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# Salary Survey

2006-2007

# Introduction

As the world's largest recruiter, Adecco is the global leader in employment issues. Continuing our ongoing commitment to workplace research we are pleased to introduce the 2006 Adecco Salary Survey.

Our survey is the definitive annual guide to office salaries throughout the UK and Ireland. It presents salary information for a comprehensive range of roles, broken down by salary, growth and region.

The survey is based on data from companies who worked with our branch network in 2005/6. Information is gathered from organisations ranging in size from 10 to 100,000 employees, across a wide variety of sectors.

We hope that you will find the survey useful, and that we can continue to fulfil your recruitment needs. If you would like more information, please contact your local branch or visit [adecco.co.uk](http://adecco.co.uk)



# About Adecco

Adecco is the world leader in human resource solutions, connecting people and jobs throughout our global network.

## Adecco in the UK and Ireland

- 400 offices and onsite locations in England, Scotland, Wales, Ireland and Eire
- client base of over 32,000 organisations from all areas of commerce and industry
- over 250 people placed in permanent jobs every week
- over 35,000 assignment workers paid every week
- 1,200 permanent employees

## Adecco Worldwide

- provides staffing solutions in 70 countries through a network of 6,600 offices
- client base of over 150,000 organisations
- over 700,000 assignment workers in placements every day
- 33,000 permanent employees

# Methodology

The Adecco Salary Survey collects information about secretarial, clerical, accounts, call centre and sales roles throughout the UK and Ireland. The survey is based on placements of candidates from all areas of the branch network.



# Job Categories: Office

## **Office Managers**

Four years secretarial, administrative or managerial experience are generally required. Responsibilities for this role include supervision of staff, recruitment/HR and purchasing.

## **Professional Secretaries**

(Legal, Medical, Financial, Bilingual)

A minimum of two years experience in the relevant environment with specialist qualifications and high levels of MS Office and audio skills is normally required.

## **PA's**

Exceptional administrative, organisational and communication skills are needed to work on a one to one basis with senior management. Duties often include diary and travel management.

## **Senior Secretaries**

A minimum of two years secretarial experience is required. High levels of MS Office skills are essential and audio typing and shorthand are desirable.

## **Team Secretaries**

At least six months secretarial experience is required. Team secretaries typically provide administrative and secretarial support to a small team of professionals.

## **Junior Secretaries**

No experience is necessary, although basic typing and secretarial skills are required. Junior secretaries typically work under the supervision of more senior secretarial staff.

## **Office Juniors**

School or college leavers with little or no office experience. Role includes administration, filing, photocopying and data entry.

## **Switchboard Operators**

Six months experience in handling a large number of calls is desirable, as is knowledge of different types of switchboard.

## **Receptionists**

Excellent customer service skills for meeting and greeting people. Good presentation and administration skills are essential.

## **Administrators**

A broad ranging category, often suitable as a first job for graduates. Good administrative and keyboard skills are required.

## **Call Centre Operators**

Excellent telephone manner and strong listening and problem-solving skills are essential. Duties include handling customer queries and some administration.

## **Specialist Accounts Clerks**

Specialising in obtaining payment of outstanding accounts.

## **Senior Accounts Clerks**

Skilled accounting staff, up to part-qualified and trial balance. Experience of VAT and PAYE is required, and duties include bought ledger, reconciliation and book-keeping.

## **Accounts Clerks**

Manual or computer-based accounts work. No specialist accounting skills are required.

## **Sales Managers**

Staff supervisory functions within a sales environment. Responsibilities will include recruitment, staff motivation and setting sales targets.

## **Sales Representatives**

Based in or out of the office, selling a product or service to corporate or residential markets. Involves working to targets and some administration.

# East Anglia

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	25,833	25,000	+3%
Office Manager	20,500	20,000	+2%
Sales Representative	18,394	19,684	-7%
PA	19,527	18,833	+4%
Senior Accounts Clerk	18,166	17,500	+4%
Specialist Accounts	17,125	16,875	+1%
Senior Secretary	16,833	16,000	+5%
Professional Secretary	16,422	15,768	+4%
Team Secretary	15,166	14,500	+4%
Accounts Clerk	14,342	13,778	+4%
Receptionist	13,487	13,712	-2%
Administrator	13,000	13,000	0%
Junior Secretary	12,500	13,000	-4%
Switchboard Operator	12,500	13,000	-4%
Call Centre Operator	12,166	11,558	+5%
Office Junior	10,916	11,296	-3%
<b>Average</b>	-	-	<b>+1%</b>

