



Method



Salary Guide 2026

BUSINESS SUPPORT

About this guide

This guide provides an overview of the Business Support talent market across Australia, covering roles that underpin operational efficiency and organisational delivery.

Combining salary benchmarks with hiring insights, it supports employers seeking high-performing support professionals and candidates evaluating their market position across administrative, executive support and operational coordination roles.

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About Method Recruitment Group

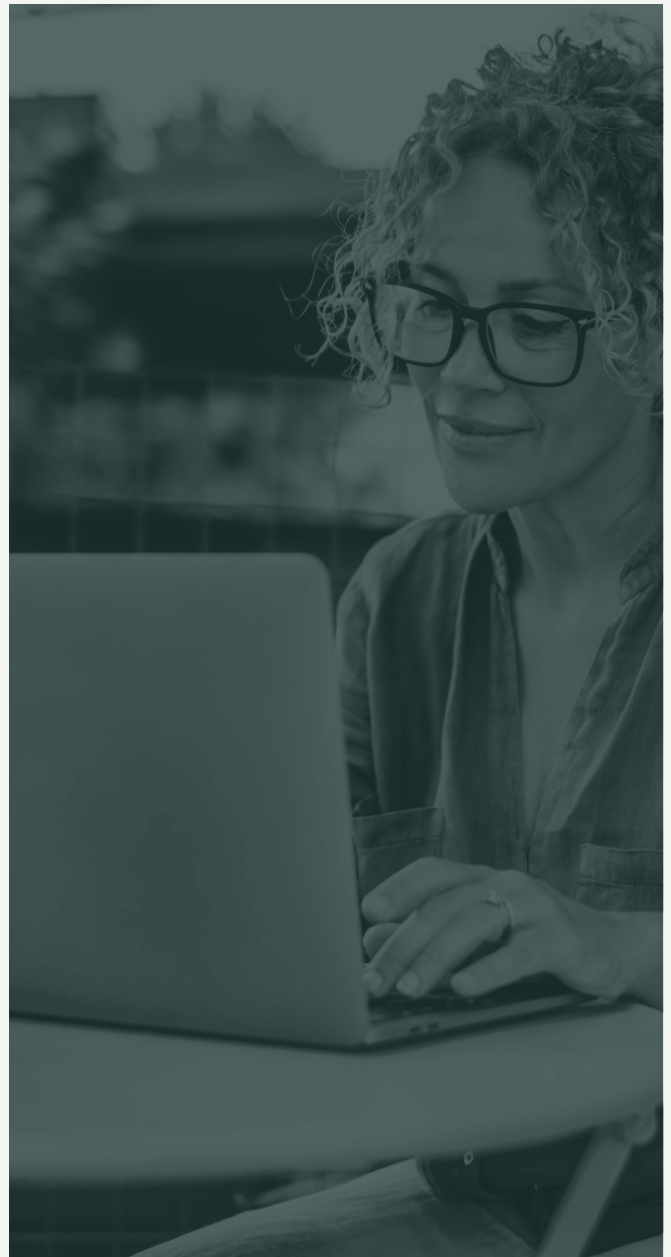
Method Recruitment Group was built on the belief that recruitment should be intentional, insights driven and strategically aligned – yet always uniquely human. We operate at the intersection of performance and partnership, aligning capability to business ambition and careers to long-term potential.

Across Technology, Accounting & Finance, Sales & Marketing, Business Support, HR, Risk and Executive engagements, our consultants are specialists by design. They work exclusively within their markets, combining deep commercial understanding with genuine relationship depth. That proximity gives our clients a competitive edge by way of access to informed advisory, calibrated market intelligence and talent networks built over years, not weeks.

Our vision is to be Australia's most trusted and impactful recruitment experience. Trust is earned through transparency. Impact is created through outcomes. Every brief we take on is approached with care, precision and a commitment to long-term success.

For clients, that means recruitment aligned to business performance.
For candidates, it means guidance, clarity and advocacy at pivotal career moments.

Recruitment done right isn't reactive. It's deliberate, refined and human at its core. That's our Method.



Growth doesn't
happen by accident.
Neither does great hiring.

Employment Market Overview

Administrative skills are just the start; strategic contribution is now the expectation.

Business support functions have broadened meaningfully; roles have moved far beyond traditional administrative functions, becoming a strategic investment that drives organisational productivity, culture and operational efficiency. Once transactional roles, now require a blend of operational coordination, stakeholder engagement, project management and digital proficiency.

We've seen hybrid work patterns become clearer across the board are now standard in many organisations, with anchor days designed to optimise team collaboration and client impact. Technology capability and a service-oriented mindset are now table stakes.

Expanding Role Scope Across Sectors

Across scale-ups, ASX-listed enterprises, professional services, finance, legal, government and not-for-profits, business support professionals are increasingly delivering strategic value rather than purely executing tasks. Executive and Personal Assistants partner closely with senior leaders to manage priorities, prepare meetings, coordinate communications and support cross-functional initiatives. Office Managers and Receptionists act as custodians of workplace culture and client engagement, while Project Coordinators, HR, Legal and Contracts Administrators underpin operational delivery, compliance and workflow across teams.

Augmenting Talent with Technology

AI and automation aren't replacing business support roles; they're amplifying what skilled professionals can achieve.

AI is reshaping business support work by automating repetitive, rules-based tasks such as scheduling, email management, document formatting and basic data entry. This allows professionals to focus on higher-value activities.

