18,000	£20,000
Customer Service Executive	£17,000	£21,000	£16,000	£18,000
Executive Assistant (EA)	£30,000	£28,000	£28,000	£28,667
HR Manager	£35,000	£35,000	£35,000	£35,000
HR Officer/Assistant	£24,000	£25,000	£25,000	£24,667
Marketing Assistant	£19,000	£23,000	£20,000	£20,667
Marketing Executive	£24,000	£28,000	£24,000	£25,333
Marketing Manager	£35,000	£32,000	£37,000	£34,667
Office Manager	£25,000	£23,000	£25,000	£24,333
Personal Assistant (PA)	£25,000	£22,000	£25,000	£24,000
Receptionist	£16,000	£18,000	£18,000	£17,333
Sales Administrator	£18,000	£17,000	£18,000	£17,667
Supply Chain Coordinator	£20,000	£19,000	£21,000	£20,000

### TEMPORARY

Accounts Assistant	£8.00	£9.00	£8.50	£8.50
Accounts Manager	£12.00	£11.00	£16.00	£13.00
Administrator	£8.00	£9.00	£7.50	£8.17
Bookkeeper	£9.00	£11.00	£8.50	£9.50
Buyer	£11.00	£16.00	£11.43	£12.81
Credit Controller	£9.00	£16.00	£9.00	£11.33
Customer Service Executive	£8.50	£10.00	£7.50	£8.67
Executive Assistant (EA)	£13.00	£14.00	£14.55	£13.85
HR Manager	£15.00	£17.00	£20.00	£17.33
HR Officer/Assistant	£10.00	£10.00	£13.00	£11.00
Marketing Assistant	£8.00	£11.00	£10.40	£9.80
Marketing Executive	£10.00	£15.00	£12.50	£12.50
Marketing Manager	£15.00	£18.00	£20.00	£17.67
Office Manager	£12.50	£12.00	£13.00	£12.50
Personal Assistant (PA)	£11.00	£12.00	£13.00	£12.00
Receptionist	£7.50	£8.50	£7.50	£7.83
Sales Administrator	£8.50	£9.00	£9.35	£8.95
Supply Chain Coordinator	£10.00	£12.00	£10.90	£10.97



Our clients know that to get the best people they need to move quickly



**Camille Thompson**  
Branch Manager, Newcastle

In Newcastle and the surrounding area, the jobs market is very buoyant and candidate driven. Our clients know that to get the best people they need to move quickly, offer a competitive salary but most importantly a good benefits package. We have also seen a real increase in long term temporary roles turning into permanent positions possibly reflecting an uncertain market place. Year-on-year permanent salaries have seen a gradual increase but with the increase in the living wage, our temporary pay rates have increased overall.

# NORTH WEST

## Average Salaries

### PERMANENT

	Bradford	Leeds	Manchester	Preston	Sheffield	Stockport	Warrington	North West
Accounts Assistant	£18,500	£19,000	£20,000	£16,000	£19,000	£20,000	£18,500	£18,714
Accounts Manager	£22,500	£19,000	£25,000	£20,000	£40,000	£25,000	£25,000	£25,214
Administrator	£17,500	£18,000	£18,000	£16,000	£18,000	£18,000	£18,000	£17,643
Bookkeeper	£20,000	£19,500	£18,000	£22,000	£21,000	£18,000	£19,000	£19,643
Buyer	£20,000	£25,000	£20,000	£23,000	£20,000	£20,000	£25,000	£21,857
Credit Controller	£19,500	£19,000	£20,000	£19,000	£19,000	£20,000	£19,500	£19,429
Customer Service Executive	£17,500	£17,000	£18,000	£17,000	£17,000	£18,000	£17,500	£17,429
Executive Assistant (EA)	£25,000	£25,000	£30,000	£22,000	£22,000	£30,000	£22,000	£25,143
HR Manager	£28,000	£36,000	£30,000	£25,000	£32,000	£30,000	£35,000	£32,000
HR Officer/Assistant	£19,500	£19,000	£20,000	£19,000	£20,000	£20,000	£25,000	£20,357
Marketing Assistant	£20,000	£18,000	£20,000	£18,000	£19,000	£20,000	£23,000	£19,714
Marketing Executive	£23,000	£19,500	£25,000	£20,000	£25,000	£25,000	£25,000	£23,214
Marketing Manager	£28,000	£35,000	£30,000	£25,000	£42,000	£30,000	£30,000	£31,429
Office Manager	£25,000	£25,000	£28,000	£22,000	£30,000	£28,000	£25,000	£26,143
Personal Assistant (PA)	£23,000	£24,500	£26,000	£20,000	£22,000	£26,000	£21,000	£23,214
Receptionist	£17,000	£16,500	£18,000	£16,000	£17,000	£18,000	£18,000	£17,214
Sales Administrator	£18,500	£18,000	£20,000	£16,000	£19,000	£20,000	£17,500	£18,429
Supply Chain Coordinator	£20,000	£19,000	£20,000	£19,000	£20,000	£20,000	£25,000	£20,429

