

A woman in a light-colored blazer is standing and pointing at a whiteboard with a pen. She is in a modern office setting with a brick wall and a large window. Two other people are seated in the foreground, looking towards her. The entire image is overlaid with a red tint and a white geometric shape on the left side containing the title.

# ACCOUNTABILITY MARKET TRENDS REPORT 2021



AccountAbility



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SALARY GUIDES:  
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**AccountAbility**

## ABOUT US

We are Australia's leading Accounting and Business Support recruitment specialists. Established in 2004 we have offices in Sydney and Melbourne. AccountAbility is part of the Ambition Group.

## HOW WE WORK

Conversation is our passion.  
We listen and we respond.  
Being truly connected to our clients – understanding a firm's structure and the culture of the team you are working hard to create – is key to our success, and yours.

When talking to candidates we are an extension of your business. Speed is vital to us and it shows. We fill 80% of temporary roles within 24 hours. Working as a team enables us to achieve high quality results, fast.

We recruit permanent, temporary and contract staff in Sydney and Melbourne in the following functions:



### BUSINESS SUPPORT

- ▶ Executive Assistant / Personal Assistant
- ▶ Office Manager
- ▶ Receptionist
- ▶ Team Assistant
- ▶ Administration Assistant / Data Entry
- ▶ Coordinator
- ▶ Customer Service – Order Processing
- ▶ Customer Service – Call Centre
- ▶ Customer Service – Team Leader
- ▶ Outbound Sales Representative



### ACCOUNTING SUPPORT

- ▶ Accounts Payable\*
- ▶ Accounts Receivable\*
- ▶ Assistant Accountant
- ▶ Collections\*
- ▶ Payroll\*
- ▶ Credit\*
- ▶ Bookkeeper
- ▶ Accounts Clerk

\*up to and including management level

Specialists in our field, we know what drives candidates in Accounting and Business Support roles to change jobs, and what companies need to do to get the people they want. Put simply, we will get you the best candidates, quickly and efficiently, whenever you need them.



# WHAT YOU TELL US ABOUT THE MARKET

Our Market Trends Report offers an overview of last year’s accounting and business support trends in addition to some insights into what 2021 has in store.

This year we surveyed over 2000 employers and employees across Sydney and Melbourne and this, combined with a detailed analysis of the roles we have recruited in 2020 has provided us with the following results.

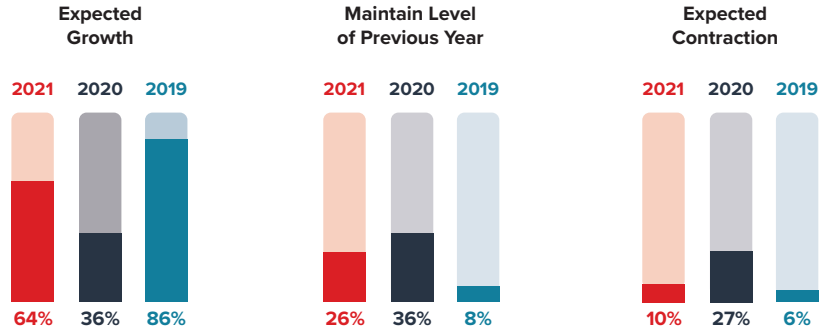
# BUSINESS PERFORMANCE

## 2021 EXPECTATIONS

- 64% expected growth in 2021
- 26% expected to maintain levels of 2020
- 10% expected contraction

## 2020 FINDINGS

- 37% of companies performed better than expected
- 36% of companies performed as expected
- 27% of companies performed worse than expected



# THE CURRENT CLIMATE

## REMUNERATION



**65%**

OF CANDIDATES STATED BASE SALARIES STAYED THE SAME (UP 4% ON LAST YEAR).



**66%**

OF COMPANIES REPORTED BASE SALARIES STAYED THE SAME ACROSS ACCOUNTING & BUSINESS SUPPORT ROLES.



**24%**

RECORDED AN INCREASE.



**30%**

RECORDED AN INCREASE.



**11%**

RECORDED A DECREASE.



**4%**

RECORDED A DECREASE.

