



BestFit™

Employment & Salary Guide



ADMINISTRATION & CLERICAL | DECEMBER 2023



WE
GET
PEOPLE

BestFit™ not best guess

About this hiring guide

The BestFit™ philosophy is the core of our hiring approach, with systems and tools built developed to provide talent better suited to your organisational culture. The formula decrees that Behaviour is a function of Personality and Environment. BestFit™ not only improves the candidate experience but results in a better return on investment through more actively engaged and productive employees, less turnover, and increased performance.

A science-backed approach



We know it is critical to make the right people selection decisions quickly and understand the temptation to forgo specific assessments to speed up the recruitment process.

However, the most successful organisations recognise the need to delve increasingly deeper to understand an individual's fit for the role and the environment in which they will ultimately work. Utilising the standard approach of resume + interview + reference check simply doesn't provide enough accurate information to guarantee successful hiring decisions in this economic climate.

How BestFit™ works



Our BestFit™ model finds the most appropriate match between our candidates and our clients by assessing not only skills and knowledge, but also motivators, style and behaviour.

The process is delivered through a combination of competency analysis, behavioural interview techniques and proven web-enabled psychological assessment methodology. This allows us to understand candidates precisely before we refer them for a particular job.

Importantly, it is cost-effective and time-efficient, so that the right person for the right role is identified both accurately and quickly.



Our proprietary tool Helix, measures a person's motivation, attitudes, preferences and mindsets required to perform the role successfully. It is utilised to predict candidate behaviour at work by exploring five broad categories of traits: Power, People, Emotions, Thinking, and Delivery.



Salary TRENDS & FORECASTS

Employment & Salary Guide

2023 Trends

In 2023, unemployment remained at historically low levels; within the 3.4%-3.7% range. Some other employment and salary trends also emerged.

- ▶ The Consumer Price Index (CPI) outpaced the Wage Price Index (WPI). Our data reflected approximately 4.2% wage growth versus the average CPI c. 5.8%
- ▶ Merit salary increases were marginally behind award and minimum wage increases; the largest percentage increases were seen for lower-paid roles.
 - 4.4% average unskilled and semi-skilled increase (5.75% minimum wage increase)
 - 3.9% average merit-based increase
- ▶ The largest salary increases were seen in the mining and energy sector, but all roles and sectors experienced increases >2.5%
- ▶ By state, QLD and WA experienced slightly higher increases likely influenced by the proportion of mining and energy related employment
- ▶ Overall turnover (voluntary and involuntary) was inline with 2022 at c. 21.5%; for context, 2018 to 2021 ranged between 17.6% and 20.1%

A large proportion of employers have struggled to recruit and retain employees in skilled roles.

2024 and beyond

- ▶ RBA are forecasting unemployment to rise to 4.5% by the end of 2024
- ▶ Increase in unemployment will not impact all sectors and locations evenly
- ▶ CPI expected to come off historically high 2022 and 2023 levels (average 6.6% and 5.8% respectively) but still significantly higher than the RBA 2-3% annual target
- ▶ Expect WPI increases in line with 2023, likely to be very closely aligned to CPI at c. 4% (+/- <5%)
- ▶ Minimum wage increases are expected to be slightly lower than the last two years (5.2% and 5.75% respectively.) at a forecast amount of 4%
- ▶ We expect overall turnover including voluntary and involuntary, to reduce slightly to 20%

The majority of employers will continue to struggle to hire experienced talent, but are likely to find retention slightly easier

- ▶ Employers should focus on broader employee value propositions beyond fixed remuneration; variable elements and bonuses, increasing the proportion of at-risk OTE, and introducing incentive payments for roles that historically had none