### TEMPORARY

Accounts Assistant	£9.25	£9.00	£9.00	£8.25	£8.50	£9.00	£9.50	£8.93
Accounts Manager	£12.50	£9.50	£12.00	£10.25	£17.00	£12.00	£13.00	£12.32
Administrator	£8.75	£8.50	£8.00	£8.00	£8.00	£8.00	£8.00	£8.18
Bookkeeper	£10.25	£9.20	£10.00	£9.25	£12.00	£10.00	£9.50	£10.03
Buyer	£11.00	£12.00	£10.00	£10.00	£10.00	£10.00	£15.00	£11.14
Credit Controller	£9.37	£9.00	£9.00	£9.00	£8.50	£9.00	£10.00	£9.12
Customer Service Executive	£8.13	£8.40	£8.00	£8.00	£8.00	£8.00	£7.50	£8.00
Executive Assistant (EA)	£13.00	£12.50	£14.00	£9.00	£13.00	£14.00	£12.00	£12.50
HR Manager	£13.00	£16.50	£15.00	£10.00	£15.00	£15.00	£18.00	£15.36
HR Officer/Assistant	£11.63	£9.50	£9.00	£9.00	£9.00	£9.00	£11.50	£9.80
Marketing Assistant	£9.00	£8.50	£9.00	£8.50	£9.00	£9.00	£10.00	£9.00
Marketing Executive	£10.00	£9.50	£12.00	£11.50	£14.00	£12.00	£10.00	£11.29
Marketing Manager	£13.75	£14.00	£15.00	£11.50	£20.00	£15.00	£18.00	£15.32
Office Manager	£13.50	£12.50	£12.00	£11.00	£15.00	£12.00	£13.00	£12.71
Personal Assistant (PA)	£11.50	£12.50	£12.00	£9.00	£13.00	£12.00	£10.00	£11.43
Receptionist	£8.00	£8.00	£8.00	£8.00	£8.00	£8.00	£7.50	£7.93
Sales Administrator	£8.75	£8.50	£8.00	£8.13	£8.50	£8.00	£7.50	£8.20
Supply Chain Coordinator	£10.12	£9.00	£10.00	£9.00	£10.00	£10.00	£9.50	£9.66

Companies are learning that in a candidate driven market, they need to be more competitive with salaries in order to attract the best people and talent to their businesses.



**Deborah Davies**  
Branch Manager, Preston

Candidate salary expectations have certainly increased in the last 12-18 months. I feel this is due to the fact that they know their worth and the value of what they do, but also in part due to the National Living Wage. The increase at the bottom end of the scale has then impacted jobs which were previously hovering just above this level. Clients are less aware of the Living Wage and the impact that this has had on salaries and need to understand that salaries have shifted upwards in the candidates' favour. Post-recession salaries remained stagnant for a number of years but this has changed dramatically in the last couple of years.

# SCOTLAND

## Average Salaries

### PERMANENT

	Aberdeen	Dundee	Edinburgh	Glasgow	Livingston	Stirling	Scotland
Accounts Assistant	£20,000	£16,000	£19,000	£18,000	£18,000	£18,000	£18,167
Accounts Manager	£23,000	£20,000	£25,000	£35,000	£22,000	£26,000	£25,167
Administrator	£20,000	£17,000	£18,000	£17,000	£17,500	£18,000	£17,917
Bookkeeper	£20,000	£18,000	£20,000	£20,000	£22,000	£20,000	£20,000
Buyer	£25,000	£20,000	£23,000	£25,000	£20,000	£25,000	£23,000
Credit Controller	£23,000	£18,000	£20,000	£20,000	£18,500	£18,000	£19,583
Customer Service Executive	£17,000	£16,000	£19,000	£17,000	£16,500	£17,000	£17,083
Executive Assistant (EA)	£30,000	£22,000	£25,000	£21,000	£25,000	£20,000	£28,833
HR Manager	£30,000	£30,000	£28,000	£32,000	£35,000	£28,000	£31,833
HR Officer/Assistant	£23,000	£21,000	£22,000	£25,000	£26,000	£20,000	£23,667
Marketing Assistant	£23,000	£16,000	£21,000	£18,000	£19,500	£20,000	£19,583
Marketing Executive	£23,000	£19,000	£22,000	£30,000	£23,000	£24,000	£23,500
Marketing Manager	£28,000	£24,000	£25,000	£40,000	£28,000	£28,000	£28,833
Office Manager	£30,000	£25,000	£20,000	£20,000	£22,000	£20,000	£22,833
Personal Assistant (PA)	£30,000	£25,000	£25,000	£25,000	£22,000	£22,000	£24,833
Receptionist	£16,000	£16,000	£19,000	£16,000	£15,500	£18,000	£16,750
Sales Administrator	£20,000	£18,000	£18,000	£18,000	£17,500	£18,000	£18,250
Supply Chain Coordinator	£25,000	£19,000	£22,000	£21,000	£19,500	£24,000	£21,750