# THE CURRENT CLIMATE

## HIRING



# 17%

**OF EMPLOYERS ANTICIPATE  
HIRING IN THE NEXT 12 MONTHS.**

### The top 5 areas companies will be hiring

- ✓ **34%** Accounts Payable
- ✓ **28%** Accounts Receivable
- ✓ **28%** Assistant Accountant
- ✓ **23%** Payroll
- ✓ **13%** Customer Service

### The hardest areas to recruit are



**BUSINESS  
SUPPORT.**



**CUSTOMER  
SERVICE.**



**ACCOUNTING  
SUPPORT.**



**PAYROLL.**

### The top 5 frustrations for candidates during the recruitment process:

- ✓ Lack of response to an online application
- ✓ No or poor feedback following a resume being sent
- ✓ No or poor feedback following an interview
- ✓ The reality of the role is not as described during the interview
- ✓ Poor onboarding/ induction when starting a role

# 41%

**OF EMPLOYERS USE LINKEDIN IN THEIR  
MARKETING STRATEGY,**

**71% OF THESE EMPLOYERS STATE THEY HAVE BEEN  
UNSUCCESSFUL WHEN RECRUITING INTO ACCOUNTING  
OR BUSINESS SUPPORT THROUGH LINKEDIN.**

# THE CURRENT CLIMATE

## FLEXI WORKING



**65%** OF EMPLOYEES STATED THEIR COMPANY OFFERS FLEXIBLE WORKING.

**If so, what do they offer?**

- ✓ 52% working from home
- ✓ 84% flexible start/finish times
- ✓ 66% able to attend appointments
- ✓ 41% tailored to individual requirements



**78%** OF EMPLOYEES STATED THEIR COMPANY OFFERS FLEXIBLE WORKING.

**If so, what do they offer?**

- ✓ 82% working from home
- ✓ 80% flexible start/finish times
- ✓ 53% able to attend appointments
- ✓ 51% tailored to individual requirements



**22%** OF EMPLOYERS STATE THAT THEIR COMPANY DOES NOT OFFER FLEXIBLE WORKING.

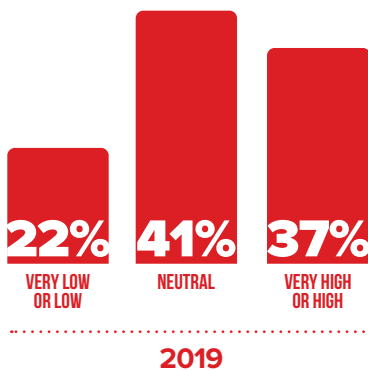
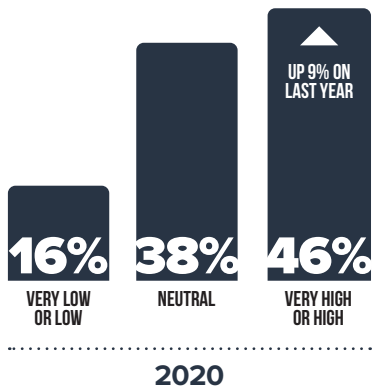
AS FLEXIBLE WORKING HAS BECOME COMMONPLACE OVER THE LAST YEAR, IT HAS BECOME EVIDENT THAT WITHOUT THE OPTION OF FLEXIBLE WORKING, EMPLOYERS HAVE FOUND THEIR CANDIDATE POOL SIGNIFICANTLY REDUCED, MAKING FINDING THE “RIGHT” TALENT HARDER THAN EVER.



# THE CURRENT CLIMATE

## MORALE

EMPLOYEES DESCRIBE MORALE IN THEIR BUSINESS AREA AS:



# 69%

OF EMPLOYEES ARE HAPPY  
IN THEIR CURRENT ROLE.

OF THOSE THAT ARE UNHAPPY THE MAIN  
REASONS ARE DUE TO LACK OF CAREER  
PROGRESSION, COMPANY CULTURE AND SALARY.

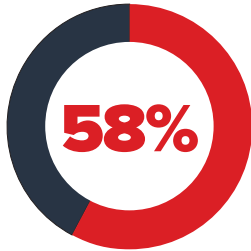
# 40%

OF EMPLOYEES WORRY  
ABOUT LOSING THEIR JOB.

THE TOP REASONS EMPLOYEES WORRY  
ABOUT LOSING THEIR JOBS ARE DOWNSIZING/  
REDUNDANCIES & COMPANY PERFORMANCE.