Office Managers

ANZSCO SUB-GROUP 5121

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Talent Pool Snapshot



128,744
EMPLOYED



-10%
1 YEAR CHANGE



\$97k
NATIONAL
MEDIAN SALARY

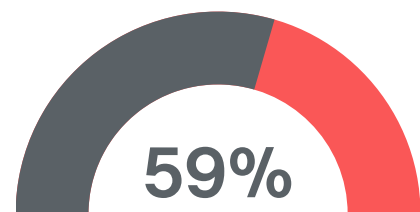


5%
5 YEAR CHANGE

GENDER RATIO



FULL TIME SHARE

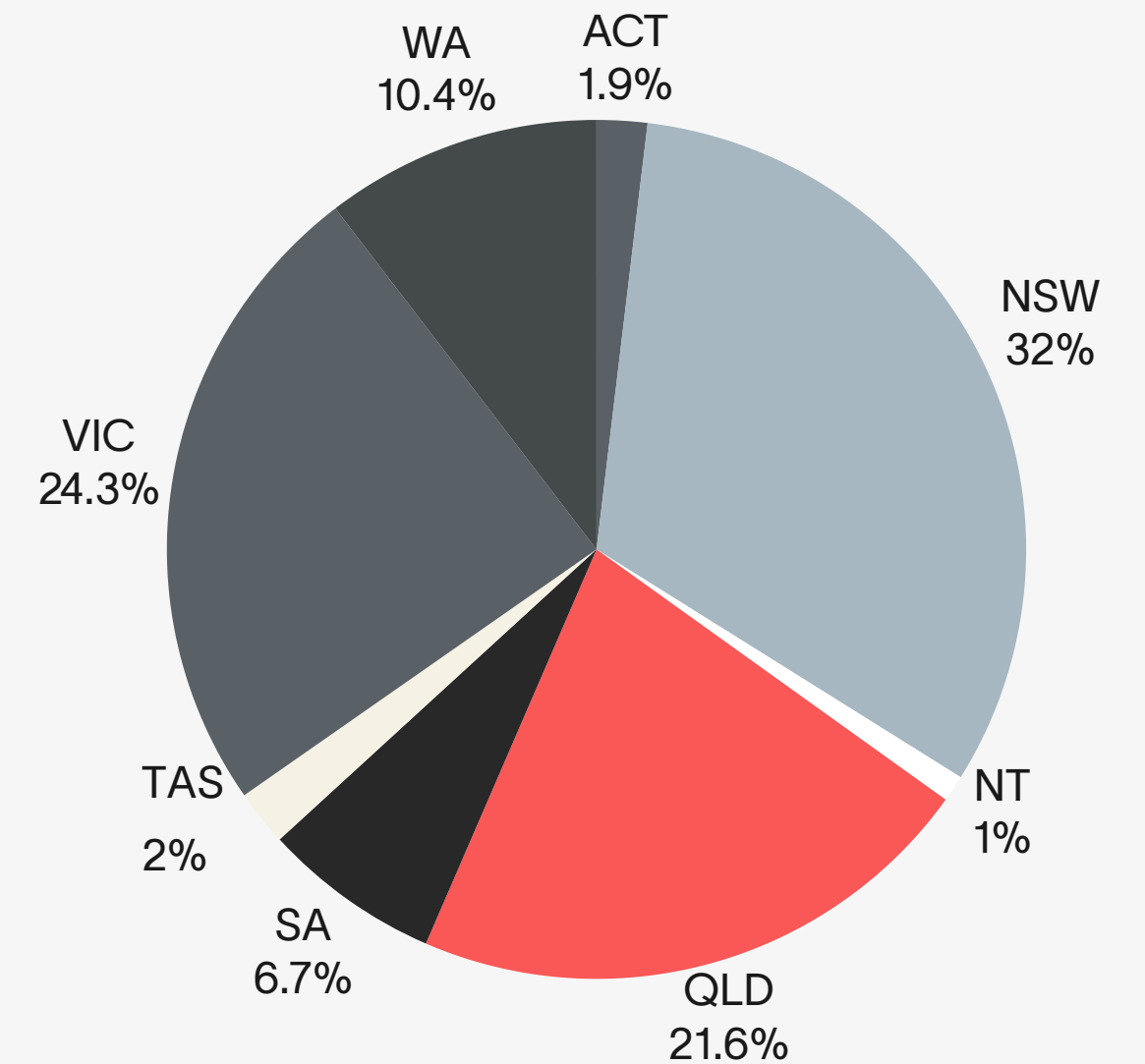


MEDIAN AGE

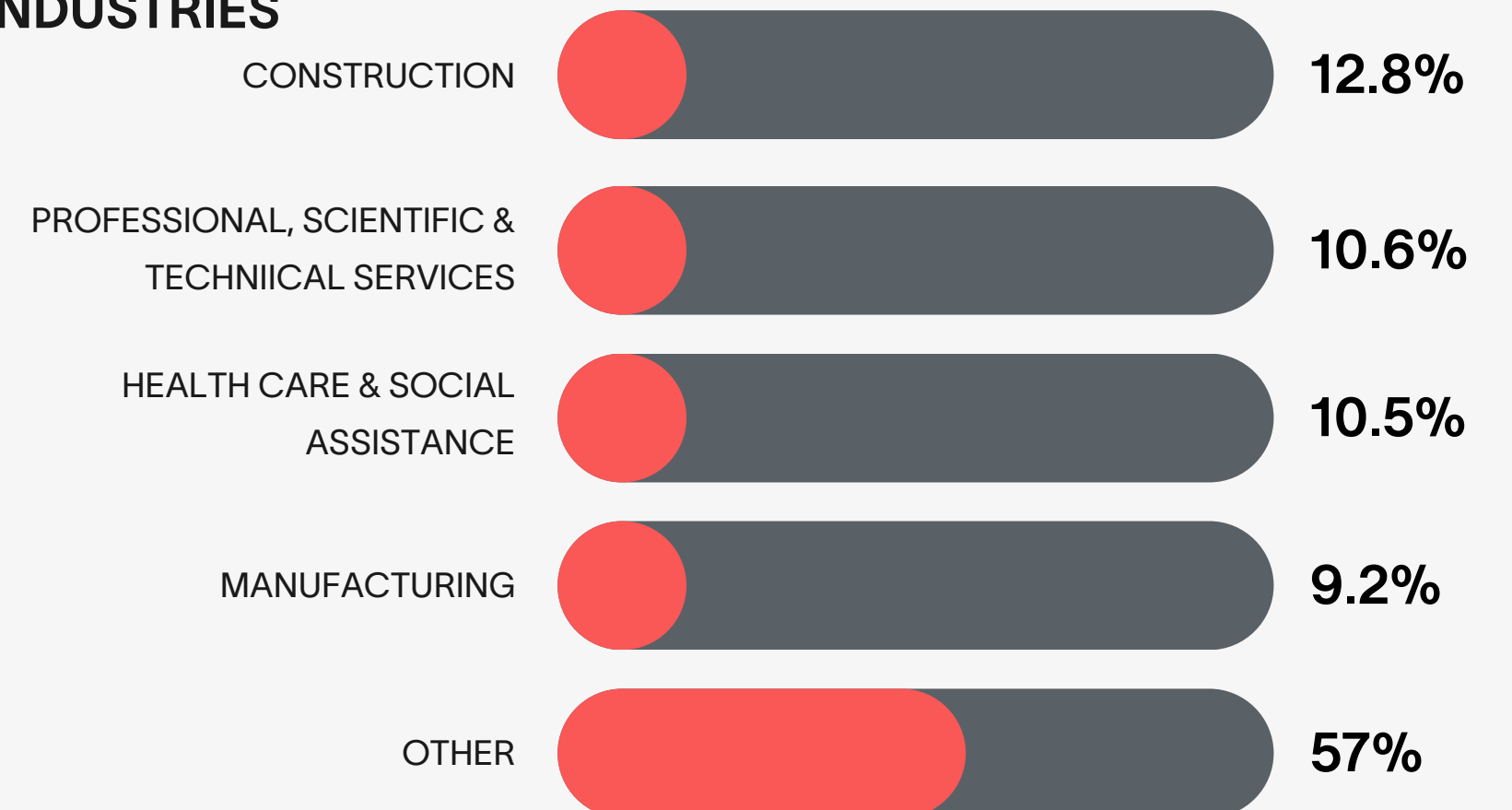


source: [ABS Labour Force, Australia, Detailed Qtrly](#)
[Australian Labour Market Insights](#)

NATIONAL DISTRIBUTION



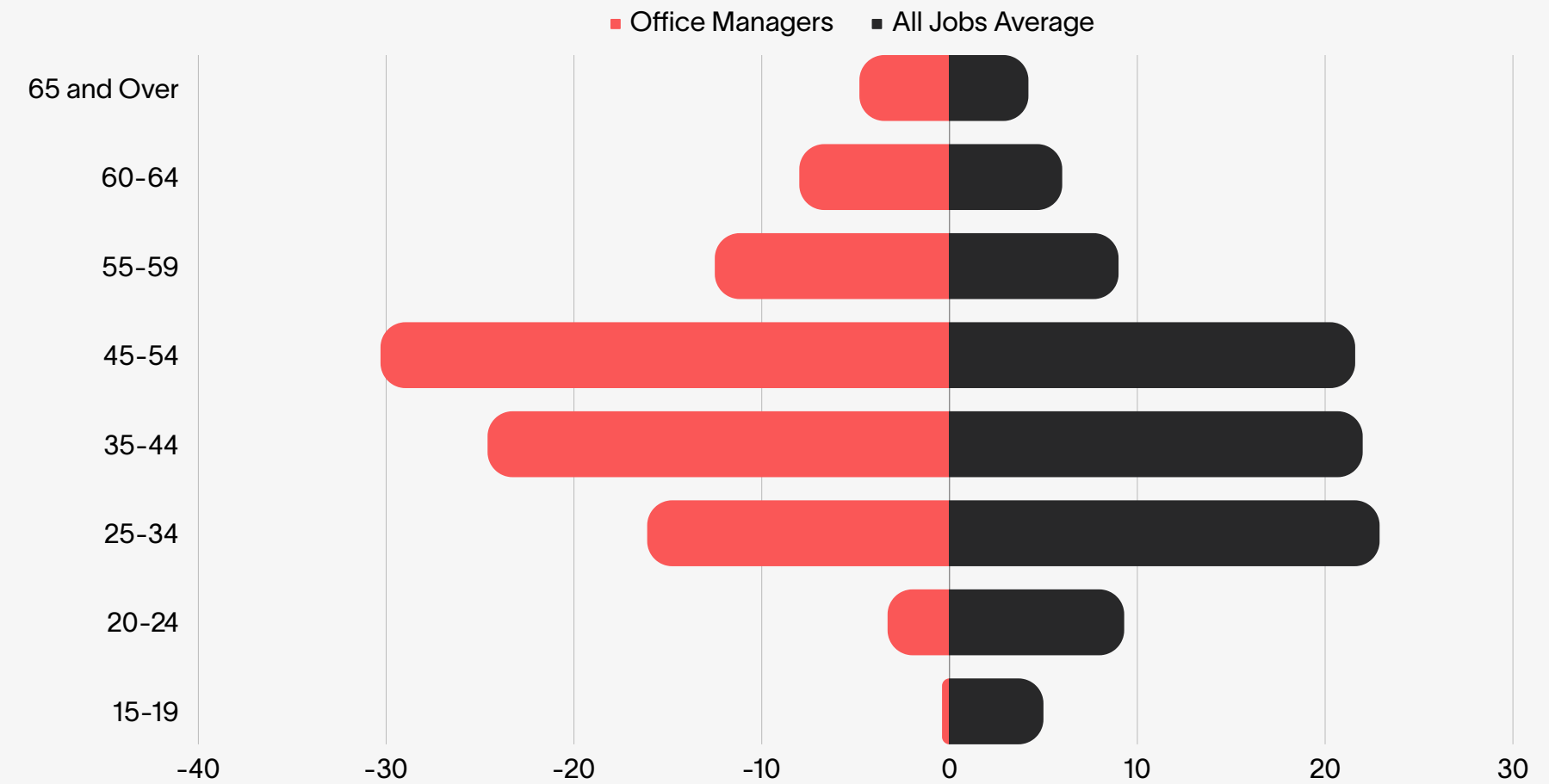
INDUSTRIES



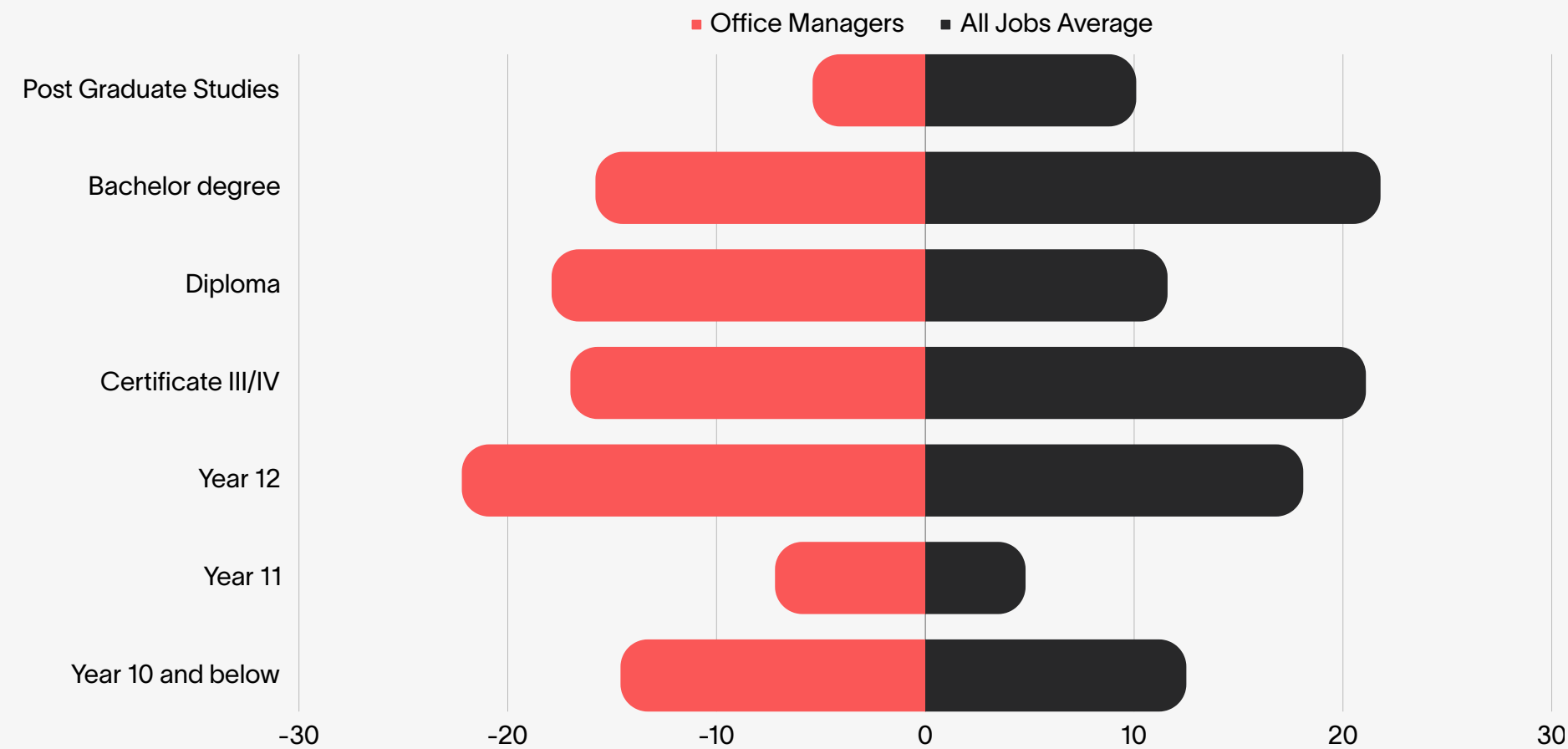
Talent Attraction

- 1 Flexible work arrangements
- 2 Compensation & benefits
- 3 Support
- 4 Independence
- 5 Relationships
- 6 Working conditions
- 7 Achievement
- 8 Recognition

AGE PROFILE
% SHARE



EDUCATION LEVEL
% SHARE



BestFit™ hiring Office Managers



**“ Jamie Greer,
GM Chandler Macleod Consulting**

Office Managers are highly skilled and competent in a broad range of disciplines. Pathways tend to be through Vocational Education & Training (VET) with informal on the job development.