### TEMPORARY

Accounts Assistant	£9.00	£8.00	£9.00	£9.00	£9.00	£9.00	£8.83
Accounts Manager	£13.00	£10.00	£12.00	£15.00	£12.00	£13.00	£12.50
Administrator	£8.50	£8.00	£8.00	£8.50	£8.50	£8.00	£8.25
Bookkeeper	£9.00	£8.50	£9.00	£10.00	£9.50	£10.00	£9.33
Buyer	£10.00	£9.00	£12.00	£13.00	£11.00	£14.00	£11.50
Credit Controller	£9.00	£8.50	£10.00	£10.00	£8.50	£9.00	£9.17
Customer Service Executive	£8.00	£7.50	£8.50	£8.50	£8.00	£7.00	£7.92
Executive Assistant (EA)	£12.00	£12.00	£12.00	£11.00	£11.50	£9.00	£11.25
HR Manager	£13.00	£15.00	£12.00	£20.00	£15.00	£15.00	£15.00
HR Officer/Assistant	£10.00	£12.00	£9.00	£15.00	£11.00	£9.00	£11.00
Marketing Assistant	£9.00	£8.00	£8.50	£9.00	£9.00	£9.00	£8.75
Marketing Executive	£9.00	£9.00	£10.00	£15.00	£10.50	£12.00	£10.92
Marketing Manager	£12.00	£12.00	£12.00	£20.00	£12.00	£15.00	£13.83
Office Manager	£13.00	£12.00	£11.00	£10.00	£10.00	£9.00	£10.83
Personal Assistant (PA)	£13.00	£14.00	£11.00	£12.50	£10.50	£13.00	£12.33
Receptionist	£8.00	£7.50	£7.50	£8.00	£7.50	£8.00	£7.75
Sales Administrator	£8.50	£8.00	£8.50	£9.00	£8.50	£8.00	£8.42
Supply Chain Coordinator	£11.00	£9.00	£11.00	£11.00	£9.00	£9.00	£10.00

The temporary market has been fluctuating with short term ad hoc cover being preferred to prolonged periods of cover



**Louise Wilson**  
Branch Manager, Livingston

Salary levels in West Lothian have stayed more or less the same over the last 6 months. The job market has been fairly steady, however, it's starting to really shift as we head into the summer months with all areas of Administration, Finance and Sales in the highest demand!

# SOUTH COAST

## Average Salaries

### PERMANENT

	Bournemouth	Brighton	Portsmouth	Southampton	South Coast
Accounts Assistant	£18,500	£19,000	£22,000	£20,676	£20,044
Accounts Manager	£23,000	£27,000	£35,000	£32,178	£29,295
Administrator	£19,000	£19,000	£19,000	£18,000	£18,750
Bookkeeper	£21,000	£21,000	£22,000	£23,508	£21,877
Buyer	£23,000	£25,000	£28,000	£33,734	£27,434
Credit Controller	£19,000	£25,000	£23,000	£21,712	£22,178
Customer Service Executive	£18,750	£22,000	£18,000	£17,978	£19,182
Executive Assistant (EA)	£33,000	£27,000	£25,000	£34,342	£29,836
HR Manager	£28,000	£30,000	£36,000	£42,430	£34,108
HR Officer/Assistant	£23,500	£21,000	£22,000	£27,329	£23,457
Marketing Assistant	£21,000	£24,000	£22,000	£21,072	£22,018
Marketing Executive	£33,000	£25,000	£27,000	£26,026	£27,757
Marketing Manager	£40,000	£30,000	£35,000	£40,000	£36,250
Office Manager	£25,000	£24,000	£24,000	£28,135	£25,284
Personal Assistant (PA)	£27,000	£25,000	£24,000	£24,269	£25,067
Receptionist	£18,000	£19,000	£18,000	£18,116	£18,279
Sales Administrator	£21,000	£21,000	£20,000	£19,387	£20,347
Supply Chain Coordinator	£24,250	£24,000	£23,000	£23,399	£23,662

