

Business Support

2023

HAYS IRELAND
SALARY & RECRUITING
TRENDS **SALARIES**

hays.ie/business-support



ABOUT HAYS

To help you meet ever-changing customer demands, we bring the people, the technology and the partnership you need to achieve your goals, now and in the future.

From administrators through to customer services professionals, those working in business support roles are the means of keeping your organisation operating effectively. With the workplace evolving at pace, you need people with the technical know-how, strong communication skills and the ability to build relationships to keep your business running smoothly.

Using a customer-first and insight-led approach to meet your business needs, we make it easy for you to deliver against the complex talent and recruitment landscape you need to navigate.

At Hays we're **working for your tomorrow** to help your business succeed.

It's not just people we provide – whatever your hiring needs, we're always challenging the status quo, so our suite of services delivers the right outcomes for your organisation.

Our core services

Permanent recruitment ▶

- Find passionate people to transform your business
- Fill positions to meet both immediate and future skills needs

Outsourced permanent recruitment ▶

- Reduce time-to-hire with access to ready-made, quality talent pools through Recruitment Process Outsourcing (RPO)
- Leverage progressive talent strategies and mechanisms to ensure you have the right talent in place – for today, and tomorrow

Executive recruitment ▶

- Navigate organisational change and steer your organisation to success by finding those inspirational leaders
- Build success through diversity with bespoke job ads and transparent interview processes

Temporary recruitment ▶

- Achieve instant impact and access niche skillsets with quick hires and reduce long-term costs
- Cut out lengthy admin and processes with externally managed pay and timesheets

Fully managed temporary recruitment ▶

- Gain clarity and control over your contingent headcount through a Managed Services Programme (MSP)
- Combine expertise and insights with proved processes to shape the future of your workforce

Methodology

This guide is taken from the Hays Ireland Salary & Recruiting Trends 2023 guide. The salary data has been compiled using information gathered during 2022 from Hays offices across Ireland. It is based on job listings, job offers and candidate registrations.

Our advisory services

Assessment & Development ▶

- Acquire the right skills for your business needs
- Accelerate time-to-hire with tailored end-to-end support
- Cut costs with bespoke selection solutions

Salary Benchmarking ▶

- Use real-time data to have that competitive edge
- Be insight-led for relevant remuneration strategies
- Gain long-term cost savings

Career Transition Services ▶

- Give your employees the right outplacement and transitional support
- Deliver safe spaces to employees for those honest and open conversations
- Manage restructuring processes with effectiveness, agility and speed

Employer Branding ▶

- Stand out as a top employer brand with a proven USP
- Leverage engaging employer branded recruitment solutions
- Enhance your Employer Value Proposition with a people-first approach

Subscription-based hiring for start-ups and scale-ups ▶


- Gain access to tech talent, skills and content as a service
- Dedicated expert recruitment consultant and account management team
- Branded multi-channel campaign to enhance your Employer Value Proposition

To speak to your local recruiting expert, find your nearest at hays.ie/all-offices

Stay up-to-date with Hays insight into the world of work.


 [Hays](#)

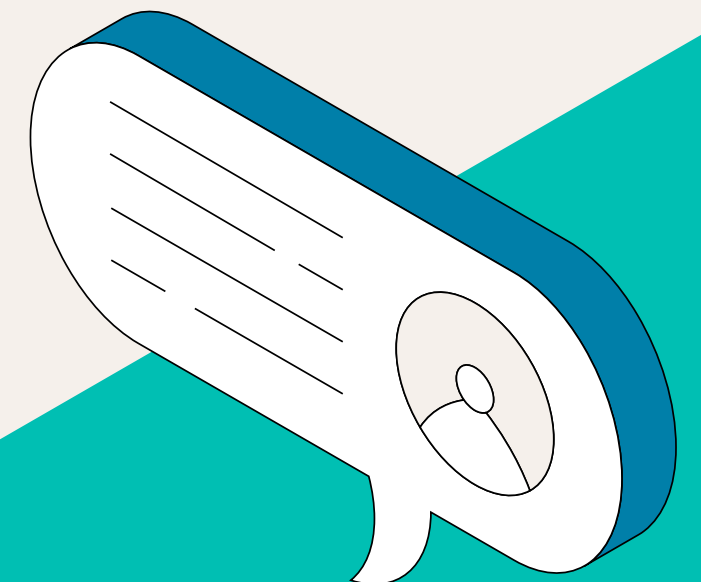
 [@HaysIreland](#)