Office Managers organise and control the functions and resources of offices such as administrative systems and office personnel. They will generally be highly competent in most or even all administrative functions and roles under their leadership.

Core Drivers

Working with people

Thrives on interpersonal interactions, values building relationships, and finds fulfillment in helping others succeed.

Ensuring operational efficiency

Takes pride in optimising workflow and operational efficiency within the office environment.

Attention to detail

Values precision and accuracy in managing tasks, ensuring that all aspects of office operations, from scheduling to resource allocation, are meticulously handled.

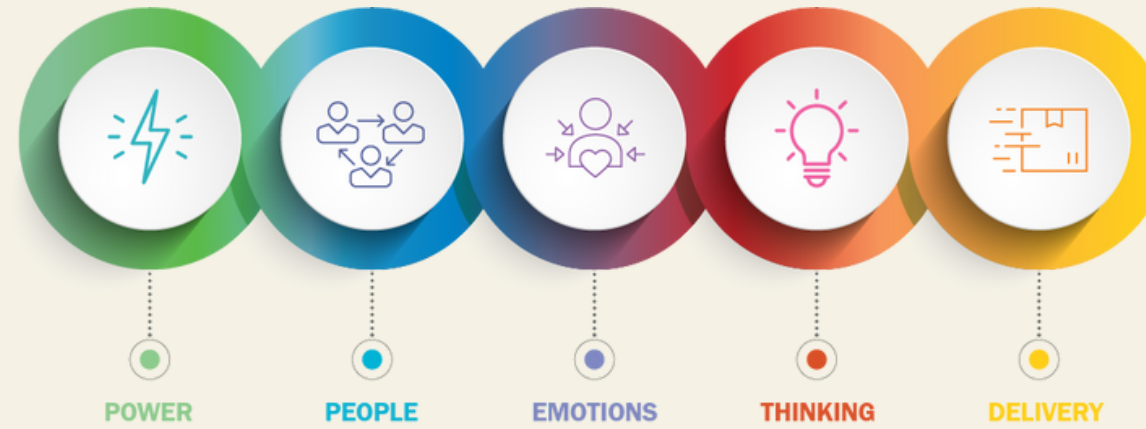
We Recommend

Psychometric Assessments

- Abstract Reasoning Ability
- Verbal Reasoning Ability
- Personality (behavioural competencies and emotional intelligence)
- Error Checking Assessment

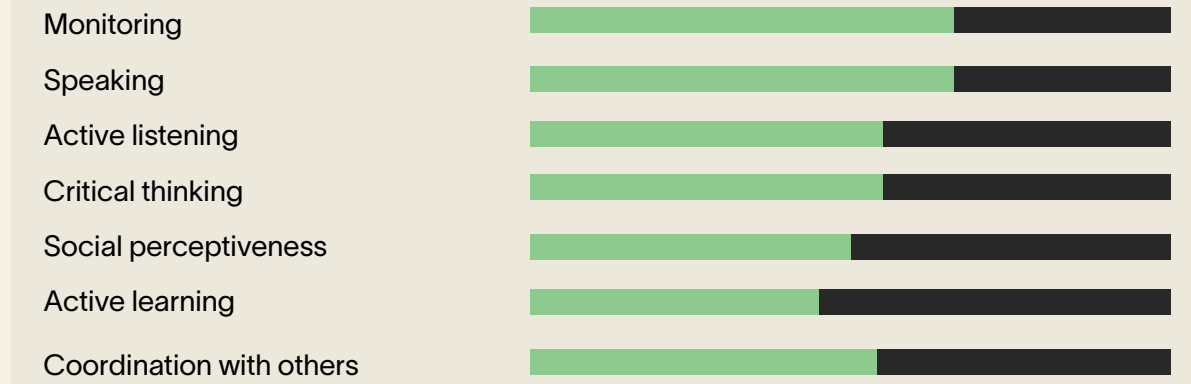


Personality Drivers

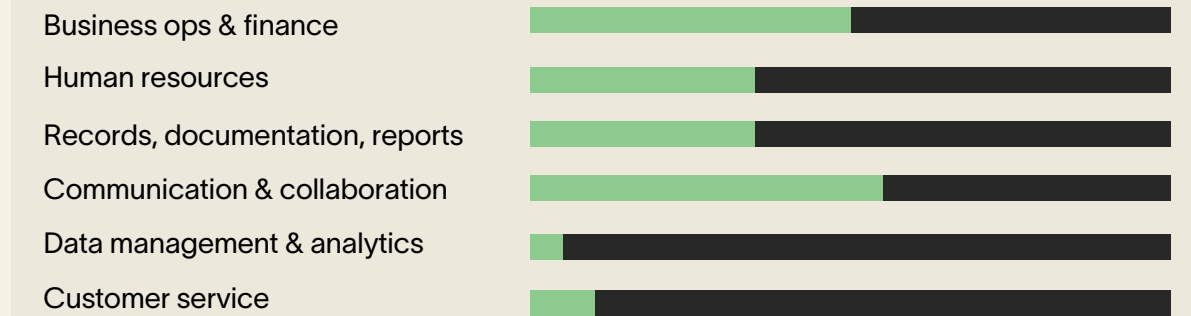


Leadership	Trusting	Enthusiastic	Decisive	Detail oriented
Desire recognition	Supportive	Consistent	Long-term focus	Order
Showy	Collaborative	Emotional	Analytical	Reliable
Commercial	Social insight	Relaxed	Innovative	Focus
Persuasive	Outspoken	Impulsive	Progressive	Rule breaking
	Honest	Gloomy	Receptive to feedback	
	Social confidence	Sensation seeking	Risky	
	Stubborn			

