

BROOK

BUSINESS SUPPORT

SALARY GUIDE

2026/2027

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MARKET OUTLOOK

The workplace is changing faster than ever before.

Artificial intelligence is transforming the way businesses operate, automating routine tasks and creating new opportunities to improve efficiency. While technology continues to evolve, one thing remains constant: great businesses are still built by great people.

At BROOK, we're seeing Business Support professionals become more influential than ever. Employers are looking beyond administrative capability, seeking individuals who take initiative, embrace technology, solve problems and keep organisations running efficiently. Adaptability, strong communication and a proactive mindset have become essential qualities in today's workplace.

One thing is becoming increasingly clear: the highest-performing professionals won't compete with AI, they'll work alongside it. Those who leverage technology to improve productivity while continuing to deliver exceptional service, organisation and stakeholder support will be the professionals who thrive.

Every conversation we have with clients reinforces the same message: performance matters. Organisations are investing in Business Support professionals who create value, strengthen teams and contribute to long-term success.

This guide brings together BROOK's market insights, recruitment expertise and salary data to support informed hiring and career decisions.



WHO WE ARE

For almost two decades, BROOK has partnered with some of Australia's most respected organisations to connect exceptional talent across Finance & Accounting, Human Resources, Business Support & Executive Assistants, Sales & Marketing and corporate leadership.

Our expertise extends far beyond recruitment. Through thousands of placements, long-standing client partnerships, and our growing B.Networks executive community, we've developed deep market intelligence and a genuine understanding of what drives successful businesses and high-performing careers.

We believe recruitment is about more than filling vacancies. It's about identifying individuals who will create lasting impact, strengthen culture, and contribute to long-term organisational success.

Whether you're building your team, benchmarking salaries, or exploring your next career move, our experienced consultants are here to provide trusted advice and market insight every step of the way.

We would love to start the conversation.

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B.BOSS

Attracting and retaining emerging talent requires more than offering competitive salaries. Early-career professionals are increasingly looking for opportunities to develop their skills, expand their networks, and gain exposure to industry leaders.

That’s why we’re proud to introduce the B.BOSS Network, an exclusive community designed to support the next generation of professionals as they build confidence and navigate the early stages of their careers.

Through practical workshops, inspiring speakers, and meaningful networking opportunities, B.BOSS provides junior professionals with the tools, knowledge, and connections they need to succeed in today’s workplace.

Covering topics such as communication, career growth, personal branding, negotiation, and emotional intelligence, the network is designed to help members accelerate their development while building valuable professional relationships.

For employers, B.BOSS offers a meaningful way to invest in talent development, strengthen engagement, and support long-term career success.



PARTNERSHIPS

BR00K partners with organisations that share our commitment to building stronger businesses, meaningful relationships and exceptional professional communities.

Our partners play an integral role in bringing B.Networks to life, supporting premium events, thought leadership and relevant connections that inspire collaboration and help shape the future of work.

We are proud to welcome Corporate Traveller as our Gold Partner for the 2026/27 Salary Guide and B.Networks.

CORPORATE TRAVELLER

Australia's leading travel management partner for SMEs, combining innovative technology with personalised service to make business travel simpler, smarter and more efficient.

[Click here to book a Business Travel Demo](#)



BUSINESS SUPPORT

ROLE	0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190	200		
<u>RECEPTION & FRONT OF HOUSE</u>																							
Concierge																						(65k - 80k)	
Reception																						(65k - 80k)	
<u>ADMINISTRATION & OFFICE SUPPORT</u>																							
Administration Assistant																						(65k - 85k)	
Team Assistant																						(65k - 85k)	
Team Administrator																						(70k - 85k)	
Office Manager																						(85k - 125k)	
<u>EXECUTIVE & PERSONAL SUPPORT</u>																							
Personal Assistant																						(90k - 130k)	
<u>PROJECTS & CONTRACTS</u>																							
Project Administrator																						(65k - 80k)	
Project Coordinator																						(75k - 90k)	
<u>CLIENT & CUSTOMER SERVICE</u>																							
Customer Service Officer																						(65k - 80k)	
Client Services Administrator																						(70k - 90k)	
<u>LEGAL SUPPORT</u>																							
Legal Secretary																						(80k - 100k)	

**All salaries listed are base annual salary (excl. Super) \$'000

BUSINESS SUPPORT TASK BREAKDOWN

Concierge65 – 80 (excl. Super)

- Provide exceptional service to executives, employees, & clients through personalised assistance
- Deliver outstanding customer service to employees, clients, & visitors
- Handle special requests, errands, & last-minute tasks
- Provide solutions for office-related inquiries
- Ensure office amenities are stocked & accessible
- Act as a contact for general concierge services
- Liaise with vendors & service providers
- Foster a welcoming environment to enhance satisfaction

Reception65 – 80 (excl. Super)

- Manages front desk operations, greets visitors, answers phone calls, & provides general assistance.
- Answer and route phone calls
- Manage front desk operations and provide general information and assistance
- Schedule appointments and meetings
- Sort and distribute mail/packages
- Record visitor and office data and ensure visitor security
- Maintain office supplies

Administration Assistant65 – 85 (excl. Super)