# East Midlands

Job Title	2006 avg.	2005 avg.	% increase/decrease
Specialist Accounts	20,500	20,000	+2%
Sales Manager	23,000	21,000	+9%
Senior Secretary	20,000	18,500	+8%
Office Manager	20,500	19,000	+7%
Professional Secretary	20,000	18,500	+8%
PA	21,500	19,200	+11%
Senior Accounts Clerk	18,250	17,500	+4%
Sales Representative	17,500	17,000	+3%
Team Secretary	15,916	15,000	+6%
Junior Secretary	14,500	14,000	+3%
Administrator	14,250	13,500	+5%
Receptionist	13,500	13,472	0%
Accounts Clerk	13,750	13,000	+5%
Switchboard Operator	12,500	12,500	0%
Call Centre Operator	13,176	12,100	+8%
Office Junior	10,501	10,000	+5%
<b>Average</b>	-	-	<b>+5%</b>

# London City

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	33,000	33,000	0%
Professional Secretary	31,000	31,000	0%
Senior Secretary	30,000	30,000	0%
Office Manager	29,500	29,500	0%
PA	30,500	29,000	+5%
Specialist Accounts	n/a	26,000	0%
Team Secretary	25,000	25,000	0%
Senior Accounts Clerk	24,000	24,000	0%
Junior Secretary	21,500	21,500	0%
Receptionist	20,500	20,500	0%
Administrator	20,500	20,500	0%
Accounts Clerk	19,250	19,250	0%
Switchboard Operator	19,000	19,000	0%
Sales Representative	19,000	19,000	0%
Call Centre Operator	n/a	18,500	0%
Office Junior	15,750	15,000	+5%
<b>Average</b>	-	-	<b>+2%</b>

# London Suburbs

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	32,500	30,500	+6%
Office Manager	24,000	24,365	-2%
PA	24,000	22,584	+6%
Professional Secretary	23,000	22,032	+4%
Senior Secretary	23,000	21,830	+5%
Specialist Accounts	22,000	20,944	+5%
Senior Accounts Clerk	20,250	19,250	+5%
Sales Representative	19,500	19,166	+2%
Team Secretary	20,000	19,000	+5%
Accounts Clerk	18,000	17,406	+3%
Administrator	17,000	16,000	+6%
Call Centre Operator	16,000	15,316	+4%
Receptionist	17,000	15,593	+8%
Junior Secretary	15,000	15,000	0%
Switchboard Operator	15,500	14,200	+8%
Office Junior	13,500	12,682	+6%
<b>Average</b>	-	-	<b>+4%</b>

# London West End

<b>Job Title</b>	<b>2006 avg.</b>	<b>2005 avg.</b>	<b>% increase/decrease</b>
Sales Manager	30,000	30,250	-1%
PA	28,500	27,929	+2%
Senior Secretary	27,000	27,714	-3%
Office Manager	27,000	27,143	-1%
Professional Secretary	25,000	24,500	+2%
Team Secretary	23,000	22,714	+1%
Senior Accounts Clerk	23,000	22,500	+2%
Specialist Accounts	23,000	22,111	+4%
Sales Representative	20,500	20,300	+1%
Accounts Clerk	19,000	18,583	+2%
Administrator	19,000	18,429	+3%
Receptionist	18,500	18,429	0%
Junior Secretary	18,500	18,214	+2%
Switchboard Operator	17,000	16,833	+1%
Call Centre Operator	15,250	14,833	+3%
Office Junior	15,000	14,393	+4%
<b>Average</b>	-	-	<b>+1%</b>

# North East

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	22,700	21,071	+7%
PA	20,024	21,124	-5%
Office Manager	17,700	17,750	0%
Senior Secretary	16,000	15,000	+6%
Team Secretary	15,830	16,150	-2%
Senior Accounts Clerk	15,664	14,750	+6%
Specialist Accounts	15,033	13,966	+7%
Sales Representative	14,600	13,732	+6%
Professional Secretary	14,350	13,750	+4%
Administrator	13,400	13,750	-3%
Accounts Clerk	13,300	12,131	+9%
Switchboard Operator	13,022	13,166	-1%
Call Centre Operator	12,200	11,738	+4%
Office Junior	11,478	11,696	-2%
Receptionist	11,780	10,956	+7%
Junior Secretary	11,100	10,250	+8%
<b>Average</b>	-	-	<b>+3%</b>