Yet judgment, emotional intelligence and nuanced communication remain human domains. High-level EA/PA work, stakeholder management, complex project coordination, and legal or HR oversight still require human insight. Professionals who can leverage AI alongside operational and strategic skills are becoming truly indispensable to the organisations they serve.

Common Challenges & Pain Points

Even as business support roles become more strategic, organisations often struggle to get the most from their talent. Professionals frequently encounter scope creep without corresponding adjustments to title, pay or workload. Many are underutilised, receive limited feedback and see few growth opportunities. Hybrid and on-site expectations can also be unclear creating frustration and impacting retention.

GUIDANCE FOR EMPLOYERS

To harness the full value of your business support team:

- **Set clear expectations from day one.** Define role scope, responsibilities and strategic priorities, and revisit them regularly to ensure alignment.
- **Invest in feedback and career development.** Structured performance conversations and clear growth pathways keep high-performing professionals engaged and retained.
- **Clarify hybrid and on-site requirements.** Make flexibility, anchor days and role purpose explicit so employees can manage themselves and deliver impact.
- **Recognise strategic contribution.** Reward professionals who go beyond transactional tasks and add real operational, cultural or project value. This drives engagement and loyalty.

Get this right, and your operations team doesn't just support your organisation, they amplify it.

2026 Hiring Takeaways

Your business support team is a strategic lever for productivity, culture and operational resilience. Employers who treat these roles as transactional risk are underutilising a workforce capable of driving measurable impact. The combination of hybrid work, strategic responsibilities and digital tools means professionals are now expected to deliver insight, coordination and influence - not just execution. AI and automation are shifting routine work away from humans, raising the bar for judgment, stakeholder management and operational oversight.

We urge all leaders hiring in this space to recognise the broader strategic value of business support roles in your organisation beyond administrative tasks. This is where you will unlock productivity, engagement and resilience.

Simply put: hiring well is less about filling seats and more about enabling this cohort to elevate the organisation, creating an environment where their strategic impact can flourish.



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Talent Insights



Diversity:
77% Female



Tenure:
1.6 years



Demand:
Moderate-High

The business and professional support sector is experiencing a dynamic mix of high demand and evolving roles. Executive and Personal Assistants, particularly those with strong digital skills and the ability to manage complex communications and stakeholder calendars, remain highly sought after. Office Managers and Team Coordinators are increasingly critical in hybrid environments, supporting both operational coordination and cultural engagement. Similarly, Project Coordinators and HR Administration professionals are essential as organisations expand workflows and implement change programs.

Certain roles are stable but evolving. Legal Assistants and Contracts Administrators now require proficiency with digital tools and legal tech, while Reception and Front-of-House roles continue to be important client-facing touchpoints, often integrated with broader administrative responsibilities. In contrast, purely manual Data Entry roles are declining, with automation and AI shifting demand toward functions requiring data quality, governance and analytical oversight.

Demand tends to concentrate on senior Executive Assistants with project or operational depth, Office Managers experienced with facilities, vendors and compliance, Project/Operations Coordinators who can support multi-team delivery, and hybrid roles that bridge internal processes with external experience.

Common challenges across the sector include scope creep without corresponding recognition, underutilisation, unclear on-site expectations and limited formal growth opportunities.

Role	Low Range	Mid Range	High Range	Contract Rate (Hourly)
Executive Assistant (EA)	\$75k–\$110k	\$110k–\$130k	\$130k–\$150k	\$50–\$90
Personal Assistant (PA)	\$65k–\$80	\$80k–\$90k	\$90–\$100k	\$38–\$58
Office Manager	\$70k–\$85k	\$85k–\$115k	\$115–\$130k	\$40–\$70
Admin Assistant	\$60k–\$70k	\$70k–\$80k	\$80k–\$85k	\$35–\$50
Receptionist	\$55k–\$60k	\$60k–\$70k	\$70k–\$80k	\$35–\$50
Data Entry	\$55k–\$60k	\$60k–\$65k	\$65k–\$70k	\$30–\$40
Records Officer	\$70k–\$75k	\$75k–\$80k	\$80k–\$85k	\$40–\$50
Project Officer	\$80k–\$90k	\$90k–\$100k	\$100k–\$110k	\$50–\$65
Customer Service	\$55k–\$60k	\$60k–\$70k	\$70k–\$75k	\$35–\$50

Hiring across other teams?

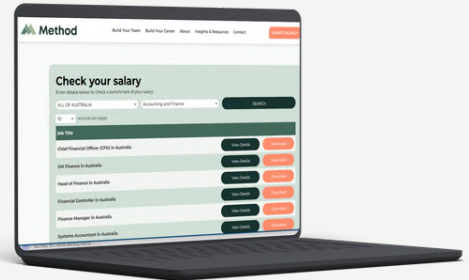


Workforce planning doesn't happen in isolation. If you are recruiting across other functions, our specialist salary guides provide detailed market insights across Technology, Data & AI, Accounting & Finance, Business Support, HR, and Risk & Compliance.

Scan the QR code to access our full Salary Guide library and explore market trends, remuneration benchmarks and hiring insights designed to support your planning decisions.



Benchmark With Our Salary Tool







Our Salary Checker Tool is based on real hiring activity and placements across Australia. While no tool can account for every variable, it provides a reliable market-aligned benchmark. Our specialist recruitment team updates this data quarterly or sooner if there are considerable market changes.

Scan the QR code to explore real-time market positioning.





Get in touch

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