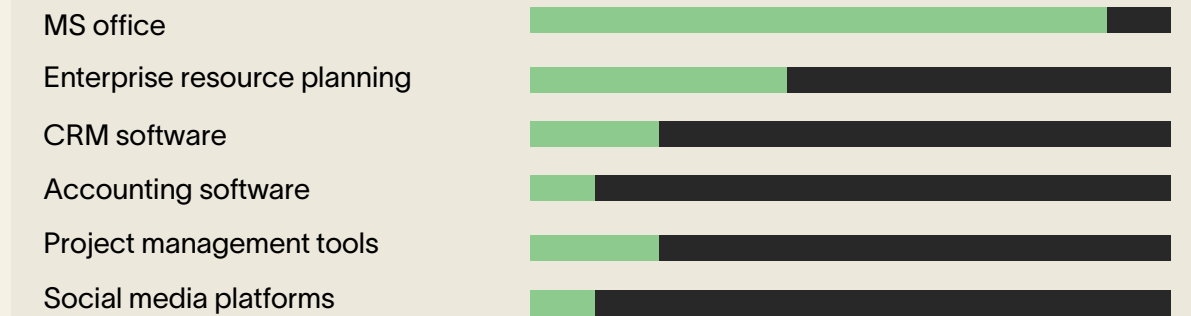
Hard Skills



Time Allocation to Tasks



Technology Skills



Competencies





Personal & Executive Assistants

ANZSCO SUB-GROUP 5211

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Talent Pool Snapshot



53,990
EMPLOYED



0%
1 YEAR CHANGE



\$86.5k
NATIONAL MEDIAN
SALARY

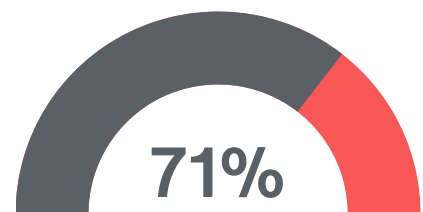


-1%
5 YEAR CHANGE

GENDER RATIO



FULL TIME SHARE

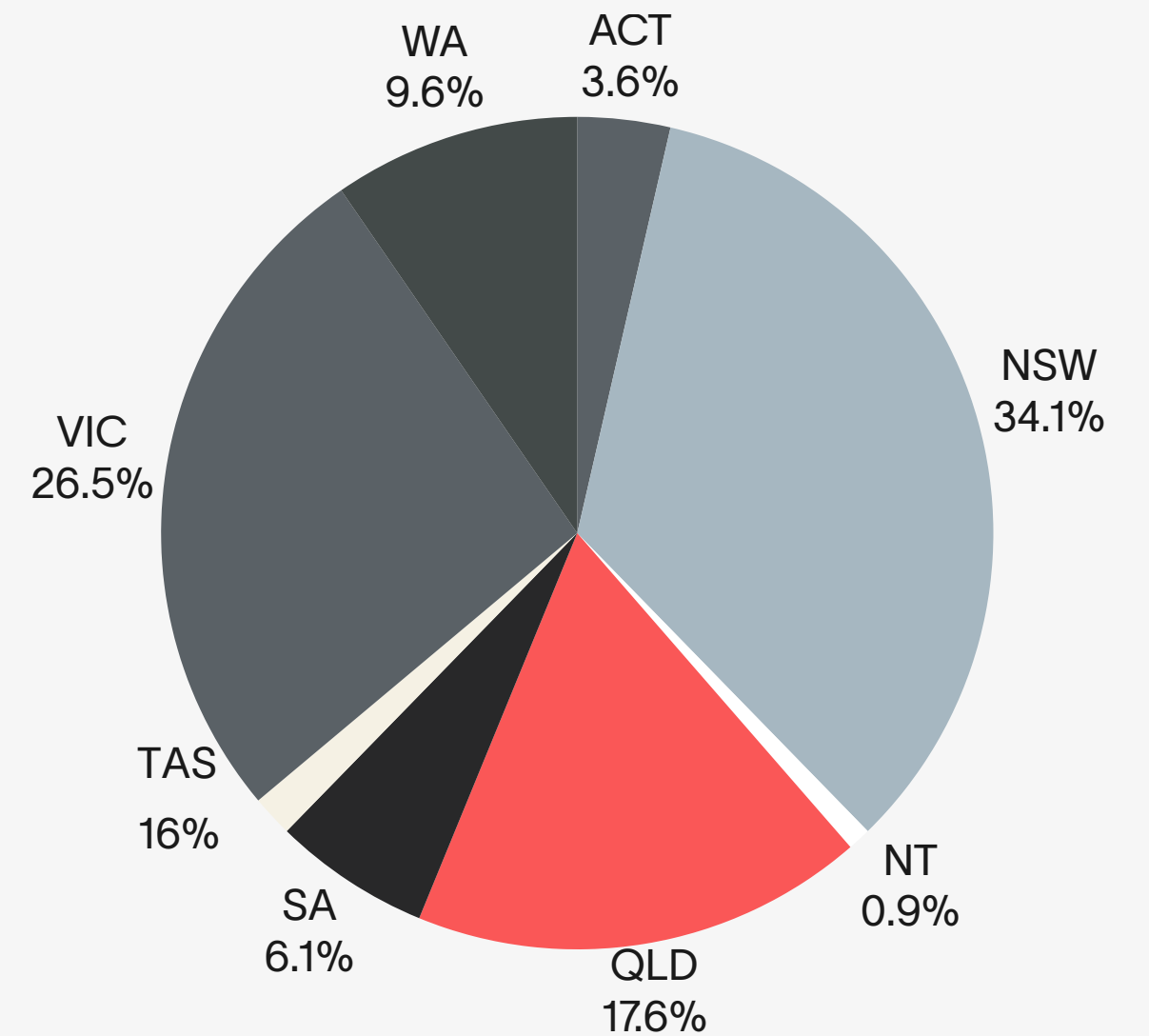


MEDIAN AGE



source: [ABS Labour Force, Australia, Detailed Qtrly](#)
[Australian Labour Market Insights](#)

NATIONAL DISTRIBUTION



INDUSTRIES

BANKING, FINANCE & INSURANCE



ADMINISTRATIVE & SUPPORT SERVICES



PUBLIC ADMIN & SAFETY



HEALTHCARE & SOCIAL ASSISTANCE



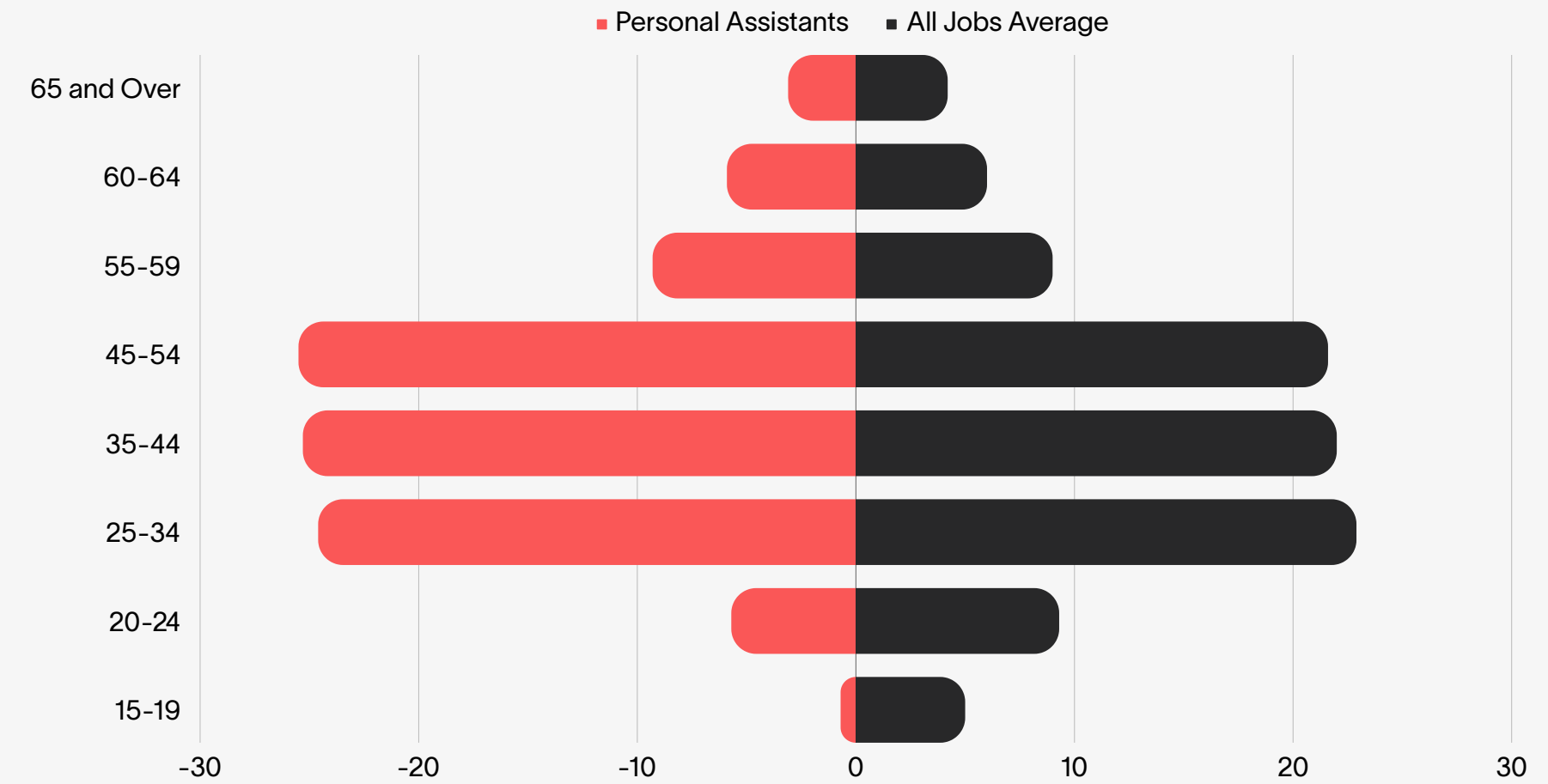
OTHER



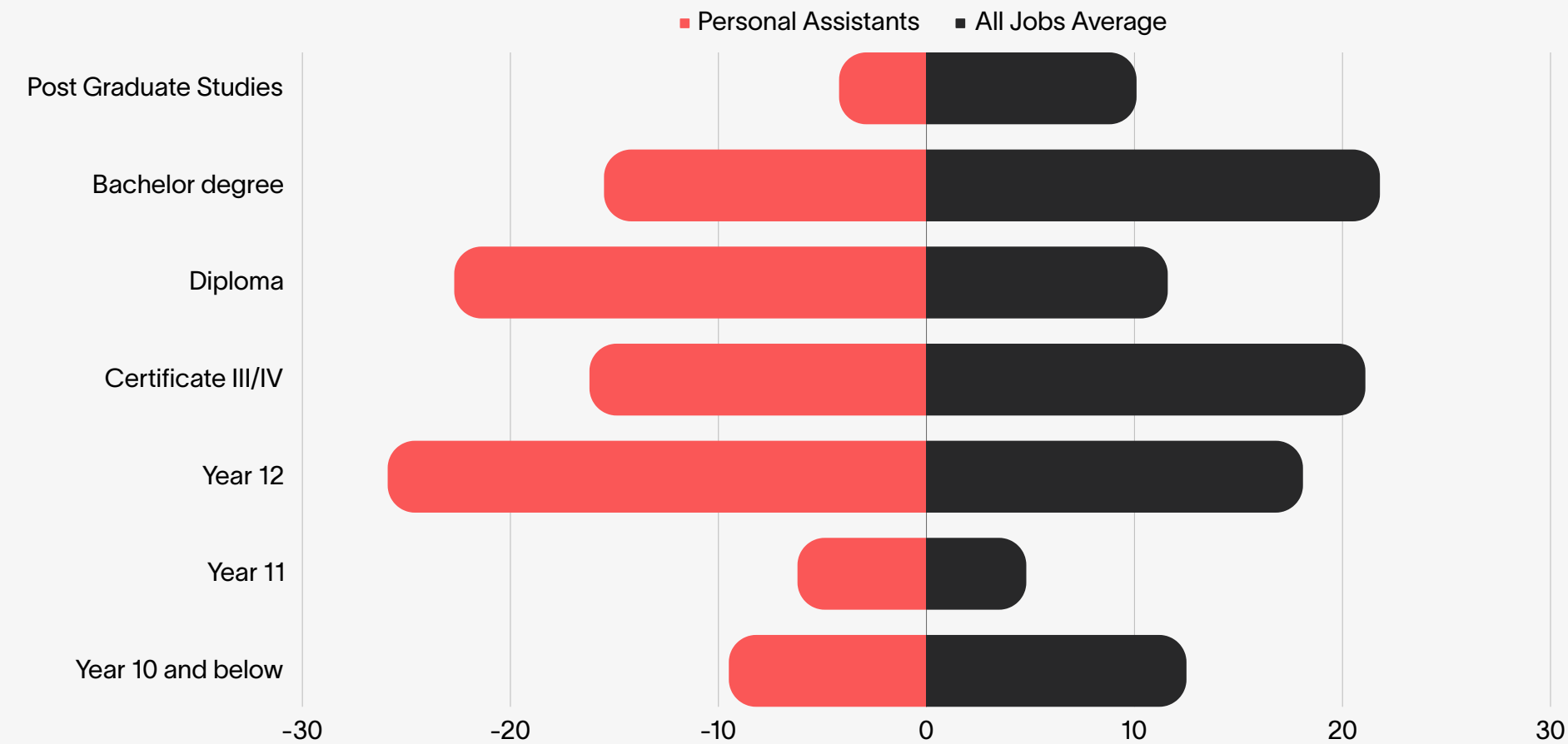
Talent Attraction

- 1 Flexible work arrangements
- 2 Compensation & benefits
- 3 Work-life balance
- 4 Relationships
- 5 Helpful & supportive managers
- 6 Independence
- 7 Recognition

AGE PROFILE
% SHARE



EDUCATION LEVEL
% SHARE





Jamie Greer,
GM Chandler Macleod Consulting

Personal Assistants are highly skilled professionals who are meticulous organisers and adaptable to varying roles. Pathways tend to be through Vocational Education & Training (VET) with informal on the job development.