- Provide administrative support to the team, handling day-to-day tasks accurately and efficiently.
- Answer phones, direct calls and take messages
- Manage filing systems, data entry and basic record keeping
- Create and update spreadsheets, documents and presentations
- Cover reception as required
- Process, sort and distribute incoming and outgoing mail and deliveries
- Monitor and replenish office supplies
- Assist with photocopying and distributing paperwork

Team Assistant65 – 85 (excl. Super)

- Supports team, managing day-to-day admin tasks, coordinating activities, & assisting with operations.
- Coordinate team meetings & assist with scheduling
- Manage team calendars & ensure efficiency
- Prepare & format reports, presentations, documents
- Organise filing systems & team records
- Order office supplies & manage inventory
- Assist with travel arrangements & team logistics
- Communicate across departments to facilitate project coordination
- Provide general administrative support for team initiatives.

Team Administrator70 – 85 (excl. Super)

- Provides key support to a team, managing admin functions, coordinating workflows, ensuring efficient operations.
- Coordinate team meetings & appointments
- Maintain & organise team records
- Track & manage office supplies for team use
- Prepare & distribute reports & presentations for the team
- Act as a liaison between team & other departments & partners
- Arrange travel & logistics for team

Office Manager85 – 125 (excl. Super)

- Oversee smooth operation of office, managing resources, & ensuring efficiency across all admin process.
- Oversee day-to-day office operations & ensure smooth workflow
- Manage office budgets, track expenses, & maintain financial records
- Supervise administrative staff, provide guidance when needed
- Implement & enforce office policies, procedures
- Coordinate office maintenance, supplies, & vendor management
- Organise meetings, events, & travel arrangements for staff
- Ensure compliance with health, safety, & legal workplace regulations

**All salaries listed are base annual salary (excl. Super) \$'000

BUSINESS SUPPORT TASK BREAKDOWN

Personal Assistant90 – 130 (excl. Super)

- Offer a high-level support to executives or individuals, managing their schedules, personal tasks, & ensuring smooth daily operations.
- Manage & organise complex calendars, appointments, & meetings
Coordinate travel arrangements, including booking flights, hotels, & creating itineraries
Handle personal errands & day-to-day administrative tasks for the executive
Prepare documents, presentations, & reports as required
Provide proactive support by anticipating needs & managing priorities
Ensure confidentiality & handle sensitive information with discretion

Project Administrator65 – 80 (excl. Super)

- Provide key administrative support to project managers & teams, ensuring efficient task organisation & tracking.
- Assist with project planning, scheduling, & coordination
Prepare & maintain project documentation
Track progress & ensure timelines are met
Organise project meetings, including agendas & minutes
Assist in budgeting & tracking expenses
Maintain project files & databases

Project Coordinator75 – 90 (excl. Super)

- Oversees & supports project operations, ensuring that resources and tasks are aligned to meet project deadlines.
- Coordinate project timelines, schedules, & task assignments
Ensure communication between project teams, stakeholders, & clients
Organise & facilitate project meetings, including preparing agendas & minutes
Track & report on project budgets, expenditures, & resources
Manage project documentation & ensure proper filing & organisation
Support project managers in planning, execution, & delivery of projects
Ensure compliance with project specifications, safety standards, & deadlines

Customer Service Officer65 – 80 (excl. Super)

- Provide exceptional support to customers & ensure a positive experience with the company.
- Respond to and resolve customer inquiries and complaints
Provide product or service information & assist customers in making decisions
Process orders, returns, & exchanges in a timely & accurate manner
Maintain & update customer accounts & records
Ensure high levels of customer satisfaction and deliver a positive experience
Follow up with customers to ensure their needs have been met
Track customer feedback & report trends to management for improvement.

Client Services Administrator70 – 90 (excl. Super)

- Provide administrative & customer service support to ensure smooth operations & client satisfaction
- Manage client enquiries via phone, email, & in-person
Assist with client onboarding & record maintenance
Prepare & send client documentation & reports
Support client services with admin tasks & project management
Address client issues & requests promptly
Process payments, billing, & invoicing
Maintain updated client databases and track client feedback

Legal Secretary80 – 100 (excl. Super)

- Provide admin support to lawyers & legal teams, ensuring smooth operations & efficient handling of legal documentation.
- Draft, proofread, legal documents
Manage legal files, case records, & documents
Schedule appointments, court dates, & meetings
Answer client calls, emails, & enquiries
Maintain confidential client & case information
Assist with billing, invoicing, & tracking fees
Coordinate communication between clients, lawyers, & external parties
Handle admin duties such as photocopying, scanning, & data entry

**All salaries listed are base annual salary (excl. Super) \$'000

WHAT'S NEXT

For almost 20 years, BROOK has built trusted relationships with Australia's leading organisations and exceptional professionals. Those relationships continue to shape the insights, opportunities and connections that define our business today.

Whether you're looking to hire exceptional talent, benchmark salaries, explore your next career opportunity or gain market insight, our experienced team is here to help.

At BROOK, we believe the best outcomes begin with a conversation. Whether you're building a high-performing team, advancing your career, or looking for strategic recruitment advice, we'd love the opportunity to support your journey.

Let's start the conversation.

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