### TEMPORARY

Accounts Assistant	£8.00	£9.00	£8.50	£10.60	£9.03
Accounts Manager	£10.45	£10.00	£15.00	£16.50	£12.99
Administrator	£8.75	£9.00	£8.00	£9.20	£8.74
Bookkeeper	£9.50	£10.00	£11.00	£12.05	£10.64
Buyer	£9.25	£12.00	£14.00	£17.30	£13.14
Credit Controller	£8.50	£12.00	£10.00	£11.13	£10.41
Customer Service Executive	£8.50	£9.00	£8.50	£9.22	£8.81
Executive Assistant (EA)	£9.70	£13.00	£11.00	£17.61	£12.83
HR Manager	£14.25	£15.00	£17.00	£21.76	£17.00
HR Officer/Assistant	£9.80	£10.00	£12.00	£13.97	£11.44
Marketing Assistant	£8.75	£9.00	£9.50	£10.80	£9.51
Marketing Executive	£9.20	£12.00	£12.00	£13.35	£11.64
Marketing Manager	£14.75	£15.00	£14.00	£20.51	£16.07
Office Manager	£9.80	£10.00	£12.00	£14.43	£11.56
Personal Assistant (PA)	£9.80	£12.00	£10.50	£12.45	£11.19
Receptionist	£8.30	£8.50	£7.75	£9.29	£8.46
Sales Administrator	£8.75	£9.00	£8.50	£9.94	£9.05
Supply Chain Coordinator	£12.75	£10.00	£11.00	£12.00	£11.44



The buoyant Brighton market saw unprecedented growth in the first 2 quarters of 2017



**Cheryl Cumber**  
Principal Consultant, Brighton

The buoyant Brighton market saw unprecedented growth in the first 2 quarters of 2017 and we are forecasting continued development in the later part of the year. The number of temporary candidates we have out working is at an all time high and we are breaking records in new client acquisitions. Our clients needs and how they hire has changed over the past 6 months and they are now seeking candidates that are available for 12 weeks +. Most of these go on to benefit from a permanent contract, so our matching is also second to none!

In Brighton and the South East as a whole, we offer the benefits of exclusivity to everyone we register. This has enabled us to offer the local market exceptional candidates that are not registered everywhere, which gives us the edge.

# SOUTH EAST

## Average Salaries

### PERMANENT

	Ashford	Basingstoke	Bracknell	Crawley	Dartford	Guildford	South East
Accounts Assistant	£23,000	£21,500	£26,000	£20,000	£21,000	£24,000	£21,864
Accounts Manager	£30,000	£26,500	£25,000	£27,000	£26,000	£35,000	£28,864
Administrator	£22,000	£19,500	£21,000	£18,000	£20,000	£20,000	£20,500
Bookkeeper	£26,000	£24,000	£25,000	£25,000	£26,000	£30,000	£25,364
Buyer	£34,000	£27,500	£25,000	£20,000	£26,000	£30,000	£26,818
Credit Controller	£24,000	£24,500	£24,000	£20,000	£25,000	£24,000	£23,636
Customer Service Executive	£20,000	£20,000	£23,000	£18,000	£20,000	£20,000	£20,318
Executive Assistant (EA)	£30,000	£30,000	£30,000	£30,000	£30,000	£35,000	£30,182
HR Manager	£45,000	£50,000	£35,000	£35,000	£45,000	£45,000	£40,000
HR Officer/Assistant	£25,000	£32,500	£25,000	£22,000	£28,000	£23,000	£25,955
Marketing Assistant	£27,000	£21,000	£22,000	£18,000	£24,000	£23,000	£22,591
Marketing Executive	£30,000	£25,500	£25,000	£24,000	£27,000	£25,000	£25,955
Marketing Manager	£40,000	£33,500	£30,000	£38,000	£38,000	£40,000	£37,318
Office Manager	£27,000	£32,500	£27,000	£27,000	£34,000	£30,000	£28,591
Personal Assistant (PA)	£33,000	£28,000	£30,000	£26,000	£28,000	£28,000	£28,091
Receptionist	£20,000	£20,500	£20,000	£17,500	£18,000	£18,000	£19,000
Sales Administrator	£22,000	£22,000	£24,000	£19,000	£20,000	£24,000	£21,818
Supply Chain Coordinator	£25,000	£26,000	£25,000	£23,000	£24,000	£24,000	£24,409