Personal Assistants perform liaison, coordination and organisational tasks in support of Managers and Professionals. This often includes maintaining a high level of confidentiality and organisational structure.

Core Drivers

Supporting people

Thrives on providing support to others and contributing to their success. Enjoys embodying a service-oriented mentality, prioritising the needs of colleagues and stakeholders

Meticulous organiser

Enjoys being detail-oriented in all tasks, from managing schedules to preparing documents. Enjoys ensuring that every aspect of the role is well organised and executed with precision.

Adaptable problem-solver

Enjoys the dynamic nature of the role and excels at managing multiple tasks simultaneously. Values adaptability and flexibility in handling diverse responsibilities. Enjoys the challenge of resolving problems independently and resourcefully.

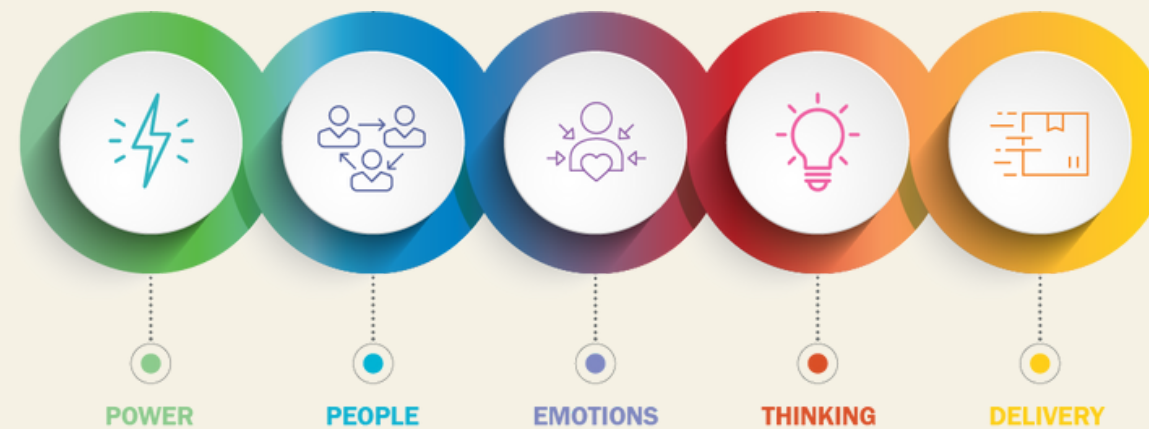
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Psychometric Assessments

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- Emotional Intelligence
- Error Checking Assessment



Personality Drivers

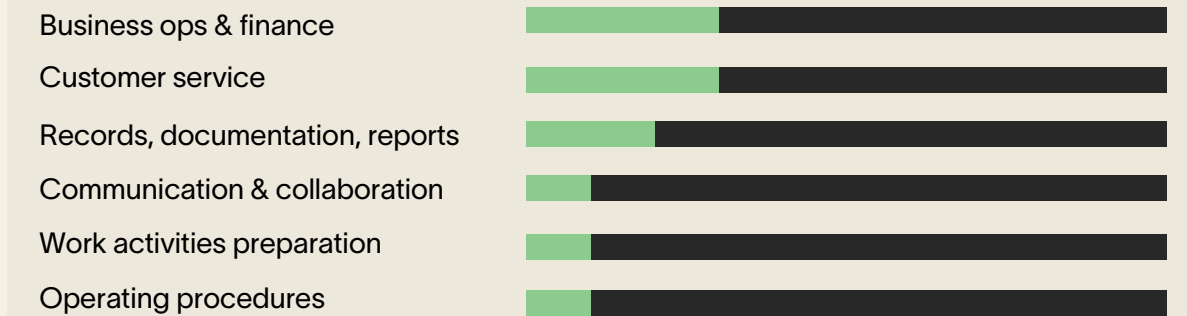


Leadership	Trusting	Enthusiastic	Decisive	Detail oriented
Desire recognition	Supportive	Consistent	Long-term focus	Order
Showy	Collaborative	Emotional	Analytical	Reliable
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Persuasive	Outspoken	Impulsive	Progressive	Rule breaking
	Honest	Gloomy	Receptive to feedback	
	Social confidence	Sensation seeking	Risky	
	Stubborn			

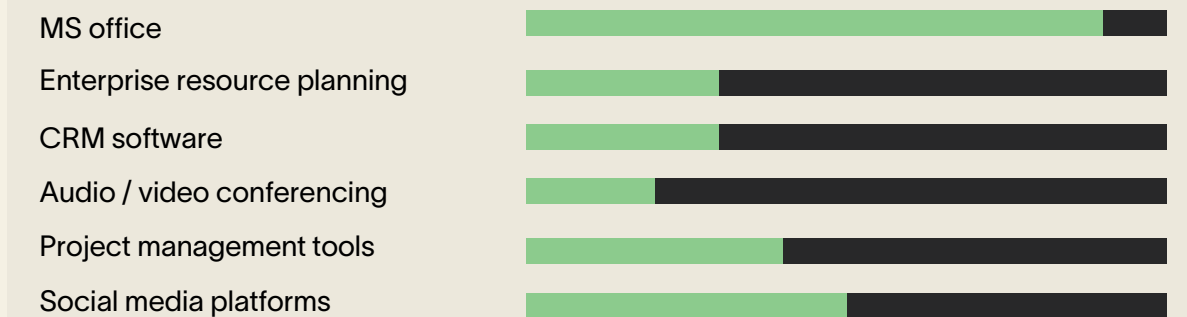
Hard Skills



Time Allocation to Tasks



Technology Skills



Competencies





General Clerks

ANZSCO SUB-GROUP 5311

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General Clerks | ANZSCO SUB-GROUP 5311