## North West

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	25,000	23,500	+6%
Office Manager	19,000	19,775	-4%
PA	19,000	17,375	+9%
Specialist Accounts	18,000	16,779	+7%
Professional Secretary	17,000	16,682	+2%
Senior Secretary	17,000	16,000	+6%
Team Secretary	17,000	16,000	+6%
Sales Representative	16,000	16,451	-3%
Senior Accounts Clerk	15,000	14,750	+2%
Administrator	14,000	14,000	0%
Receptionist	14,000	12,665	+10%
Accounts Clerk	13,000	13,137	-1%
Switchboard Operator	13,000	13,000	0%
Junior Secretary	13,000	12,500	+4%
Call Centre Operator	12,000	12,388	-3%
Office Junior	10,000	10,000	0%
<b>Average</b>	-	-	<b>+2%</b>

# Northern Ireland

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	28,000	26,420	+6%
Office Manager	19,224	19,224	0%
PA	19,055	18,500	+3%
Senior Accounts Clerk	18,025	17,500	+3%
Sales Representative	17,500	17,500	0%
Professional Secretary	17,238	17,238	0%
Specialist Accounts	16,700	16,700	0%
Senior Secretary	16,224	16,224	0%
Accounts Clerk	15,907	15,907	0%
Team Secretary	15,800	15,800	0%
Switchboard Operator	15,587	15,587	0%
Administrator	14,852	14,852	0%
Call Centre Operator	14,000	12,834	+8%
Receptionist	13,850	13,447	+3%
Junior Secretary	12,448	12,448	0%
Office Junior	10,850	10,500	+3%
<b>Average</b>	-	-	<b>+2%</b>

# Scotland

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	26,000	24,500	+6%
Office Manager	23,200	22,500	+3%
Sales Representative	19,600	18,750	+4%
PA	19,200	19,000	+1%
Professional Secretary	18,100	18,000	+1%
Senior Secretary	17,600	17,500	+1%
Senior Accounts Clerk	17,000	17,000	0%
Specialist Accounts	16,400	16,000	+2%
Team Secretary	16,360	16,000	+2%
Accounts Clerk	15,000	14,500	+3%
Receptionist	13,570	13,250	+2%
Administrator	13,048	13,000	0%
Switchboard Operator	12,260	12,000	+2%
Junior Secretary	12,200	12,000	+2%
Call Centre Operator	11,760	11,327	+4%
Office Junior	10,200	10,000	+2%
<b>Average</b>	-	-	<b>+2%</b>

## South Coast

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	25,000	25,000	0%
Office Manager	21,000	21,321	-2%
PA	19,750	19,500	+1%
Professional Secretary	18,500	18,000	+3%
Sales Representative	18,000	18,000	0%
Senior Secretary	17,500	17,750	-1%
Senior Accounts Clerk	17,250	17,000	+1%
Team Secretary	16,250	16,000	+2%
Specialist Accounts	16,250	16,000	+2%
Accounts Clerk	14,500	14,500	0%
Junior Secretary	14,500	14,500	0%
Call Centre Operator	14,250	13,500	+5%
Administrator	14,000	13,500	+4%
Switchboard Operator	13,375	13,250	+1%
Receptionist	13,000	13,000	0%
Office Junior	11,250	10,750	+4%
<b>Average</b>	-	-	<b>+1%</b>

## South East (Northern Home Counties)

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	27,583	26,100	+5%
Office Manager	22,666	20,114	+11%
PA	21,333	21,528	-1%
Professional Secretary	19,333	20,000	-3%
Senior Secretary	19,166	18,718	+2%
Sales Representative	19,000	19,915	-5%
Senior Accounts Clerk	18,833	18,979	-1%
Specialist Accounts	18,333	18,750	-2%
Team Secretary	18,333	18,375	0%
Administrator	16,166	16,000	+1%
Accounts Clerk	15,833	15,336	+3%
Receptionist	14,666	14,000	+5%
Call Centre Operator	14,000	14,039	0%
Junior Secretary	14,000	14,000	0%
Switchboard Operator	13,500	13,833	-2%
Office Junior	11,000	10,560	+4%
<b>Average</b>	-	-	<b>+1%</b>

## South East (Southern Home Counties)

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	27,500	25,000	+9%
Office Manager	25,000	23,566	+6%
PA	23,025	22,027	+4%
Specialist Accounts	22,000	21,000	+5%
Senior Accounts Clerk	22,000	20,000	+9%
Sales Representative	19,180	19,180	0%
Professional Secretary	18,000	18,000	0%
Team Secretary	17,500	17,500	0%
Senior Secretary	17,310	17,310	0%
Accounts Clerk	16,300	15,973	+2%
Administrator	15,500	15,500	0%
Call Centre Operator	14,650	14,650	0%
Receptionist	14,302	14,302	0%
Switchboard Operator	14,000	14,000	0%
Junior Secretary	14,000	14,000	0%
Office Junior	12,400	11,500	+7%
<b>Average</b>	-	-	<b>+3%</b>