### TEMPORARY

Accounts Assistant	£9.00	£12.00	£10.00	£9.00	£10.00	£12.00	£10.32
Accounts Manager	£15.00	£13.50	£12.00	£15.00	£13.00	£19.00	£14.32
Administrator	£9.00	£9.50	£9.50	£8.50	£9.25	£9.00	£9.43
Bookkeeper	£10.00	£12.50	£10.00	£12.00	£10.00	£13.00	£11.09
Buyer	£13.00	£15.50	£13.00	£10.00	£11.00	£13.50	£12.77
Credit Controller	£10.00	£14.00	£12.00	£9.00	£12.00	£12.50	£11.27
Customer Service Executive	£8.50	£10.00	£10.00	£8.50	£9.50	£9.00	£9.23
Executive Assistant (EA)	£14.00	£15.00	£12.00	£14.00	£12.00	£13.50	£13.32
HR Manager	£16.00	£17.00	£15.00	£14.00	£13.00	£24.50	£16.41
HR Officer/Assistant	£13.00	£15.00	£10.00	£9.00	£11.00	£12.00	£11.68
Marketing Assistant	£11.00	£11.50	£9.50	£9.00	£11.00	£11.50	£10.50
Marketing Executive	£13.00	£13.50	£10.00	£11.00	£12.00	£14.00	£11.73
Marketing Manager	£16.00	£16.00	£15.00	£13.00	£15.00	£19.00	£15.86
Office Manager	£15.00	£16.50	£12.50	£10.00	£14.00	£14.50	£13.68
Personal Assistant (PA)	£14.00	£13.00	£12.00	£11.00	£12.00	£13.50	£12.50
Receptionist	£8.50	£9.50	£8.50	£8.00	£8.00	£8.90	£8.54
Sales Administrator	£9.00	£10.00	£9.00	£9.00	£9.00	£11.75	£9.57
Supply Chain Coordinator	£13.00	£12.00	£10.00	£10.00	£9.00	£13.25	£10.98



**Helana Barnes**  
Branch Manager, Ashford

#### Temporary

With a shortage of immediately available candidates, clients are having to pay nearer a perm salary than the traditionally lower temp salaries. Clients with longer term temps are seeing increasing salaries as the candidate role develops. Most temp roles are skilled roles so candidates know their worth.

#### Permanent

There has been a dramatic change in the last year. Again, candidate shortage has meant candidates have a greater choice of roles and will be given multiple offers in a very short space of time. A candidate will expect 1st and 2nd interviews in the space of 7 working days, good candidates are snapped up quickly. Candidates will look at the package on offer as well as basic salaries (which have increased in the last 6 months), pension contribution, holiday allowance, training support packages and any other perks will affect a candidate's decision. I predict that 'flexibility' will be a key feature as we move forward. Many of our clients have created new roles for candidates that we contacted them about speculatively which is really encouraging.

# SOUTH EAST

## Average Salaries

### PERMANENT

	Medway	Oxford	Reading	Staines	Tunbridge Wells	South East
Accounts Assistant	£23,000	£22,000	£21,000	£21,000	£18,000	£21,864
Accounts Manager	£26,000	£28,000	£26,000	£30,000	£28,000	£28,864
Administrator	£21,000	£22,000	£20,000	£22,000	£20,000	£20,500
Bookkeeper	£23,000	£22,000	£22,500	£27,500	£28,000	£25,364
Buyer	£25,000	£25,000	£23,000	£27,500	£32,000	£26,818
Credit Controller	£24,000	£22,000	£21,500	£25,000	£26,000	£23,636
Customer Service Executive	£18,000	£20,000	£20,500	£24,000	£20,000	£20,318
Executive Assistant (EA)	£28,000	£30,000	£28,000	£33,000	£28,000	£30,182
HR Manager	£40,000	£40,000	£30,000	£40,000	£35,000	£40,000
HR Officer/Assistant	£28,000	£26,000	£24,000	£28,000	£24,000	£25,955
Marketing Assistant	£24,000	£22,000	£22,500	£26,000	£21,000	£22,591
Marketing Executive	£26,000	£25,000	£25,000	£28,000	£25,000	£25,955
Marketing Manager	£40,000	£40,000	£28,000	£38,000	£35,000	£37,318
Office Manager	£25,000	£30,000	£24,000	£28,000	£30,000	£28,591
Personal Assistant (PA)	£27,000	£28,000	£25,000	£28,000	£28,000	£28,091
Receptionist	£18,000	£19,000	£19,000	£20,000	£19,000	£19,000
Sales Administrator	£20,000	£23,000	£21,000	£23,000	£22,000	£21,818
Supply Chain Coordinator	£24,000	£23,000	£22,000	£28,500	£24,000	£24,409