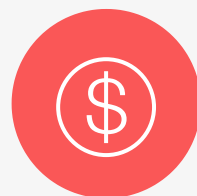
Talent Pool Snapshot



290,754
EMPLOYED



0%
1 YEAR CHANGE



\$64k
NATIONAL MEDIAN
SALARY

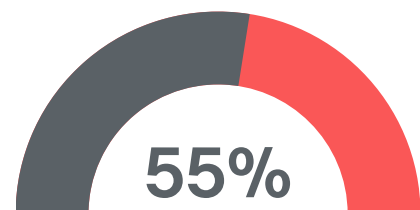


25%
5 YEAR CHANGE

GENDER RATIO



FULL TIME SHARE

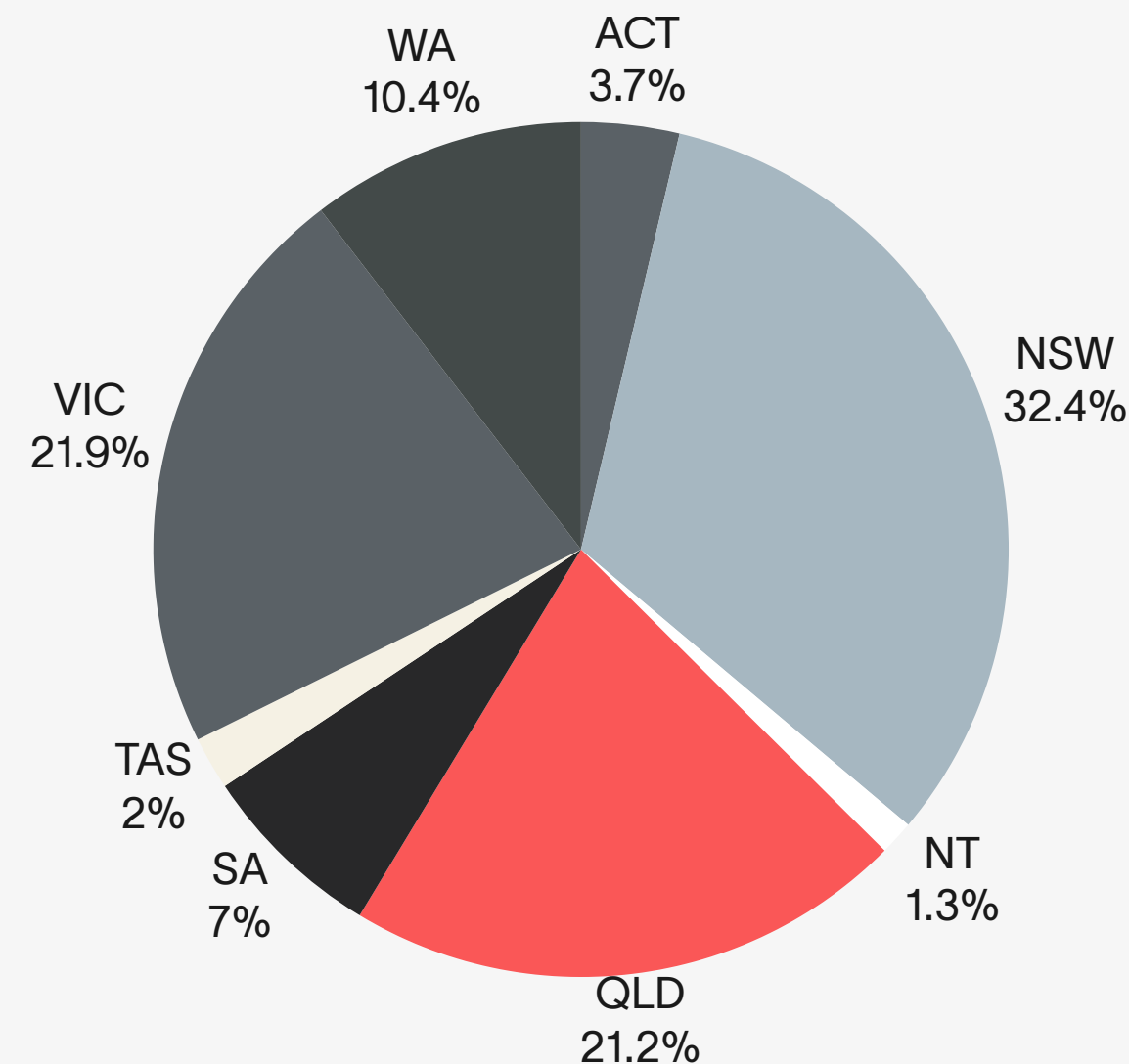


MEDIAN AGE

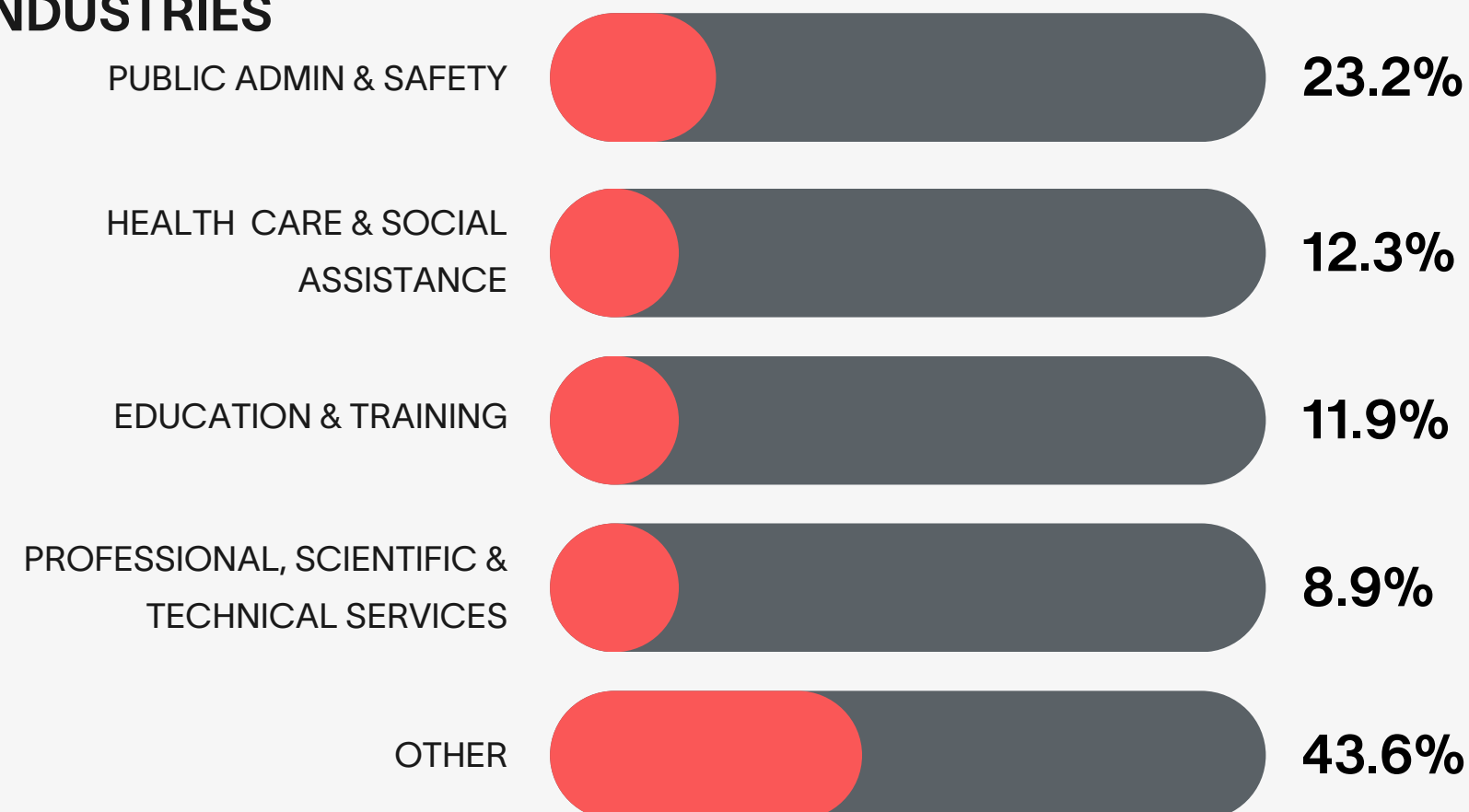


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NATIONAL DISTRIBUTION



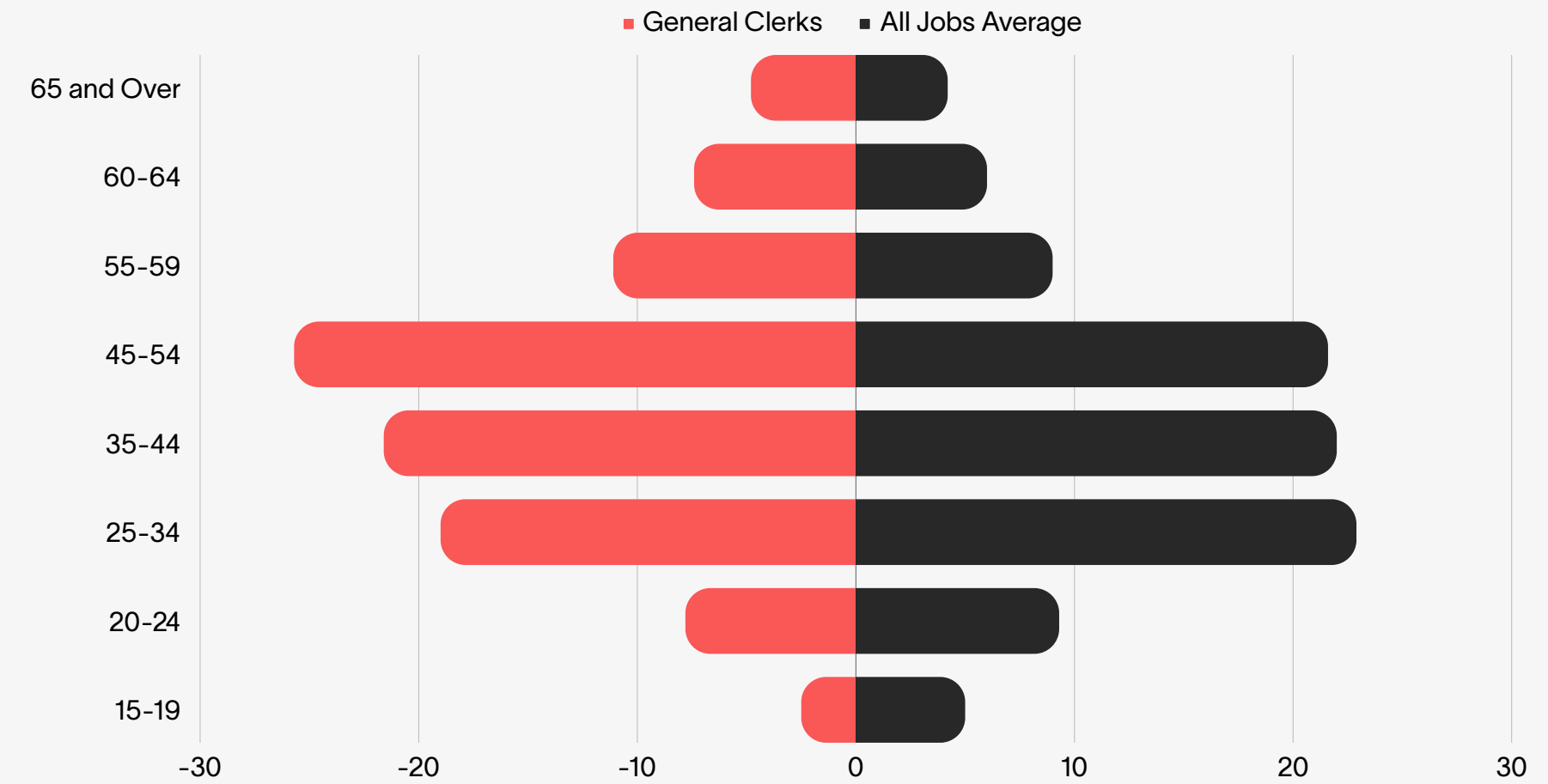
INDUSTRIES



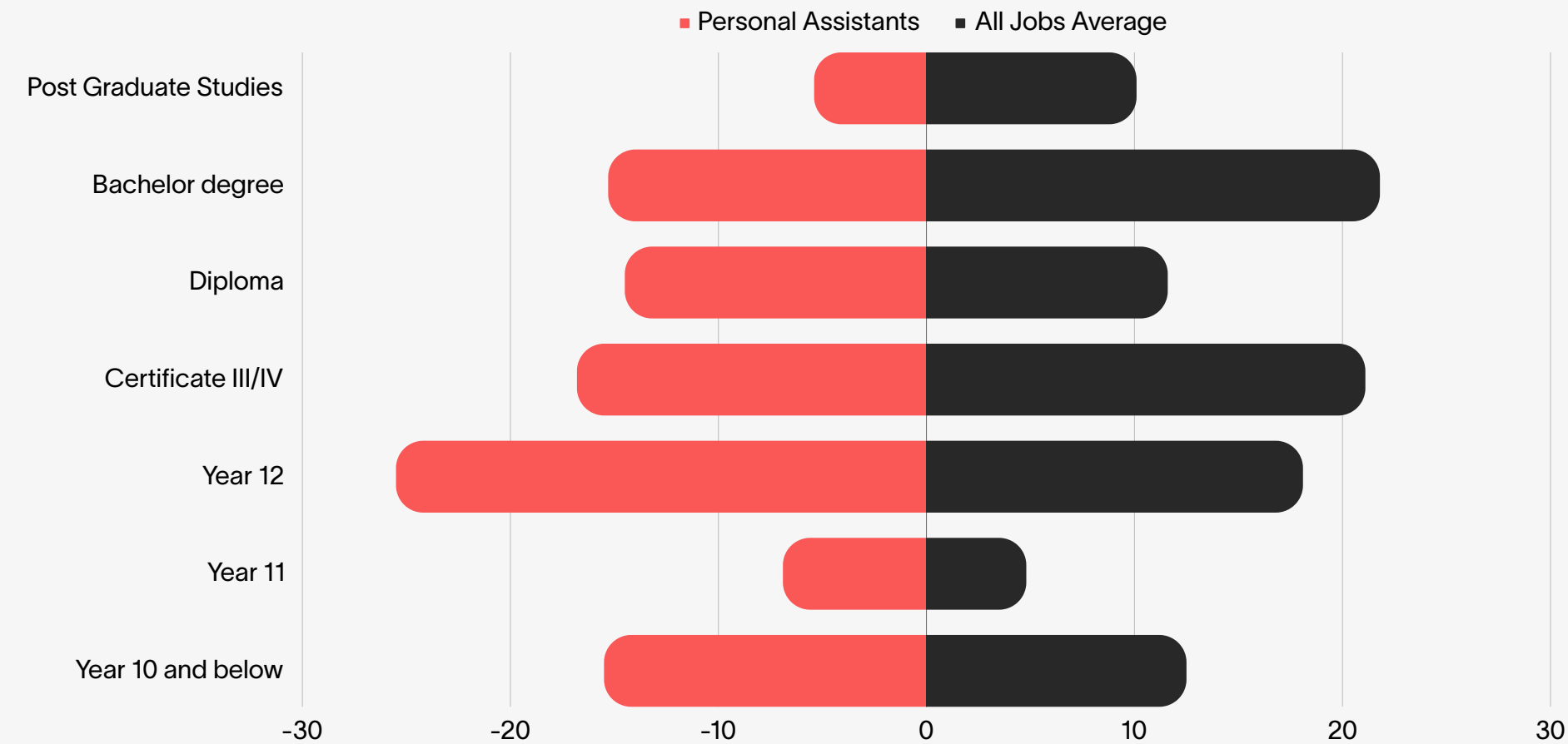
Talent Attraction

- 1 Flexible work arrangements
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AGE PROFILE
% SHARE



EDUCATION LEVEL
% SHARE





Jamie Greer,
GM Chandler Macleod Consulting

General Clerks Pathways tend to be through Vocational Education & Training (VET) with informal on the job development. Clerical roles are a great opportunity to hire for cultural fit and to train for specific skills. They also represent a great opportunity for diverse & inclusive hiring.

General Clerks perform a range of clerical and administrative tasks which often include recording, preparing & sorting tasks, general office tasks, and record keeping and transcription.

Core Drivers

Detail-oriented administrator