## South West

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	22,275	20,875	+6%
Office Manager	20,136	19,466	+3%
Senior Accounts Clerk	18,675	18,666	0%
Specialist Accounts	18,425	17,918	+3%
PA	17,125	17,108	0%
Senior Secretary	16,550	17,000	-3%
Professional Secretary	16,000	16,241	-2%
Team Secretary	15,150	16,666	-9%
Sales Representative	15,000	14,500	+3%
Accounts Clerk	14,875	15,257	-3%
Call Centre Operator	13,550	14,028	-4%
Administrator	13,200	13,666	-3%
Receptionist	13,150	13,926	-6%
Switchboard Operator	12,450	13,000	-4%
Junior Secretary	12,250	12,333	-1%
Office Junior	10,500	10,379	+1%
<b>Average</b>	-	-	<b>-1%</b>

## Southern Ireland

	2006 - Euros	2005	Average
Sales Manager	40,000	40,000	0%
Office Manager	36,000	34,000	+6%
Specialist Accounts	35,000	35,000	0%
PA	33,333	32,000	+4%
Professional Secretary	32,000	32,000	0%
Senior Accounts Clerk	30,000	30,000	0%
Senior Secretary	30,000	30,000	0%
Team Secretary	30,000	28,500	+5%
Sales Representative	27,500	26,000	+5%
Administrator	25,500	26,000	-2%
Accounts Clerk	24,500	24,500	0%
Junior Secretary	23,833	24,500	-3%
Receptionist	23,555	24,000	-2%
Call Centre Operator	22,500	22,000	+2%
Switchboard Operator	20,333	19,000	+7%
Office Junior	20,000	19,000	+5%
<b>Average</b>	-	-	<b>+2%</b>

## West

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	27,833	28,500	-2%
Office Manager	23,125	24,375	-5%
Specialist Accounts	21,233	21,000	+1%
PA	19,810	20,432	-3%
Senior Secretary	18,433	19,000	-3%
Sales Representative	18,333	18,857	-3%
Senior Accounts Clerk	18,000	18,000	0%
Professional Secretary	17,750	18,500	-4%
Team Secretary	16,683	16,500	+1%
Administrator	14,766	15,000	-2%
Accounts Clerk	14,666	14,851	-1%
Call Centre Operator	14,200	14,273	-1%
Receptionist	13,428	14,086	-5%
Junior Secretary	12,666	14,000	-11%
Switchboard Operator	12,489	13,000	-4%
Office Junior	11,591	13,773	-19%
<b>Average</b>	-	-	<b>-4%</b>

# Wales

Job Title	2006 avg.	2005 avg.	% increase/decrease
Office Manager	21,000	20,000	+5%
Sales Manager	20,000	19,127	+4%
PA	18,333	18,333	0%
Sales Representative	18,000	17,333	+4%
Specialist Accounts	18,000	17,333	+4%
Senior Secretary	18,000	17,333	+4%
Senior Accounts Clerk	17,250	17,000	+1%
Professional Secretary	16,500	16,333	+1%
Team Secretary	14,500	14,333	+1%
Accounts Clerk	13,700	13,666	0%
Call Centre Operator	13,000	12,500	+4%
Administrator	12,833	12,833	0%
Junior Secretary	12,700	12,250	+4%
Receptionist	12,500	12,100	+3%
Switchboard Operator	12,300	12,000	+2%
Office Junior	10,750	10,500	+2%
<b>Average</b>	-	-	<b>+2%</b>

## West Midlands

Job Title	2006 avg.	2005 avg.	% increase/decrease
Sales Manager	27,200	27,000	+1%
Office Manager	23,100	22,501	+3%
PA	21,389	20,946	+2%
Specialist Accounts	20,697	20,372	+2%
Professional Secretary	20,000	20,000	0%
Sales Representative	19,889	19,445	+2%
Senior Accounts Clerk	19,000	19,000	0%
Senior Secretary	18,700	18,250	+2%
Team Secretary	18,100	18,000	+1%
Accounts Clerk	16,000	16,000	0%
Administrator	15,000	15,000	0%
Junior Secretary	14,332	14,916	-4%
Receptionist	14,329	14,073	+2%
Call Centre Operator	13,951	14,027	-1%
Switchboard Operator	13,240	13,500	-2%
Office Junior	11,000	10,000	+9%
<b>Average</b>	-	-	<b>+1%</b>





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