 [HaysIreland](#)

 [@Hays_Ireland](#)

 [Hays UK & Ireland](#)

 [hays.ie/blog](#)



BUSINESS SUPPORT

Professional practice and SME

REGION	PA/EA		Office Manager		Legal Secretary	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	45,000-55,000	50,000	35,000-45,000	40,000	40,000-55,000	45,000
Cork & Region	38,000-45,000	40,000	35,000-45,000	40,000	30,000-40,000	32,000
Limerick & Mid-West	38,000-45,000	40,000	35,000-40,000	40,000	28,000-35,000	33,000
Galway, Midlands & West	35,000-40,000	40,000	30,000-35,000	35,000	27,000-35,000	32,000

REGION	Medical Secretary		Legal Administrator		Administrator	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	29,000-40,000	35,000	30,000-35,000	35,000	28,000-35,000	33,000
Cork & Region	28,000-35,000	30,000	28,000-33,000	30,000	28,000-38,000	32,000
Limerick & Mid-West	30,000-35,000	30,000	28,000-35,000	32,000	28,000-33,000	32,000
Galway, Midlands & West	30,000-35,000	30,000	26,000-35,000	30,000	27,000-32,000	29,000

REGION	Receptionist		Data Entry	
	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	28,000-32,000	30,000	27,000-31,000	30,000
Cork & Region	25,000-32,000	30,000	25,000-30,000	28,000
Limerick & Mid-West	26,000-30,000	28,000	23,000-29,000	27,000
Galway, Midlands & West	24,000-30,000	27,000	22,000-28,000	26,000

Large organisations

REGION	PA/EA		Office Manager		Legal Secretary	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	45,000-65,000	55,000	35,000-50,000	40,000	40,000-55,000	47,000
Cork & Region	35,000-48,000	45,000	35,000-50,000	45,000	30,000-40,000	38,000
Limerick & Mid-West	38,000-45,000	43,000	35,000-45,000	40,000	30,000-35,000	33,000
Galway, Midlands & West	40,000-50,000	45,000	35,000-45,000	38,000	28,000-35,000	30,000

REGION	Medical Secretary		Legal Administrator		Administrator	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	29,000-40,000	35,000	30,000-38,000	36,000	27,000-37,000	35,000
Cork & Region	27,000-35,000	30,000	27,000-35,000	32,000	25,000-40,000	35,000
Limerick & Mid-West	28,000-35,000	30,000	27,000-33,000	30,000	28,000-33,000	32,000
Galway, Midlands & West	25,000-35,000	30,000	25,000-30,000	27,000	25,000-32,000	29,000

REGION	Receptionist		Data Entry	
	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	28,000-32,000	30,000	28,000-32,000	30,000
Cork & Region	28,000-35,000	30,000	25,000-30,000	28,000
Limerick & Mid-West	25,000-35,000	29,000	25,000-30,000	27,000
Galway, Midlands & West	23,000-30,000	27,000	24,000-28,000	27,000

BUSINESS SUPPORT

Contact centres

REGION	Customer Service		Inside Sales		Order Management	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	28,000-35,000	32,000	28,000-35,000	30,000	33,000-38,000	35,000
Cork & Region	24,000-30,000	25,000	25,000-35,000	30,000	30,000-40,000	35,000
Limerick & Mid-West	24,000-33,000	28,000	28,000-33,000	30,000	25,000-30,000	29,000
Galway, Midlands & West	23,000-28,000	27,000	30,000-40,000	32,000	22,000-30,000	28,000

REGION	Team Leader		Scheduler		Senior Management	
	€ Range	€ Typical	€ Range	€ Typical	€ Range	€ Typical
Greater Dublin Area	37,000-47,000	42,000	28,000-45,000	40,000	55,000-80,000	70,000
Cork & Region	30,000-40,000	35,000	30,000-45,000	38,000	50,000-80,000	60,000
Limerick & Mid-West	33,000-40,000	38,000	28,000-38,000	36,000	50,000-80,000	60,000
Galway, Midlands & West	30,000-40,000	35,000	27,000-35,000	35,000	50,000-80,000	60,000