### TEMPORARY

Accounts Assistant	£10.00	£10.00	£10.00	£12.00	£9.50	£10.32
Accounts Manager	£12.00	£18.00	£11.50	£16.00	£12.50	£14.32
Administrator	£9.00	£11.00	£9.50	£11.00	£8.50	£9.43
Bookkeeper	£9.50	£12.00	£10.00	£14.00	£9.00	£11.09
Buyer	£10.00	£15.00	£12.00	£14.00	£13.50	£12.77
Credit Controller	£11.00	£12.00	£10.50	£12.00	£9.00	£11.27
Customer Service Executive	£9.00	£9.00	£9.00	£11.00	£8.00	£9.23
Executive Assistant (EA)	£12.00	£16.00	£14.00	£15.00	£9.00	£13.32
HR Manager	£15.00	£18.00	£15.00	£18.00	£15.00	£16.41
HR Officer/Assistant	£12.00	£13.00	£12.00	£12.50	£9.00	£11.68
Marketing Assistant	£11.00	£11.00	£9.50	£12.50	£8.00	£10.50
Marketing Executive	£12.00	£10.00	£11.00	£14.00	£8.50	£11.73
Marketing Manager	£15.00	£18.00	£15.00	£18.00	£14.50	£15.86
Office Manager	£12.00	£16.00	£14.00	£14.00	£12.00	£13.68
Personal Assistant (PA)	£12.00	£13.00	£14.00	£14.00	£9.00	£12.50
Receptionist	£8.50	£9.00	£8.50	£9.00	£7.50	£8.54
Sales Administrator	£9.00	£10.00	£9.50	£11.50	£7.50	£9.57
Supply Chain Coordinator	£10.00	£12.00	£10.00	£13.00	£8.50	£10.98



**Jo Blake**  
Branch Manager, Oxford

We are in the most extreme candidate driven market I have seen in 13 years of working in recruitment. Unemployment in Oxford is below 1% and there are far more jobs available than good candidates at the moment. Candidates are achieving significant promotions by moving jobs at this time and also commanding much higher salaries. Candidates are also normally being offered multiple permanent and temporary opportunities at one time so if companies don't move quickly with their recruitment process or offer salaries and benefits packages that are in line with or above the market rate then they often will not be able to recruit at all.

# SOUTH WEST

## Average Salaries

### PERMANENT

	Bristol	Exeter	Gloucester	Swindon	Taunton	South West
Accounts Assistant	£18,000	£19,000	£18,000	£19,000	£17,000	£18,200
Accounts Manager	£24,000	£21,000	£25,000	£22,000	£22,500	£22,900
Administrator	£19,000	£18,000	£18,000	£17,000	£18,500	£18,100
Bookkeeper	£21,000	£20,000	£20,000	£18,000	£19,000	£19,600
Buyer	£22,000	£22,000	£25,000	£22,000	£20,000	£22,200
Credit Controller	£22,500	£20,000	£23,000	£20,000	£19,000	£20,900
Customer Service Executive	£17,000	£19,500	£21,000	£17,000	£18,000	£18,500
Executive Assistant (EA)	£24,000	£21,000	£28,000	£25,000	£22,000	£24,000
HR Manager	£30,000	£30,000	£30,000	£28,000	£35,000	£30,600
HR Officer/Assistant	£25,000	£20,000	£20,000	£24,000	£18,500	£21,500
Marketing Assistant	£21,000	£19,000	£21,000	£19,000	£19,000	£19,800
Marketing Executive	£23,000	£21,000	£25,000	£25,000	£22,000	£23,200
Marketing Manager	£27,000	£30,000	£30,000	£28,000	£30,000	£29,000
Office Manager	£23,000	£25,000	£25,000	£24,000	£22,500	£23,900
Personal Assistant (PA)	£25,000	£22,000	£25,000	£24,000	£27,000	£24,600
Receptionist	£20,000	£18,000	£18,000	£17,000	£18,000	£18,200
Sales Administrator	£20,000	£20,000	£20,000	£18,000	£18,000	£19,200
Supply Chain Coordinator	£20,000	£21,000	£22,000	£19,000	£19,000	£20,200