Values meticulous attention to detail in recording, preparing, sorting, and filing information. Enjoys ensuring accuracy and precision in administrative tasks

Multi-tasking

Enjoys managing multiple responsibilities simultaneously, and efficiently prioritising tasks to ensure smooth workflow. Values adaptability and flexibility in handling tasks and administrative duties.

Customer service focus

Values providing customers with accurate and helpful information about services. Enjoys assisting others and contributing to a positive customer experience.

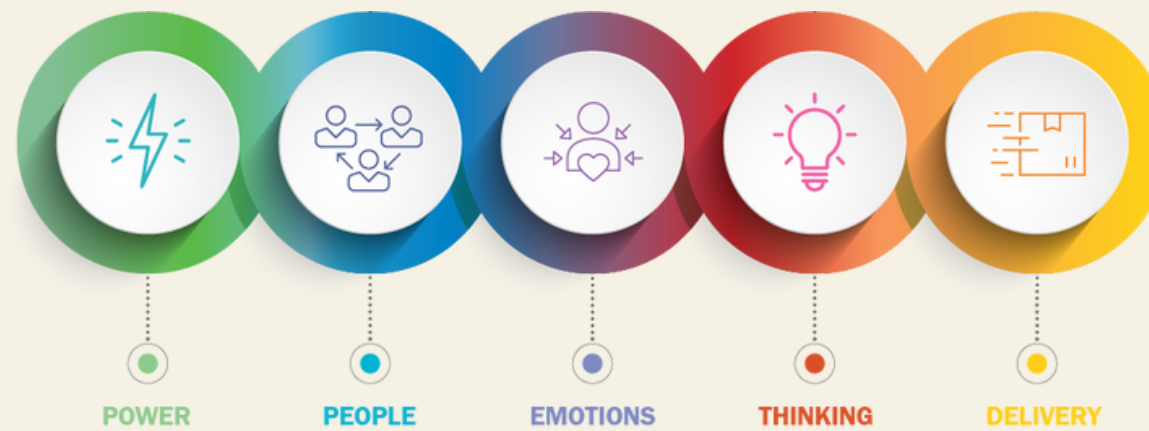
We Recommend

Psychometric Assessments

- Verbal Comprehension Ability
- Personality (behavioural competencies)
- Emotional Intelligence
- Error Checking
- Numerical Reasoning Ability

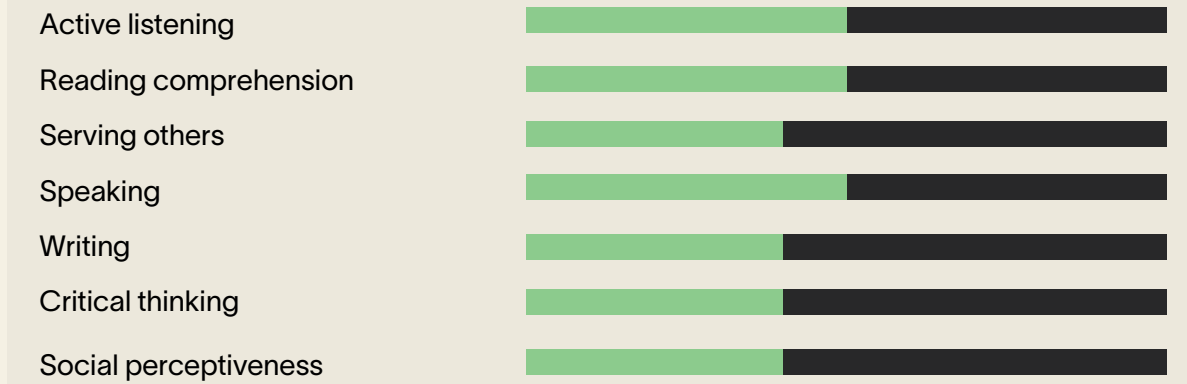


Personality Drivers

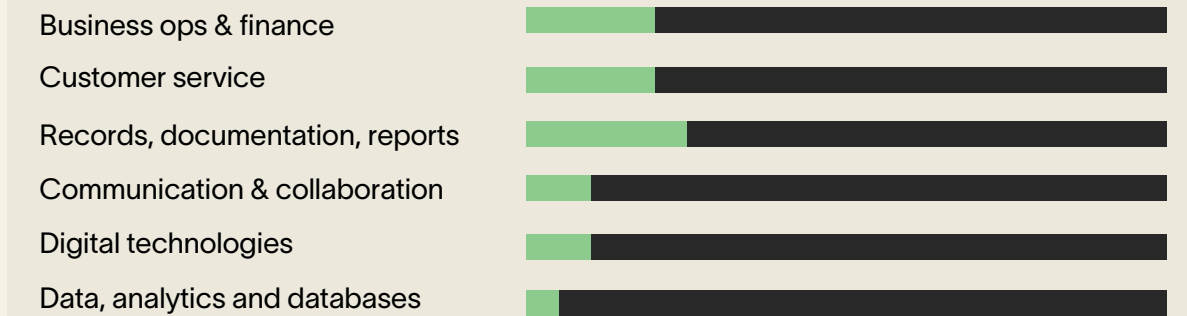


Leadership	Trusting	Enthusiastic	Decisive	Detail oriented
Desire recognition	Supportive	Consistent	Long-term focus	Order
Showy	Collaborative	Emotional	Analytical	Reliable
Commercial	Social insight	Relaxed	Innovative	Focus
Persuasive	Outspoken	Impulsive	Progressive	Rule breaking
	Honest	Gloomy	Receptive to feedback	
	Social confidence	Sensation seeking	Risky	
	Stubborn			

