

## What do you pay your administration staff?

Salaries for administrative staff are generally based on a mixture of role complexity, experience, sector and size of team. A review of market in the Gloucestershire area suggests that salaries are currently within the following range:

Basic/Junior Administrator	£17,500	←	<b>£20,500</b>	→	£23,000
<ul style="list-style-type: none"> <li>•No skills or experience required, may have some capability with typical Microsoft or equivalent packages. Will need close supervision and training. Most likely an education leaver.</li> </ul>					
Office Administrator	£19,200	←	<b>£22,100</b>	→	£25,000
<ul style="list-style-type: none"> <li>•Has some experience and is competent with the typical Microsoft (or equivalent) packages. Will be supervised and may need training in specialist subjects.</li> </ul>					
Senior Clerical Assistant	£25,150	←	<b>£29,000</b>	→	£32,700
<ul style="list-style-type: none"> <li>•Usually has sufficient experience to deal with difficult queries and/or has specialist knowledge gained over a number of years e.g. legal, property, housing etc.</li> </ul>					
Admin Supervisor	£27,800	←	<b>£32,000</b>	→	£36,100
<ul style="list-style-type: none"> <li>•Supervises a team and has sufficient experience to deal with complex/difficult queries and/or has specialist knowledge gained over a number of years.</li> </ul>					

We note that some industries/sectors will pay more, e.g. IT, Finance, Medical whilst others paying less include Social Care, Hotels & Catering, Education.

### Trends to be aware of:

1. Expectations are high amongst candidates – those with degrees and other high level qualifications are expecting to earn c. £30,000, even for basic administration jobs.
2. Home working is a fundamental deal-breaker – if you can reasonably offer it, you will be ahead of the game.
3. Training and development are key to satisfaction – keep the learning experience going so that individuals can see benefits to working for you.
4. Expectations of fairness and equality are high – ignore this at your peril. New staff will not be easily silenced and share more than you expect (including salary expectations).
5. You must adjust your salaries to ensure that you are compliant with National Minimum Wage.

Reward Risk Management Ltd specialises in providing bespoke salary benchmarking reports for organisations that need to know their salaries are competitive. If you want to know more about salaries for your jobs, please contact Jane Baalam 07415 974004.