### TEMPORARY

Accounts Assistant	£9.00	£9.00	£9.00	£10.00	£9.00	£9.20
Accounts Manager	£11.00	£12.00	£15.00	£14.50	£12.50	£13.00
Administrator	£8.50	£8.00	£8.00	£8.50	£9.00	£8.40
Bookkeeper	£9.00	£12.50	£10.00	£9.00	£11.00	£10.30
Buyer	£10.00	£15.00	£15.00	£12.00	£12.50	£12.90
Credit Controller	£10.00	£12.00	£11.00	£10.00	£11.00	£10.80
Customer Service Executive	£8.00	£9.00	£10.00	£8.00	£8.25	£8.65
Executive Assistant (EA)	£13.00	£12.50	£12.00	£10.00	£16.50	£12.80
HR Manager	£15.00	£18.00	£20.00	£12.00	£20.00	£17.00
HR Officer/Assistant	£13.00	£11.00	£12.00	£10.00	£9.00	£11.00
Marketing Assistant	£9.00	£10.00	£11.00	£9.00	£9.00	£9.60
Marketing Executive	£9.00	£11.00	£12.00	£11.00	£14.00	£11.40
Marketing Manager	£13.00	£16.00	£15.00	£15.00	£17.50	£15.30
Office Manager	£12.00	£12.00	£13.50	£12.00	£12.50	£12.40
Personal Assistant (PA)	£13.00	£11.00	£12.00	£10.00	£10.25	£11.25
Receptionist	£8.75	£8.00	£8.00	£8.00	£9.00	£8.35
Sales Administrator	£8.75	£10.00	£8.75	£9.00	£9.00	£9.10
Supply Chain Coordinator	£9.00	£10.00	£9.50	£9.00	£9.00	£9.30

Companies are missing out hugely if they interview and delay on making a decision.



**Tania Lockhart**  
Branch Manager, Taunton

In Taunton we are experiencing a strong candidate driven market. The vacancies are buoyant but companies struggle if their recruitment process lacks pace and selling company benefits over their competitors. Companies also are missing out hugely if they interview and delay on making a decision. Legal and Accounts experience is highly desired and candidates will have a choice of positions. Sales experience is also in high demand but there is a lack of candidate interest in these roles. Candidates will take less in salary if the overall benefits package is attractive.

# WALES

## Average Salaries

### PERMANENT

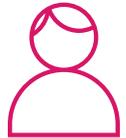
	Cardiff	Wales
Accounts Assistant	£18,000	£18,200
Accounts Manager	£22,000	£22,900
Administrator	£18,000	£18,100
Bookkeeper	£18,000	£19,600
Buyer	£25,000	£22,200
Credit Controller	£19,000	£20,900
Customer Service Executive	£16,000	£18,500
Executive Assistant (EA)	£19,000	£24,000
HR Manager	£28,000	£30,600
HR Officer/Assistant	£18,000	£21,500
Marketing Assistant	£19,000	£19,800
Marketing Executive	£22,000	£23,200
Marketing Manager	£28,000	£29,000
Office Manager	£24,000	£23,900
Personal Assistant (PA)	£21,000	£24,600
Receptionist	£16,000	£18,200
Sales Administrator	£18,000	£19,200
Supply Chain Coordinator	£20,000	£20,200

### TEMPORARY

	Cardiff	Wales
Accounts Assistant	£8.00	£9.20
Accounts Manager	£11.00	£13.00
Administrator	£7.50	£8.40
Bookkeeper	£8.50	£10.30
Buyer	£10.00	£12.90
Credit Controller	£8.25	£10.80
Customer Service Executive	£8.00	£8.65
Executive Assistant (EA)	£11.00	£12.80
HR Manager	£16.00	£17.00
HR Officer/Assistant	£9.00	£11.00
Marketing Assistant	£9.00	£9.60
Marketing Executive	£10.00	£11.40
Marketing Manager	£14.00	£15.30
Office Manager	£10.00	£12.40
Personal Assistant (PA)	£10.00	£11.25
Receptionist	£7.50	£8.35
Sales Administrator	£8.50	£9.10
Supply Chain Coordinator	£9.00	£9.30



Candidates are feeling more confident about the job market



**Michelle Garrard**  
Branch Manager, Cardiff

We have seen some significant changes within the employment market since the start of 2017 in South Wales. There has been a steady increase in permanent opportunities and working in a candidate driven market has meant that this has impacted the short term temporary market with more companies needing the immediate support of temps whilst recruiting permanently. Candidates are feeling more confident about the job market and are now negotiating better prospects at interview and in turn clients are recognising the importance of competitive employment packages when recruiting. Short recruitment timescales are key to successful recruiting, delays have resulted in an increase in counter offers and missed opportunities for both candidates and clients.