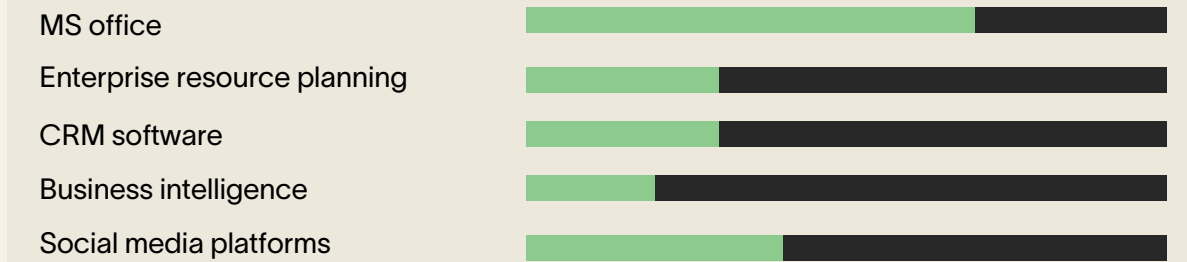
Hard Skills



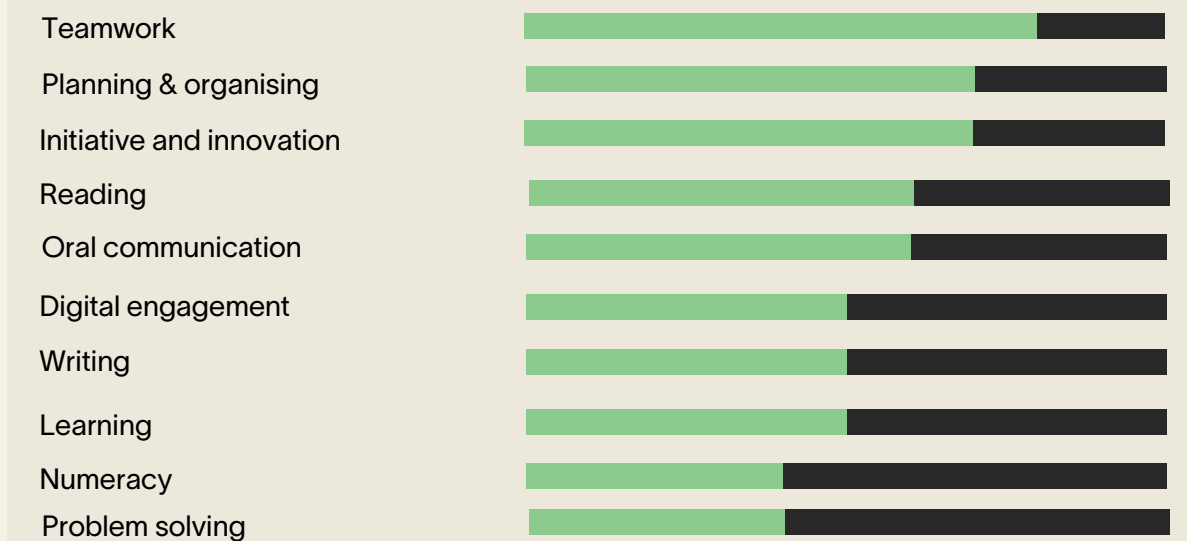
Time Allocation to Tasks



Technology Skills



Competencies



Administration (Permanent in \$'000, Temp Hourly)		NSW			VIC			QLD			WA			SA			ACT		
		25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile
Data Entry Officer	P	\$59.9K	\$63.6K	\$66.8K	\$58.8K	\$62.4K	\$65.5K	\$55.9K	\$59.4K	\$62.4K	\$57.6K	\$61.2K	\$64.3K	\$53.7K	\$57.0K	\$59.9K	\$61.6K	\$65.4K	\$68.7K
	T	\$35	\$37	\$39	\$34	\$36	\$38	\$33	\$35	\$36	\$34	\$36	\$38	\$31	\$33	\$35	\$36	\$38	\$40
Receptionist	P	\$57.8K	\$63.6K	\$67.8K	\$56.7K	\$62.4K	\$66.6K	\$54.0K	\$59.4K	\$63.4K	\$55.6K	\$61.2K	\$65.3K	\$51.8K	\$57.0K	\$60.8K	\$59.4K	\$65.4K	\$69.8K
	T	\$34	\$37	\$40	\$33	\$36	\$39	\$32	\$35	\$37	\$32	\$36	\$38	\$30	\$33	\$36	\$35	\$38	\$41
Legal Administrator / Secretary	P	\$66.8K	\$76.3K	\$85.9K	\$65.5K	\$74.9K	\$84.2K	\$62.4K	\$71.3K	\$80.2K	\$64.3K	\$73.4K	\$82.6K	\$59.9K	\$68.4K	\$77.0K	\$68.7K	\$78.5K	\$88.3K
	T	\$39	\$45	\$50	\$38	\$44	\$49	\$36	\$42	\$47	\$38	\$43	\$48	\$35	\$40	\$45	\$40	\$46	\$52
Medical Administrator / Secretary	P	\$63.1K	\$73.7K	\$85.3K	\$61.9K	\$72.3K	\$83.7K	\$58.9K	\$68.8K	\$79.7K	\$60.7K	\$70.9K	\$82.1K	\$56.5K	\$66.0K	\$76.5K	\$64.9K	\$75.8K	\$87.7K
	T	\$37	\$43	\$50	\$36	\$42	\$49	\$34	\$40	\$47	\$35	\$41	\$48	\$33	\$39	\$45	\$38	\$44	\$51
Administrative Assistant / Coordinator	P	\$62.5K	\$67.8K	\$71.6K	\$61.4K	\$66.6K	\$70.2K	\$58.4K	\$63.4K	\$66.8K	\$60.2K	\$65.3K	\$68.9K	\$56.1K	\$60.8K	\$64.1K	\$64.3K	\$69.8K	\$73.6K
	T	\$37	\$40	\$42	\$36	\$39	\$41	\$34	\$37	\$39	\$35	\$38	\$40	\$33	\$36	\$37	\$38	\$41	\$43
Team Assistant	P	\$66.8K	\$71.0K	\$75.8K	\$65.5K	\$69.7K	\$74.4K	\$62.4K	\$66.3K	\$70.8K	\$64.3K	\$68.3K	\$72.9K	\$59.9K	\$63.7K	\$67.9K	\$68.7K	\$73.0K	\$77.9K
	T	\$39	\$41	\$44	\$38	\$41	\$43	\$36	\$39	\$41	\$38	\$40	\$43	\$35	\$37	\$40	\$40	\$43	\$46
Facilities Coordinator	P	\$67.8K	\$71.6K	\$77.9K	\$66.6K	\$70.2K	\$76.4K	\$63.4K	\$66.8K	\$72.8K	\$65.3K	\$68.9K	\$75.0K	\$60.8K	\$64.1K	\$69.8K	\$69.8K	\$73.6K	\$80.1K
	T	\$40	\$42	\$46	\$39	\$41	\$45	\$37	\$39	\$43	\$38	\$40	\$44	\$36	\$37	\$41	\$41	\$43	\$47
Claims Administrator	P	\$56.2K	\$64.1K	\$73.1K	\$55.1K	\$62.9K	\$71.8K	\$52.5K	\$59.9K	\$68.3K	\$54.1K	\$61.7K	\$70.4K	\$50.4K	\$57.5K	\$65.6K	\$57.8K	\$65.9K	\$75.2K
	T	\$33	\$37	\$43	\$32	\$37	\$42	\$31	\$35	\$40	\$32	\$36	\$41	\$29	\$34	\$38	\$34	\$39	\$44
Sales Support	P	\$61.0K	\$66.8K	\$72.1K	\$59.8K	\$65.5K	\$70.7K	\$56.9K	\$62.4K	\$67.3K	\$58.7K	\$64.3K	\$69.4K	\$54.6K	\$59.9K	\$64.6K	\$62.7K	\$68.7K	\$74.1K
	T	\$36	\$39	\$42	\$35	\$38	\$41	\$33	\$36	\$39	\$34	\$38	\$41	\$32	\$35	\$38	\$37	\$40	\$43

Senior Admin & Project Support (Permanent in \$'000 Temp Hourly)		NSW			VIC			QLD			WA			SA			ACT		
		25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile	25th percentile	Median	75th percentile
Executive / Personal Assistant	P	\$91.2K	\$102.3K	\$119.8K	\$89.4K	\$100.4K	\$117.5K	\$85.1K	\$95.5K	\$111.9K	\$87.7K	\$98.4K	\$115.3K	\$81.7K	\$91.7K	\$107.4K	\$93.7K	\$105.2K	\$123.2K
	T	\$53	\$60	\$70	\$52	\$59	\$69	\$50	\$56	\$65	\$51	\$57	\$67	\$48	\$54	\$63	\$55	\$61	\$72
Office Manager	P	\$81.6K	\$90.6K	\$103.4K	\$80.1K	\$88.9K	\$101.4K	\$76.2K	\$84.6K	\$96.5K	\$78.5K	\$87.2K	\$99.5K	\$73.2K	\$81.2K	\$92.6K	\$83.9K	\$93.2K	\$106.3K
	T	\$48	\$53	\$60	\$47	\$52	\$59	\$45	\$49	\$56	\$46	\$51	\$58	\$43	\$47	\$54	\$49	\$54	\$62
Operations Manager	P	\$110.2K	\$134.6K	\$164.8K	\$108.2K	\$132.1K	\$161.7K	\$103.0K	\$125.7K	\$153.9K	\$106.1K	\$129.5K	\$158.6K	\$98.8K	\$120.7K	\$147.7K	\$113.4K	\$138.4K	\$169.5K
	T	\$64	\$79	\$96	\$63	\$77	\$94	\$60	\$73	\$90	\$62	\$76	\$93	\$58	\$70	\$86	\$66	\$81	\$99
Document Controller	P	\$74.2K	\$82.7K	\$89.6K	\$72.8K	\$81.1K	\$87.9K	\$69.3K	\$77.2K	\$83.7K	\$71.4K	\$79.6K	\$86.2K	\$66.5K	\$74.1K	\$80.3K	\$76.3K	\$85.0K	\$92.1K
	T	\$43	\$48	\$52	\$43	\$47	\$51	\$40	\$45	\$49	\$42	\$46	\$50	\$39	\$43	\$47	\$45	\$50	\$54
Project Administrator	P	\$71.6K	\$76.3K	\$81.6K	\$70.2K	\$74.9K	\$80.1K	\$66.8K	\$71.3K	\$76.2K	\$68.9K	\$73.4K	\$78.5K	\$64.1K	\$68.4K	\$73.2K	\$73.6K	\$78.5K	\$83.9K
	T	\$42	\$45	\$48	\$41	\$44	\$47	\$39	\$42	\$45	\$40	\$43	\$46	\$37	\$40	\$43	\$43	\$46	\$49
Project Coordinator	P	\$75.3K	\$82.2K	\$89.6K	\$73.8K	\$80.6K	\$87.9K	\$70.3K	\$76.7K	\$83.7K	\$72.4K	\$79.1K	\$86.2K	\$67.5K	\$73.6K	\$80.3K	\$77.4K	\$84.5K	\$92.1K
	T	\$44	\$48	\$52	\$43	\$47	\$51	\$41	\$45	\$49	\$42	\$46	\$50	\$39	\$43	\$47	\$45	\$49	\$54
Contracts Administrator	P	\$67.8K	\$80.6K	\$93.3K	\$66.6K	\$79.0K	\$91.5K	\$63.4K	\$75.2K	\$87.1K	\$65.3K	\$77.5K	\$89.8K	\$60.8K	\$72.2K	\$83.6K	\$69.8K	\$82.8K	\$95.9K
	T	\$40	\$47	\$54	\$39	\$46	\$53	\$37	\$44	\$51	\$38	\$45	\$52	\$36	\$42	\$49	\$41	\$48	\$56

Let's Work Together!

By leveraging our extensive industry expertise and a finely tuned recruitment process, we go beyond traditional hiring methods to connect you with individuals who not only possess the skills you need, but also align with your company's values and culture.

Elevate your workforce with Chandler Macleod where we transform the recruitment experience into a strategic partnership dedicated to sourcing and securing the right talent for your organisation's sustained success. Discover the difference with Chandler Macleod, because We Get People.



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