## INDUSTRY WATCH

UK Labour Market: June 2017, Office for National Statistics

March 2016 vs March 2017

■ 2016 ■ 2017

	No of jobs '000s	Variance +/-		
Real estate	<table border="1"> <tr><td>558</td></tr> <tr><td>583</td></tr> </table>	558	583	4.6%
558				
583				
Arts, entertainment & recreation	<table border="1"> <tr><td>965</td></tr> <tr><td>1 004</td></tr> </table>	965	1 004	4.0%
965				
1 004				
Professional scientific & technical	<table border="1"> <tr><td>2 990</td></tr> <tr><td>3 029</td></tr> </table>	2 990	3 029	1.3%
2 990				
3 029				
Accommodation & food service	<table border="1"> <tr><td>2 262</td></tr> <tr><td>2 334</td></tr> </table>	2 262	2 334	3.2%
2 262				
2 334				
Administration & support service	<table border="1"> <tr><td>2 935</td></tr> <tr><td>2 977</td></tr> </table>	2 935	2 977	1.4%
2 935				
2 977				
Information & communication	<table border="1"> <tr><td>1 386</td></tr> <tr><td>1 434</td></tr> </table>	1 386	1 434	3.5%
1 386				
1 434				
Education	<table border="1"> <tr><td>2 985</td></tr> <tr><td>2 979</td></tr> </table>	2 985	2 979	-0.2%
2 985				
2 979				
Human health & social work	<table border="1"> <tr><td>4 294</td></tr> <tr><td>4 343</td></tr> </table>	4 294	4 343	1.1%
4 294				
4 343				
Wholesale & retail trade	<table border="1"> <tr><td>5 120</td></tr> <tr><td>5 074</td></tr> </table>	5 120	5 074	0.79%
5 120				
5 074				
Public admin & defence	<table border="1"> <tr><td>1 485</td></tr> <tr><td>1 463</td></tr> </table>	1 485	1 463	-1.5%
1 485				
1 463				

# CAN EMPLOYMENT GROWTH CONTINUE?

Chris Davis, Marketing Business Analyst  
at The Adecco Group

The odds on employment levels continuing to grow in the UK during the rest of 2017 seem fairly low, it is much more likely that they will start to level out.

The EY Item club recently suggested that the era of rapidly increasing employment growth is now over and that the UK should expect unemployment to rise back up to 5% during 2018 and to reach nearly 6% by 2019.

That's not to say that employment growth won't continue in patches, the manufacturing sector will continue to perform well and require candidates as long as the pound remains low promoting exports for example.

Self-employment is also on an upward trend. Nearly one in six people in work are now self-employed and if current trends continue then they will outnumber the public sector before the end of the decade.

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**Nearly one in six people in work are now self-employed and if current trends continue then they will outnumber the public sector before the end of the decade.**

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## Wage growth to remain subdued

The prevailing view, unfortunately, is that wage growth is not just around the corner.

A report from David Blanchflower, a former Bank of England policy maker, and two professors from the London School of Economics argues that the UK is set for several years of low wages. The Institute for Fiscal Studies (IFS) is even more scathing suggesting that after analysing the Spring Budget, wage growth would be 'no higher in 2022 than in 2007'.

The only justification for businesses to increase wages would be for the workforce to improve productivity, i.e. if employees make more money for the firm they can justify earning more. However, productivity has so far failed to get back to the levels it was at before the economic crisis, let alone any higher.

Philip Wales, head of productivity at the Office for National Statistics, said: "Although the recent recovery of labour productivity is welcome, there is still no evidence of a return to the pre-downturn rates of growth."

Without investment in the workforce it is difficult to see how this improvement would be achieved and given the prolonged period of uncertainty that the UK is in, increased investment also seems unlikely. The Spring Labour Market Outlook (LMO) report that the CIPD and the Adecco Group produces identified that one in four employers do not have a recognised training budget and of those that do, one in six expect it to fall in the next 12 months.

## Impact of National Living Wage growth

The first half of 2017 saw the National Living Wage (NLW) rise by 25p to £7.50 per hour with the government still pledging to deliver a minimum of £9 per hour by 2020. While this is obviously a benefit for those at the lowest end of the pay scale, there is some evidence that it is having a wider effect on companies' ability to provide pay rises to the wider workforce.

According to the Spring LMO report, for companies offering a pay rise of less than 2%, the NLW was the third most cited answer. The most cited answer was public sector pay restraint so in the private sector the NLW was number two, an issue for more than one in five firms who were struggling to increase pay by more than inflation.