# THE CURRENT CLIMATE

## MOVING ROLES



OF EMPLOYEES ARE LOOKING TO MOVE ROLES WITHIN THE NEXT 12 MONTHS.

### TOP FIVE FACTORS WHEN LOOKING FOR A NEW ROLE:



COMPANY  
CULTURE



STABILITY  
OF COMPANY



LOCATION



LONG-TERM  
CAREER  
OPPORTUNITIES



BENEFITS

### WHAT IS IMPORTANT TO EMPLOYEES TO RETAIN THEM WITHIN THE BUSINESS?



STABILITY  
OF COMPANY



COMPANY  
CULTURE



BENEFITS



COMPANY  
STRATEGY/  
DIRECTION



COMPANY  
BRAND

# WHERE TO FIND CANDIDATES



Candidates surveyed stated that if they were looking for their next role they would use the following medium:

- 33%** Through a direct advertisement placed by the company
- 10%** Through referral from a friend or colleague
- 5%** Through a company website
- 3%** Headhunted
- 1%** Social media

**65%** OF CANDIDATES WOULD PREFER TO USE A RECRUITMENT AGENCY INSTEAD OF APPLYING DIRECTLY WHEN LOOKING FOR A NEW ROLE.



# COVID-19

## HOW HAVE COMPANIES REACTED TO COVID-19



# 28%

**OF EMPLOYEES STATED STAFFING NUMBERS HAD REDUCED IN THE LAST 12 MONTHS.**

**Top 4 measures/ initiatives companies have implemented to help support their employees throughout COVID-19.**

- ✓ **95%** working from home and flexibility of hours
- ✓ **83%** mental health support/ employee assistance programs
- ✓ **64%** more opportunities to connect to other employees through communication platforms
- ✓ **40%** increased 1:1 time with manager(s) or team



# 44%

**OF EMPLOYEES REPORTED THEIR COMPANY SUPPORTED THEM THROUGH COVID-19 BY PROVIDING MENTAL HEALTH SUPPORT/ EMPLOYEE ASSISTANCE PROGRAMS.**

# 20%

**OF EMPLOYEES STATED THEY HAD ACCESS TO NONE OF THE ABOVE.**

## OVERTIME



# 20%

**OF EMPLOYEES ARE WORKING MORE THAN THEIR WEEKLY CONTRACTED HOURS.**

**WITH 39% WORKING 2-5 EXTRA HOURS AND 38% WORKING 5 OR MORE EXTRA HOURS A WEEK.**

# ONBOARDING



**90%**

OF EMPLOYERS STATE  
THEY HAD A FORMAL  
ONBOARDING PROCESS.



**47%**

OF EMPLOYEES STATE  
THEIR COMPANY HAS  
A WAY OF MEASURING  
STAFF ENGAGEMENT  
IN THE FIRST 3 MONTHS  
OF JOINING THE BUSINESS.



**85%**

OF EMPLOYERS HAVE A  
COMPANY POLICY WHEREBY  
EMPLOYEES RECEIVE EITHER  
AN ANNUAL SALARY REVIEW  
OR A CPI ANNUAL INCREASE.  
10% UP FROM LAST YEAR.

## DIGITAL ONBOARDING



**54%**

OF COMPANIES ARE VIRTUALLY  
ONBOARDING NEW EMPLOYEES.

**93%**

OF CANDIDATES WHO  
HAVE BEEN VIRTUALLY  
ONBOARDED SAID  
THE PROCESS WAS AS  
EXPECTED OR EXCEEDED  
THEIR EXPECTATIONS.

WHAT CANDIDATES THOUGHT

### EXCEEDED EXPECTATIONS

- “It ran smoother than in person.”
- “Smarter onboarding systems can identify incorrect information submitted.”

### DID NOT MEET EXPECTATIONS

- “Lack of human touch”
- “They were still trying to work out best practices”

# MARKET OVERVIEW: ACCOUNTING SUPPORT

I think we would all agree that 2020 was not the year we expected coming into it! Huge changes globally affected us personally and professionally due to COVID-19. The market for accounting and business support professionals became the most volatile it had been in some time. However, not all functions that we recruit for were impacted equally, and what felt like a dead halt in the market circa March/April developed into an interesting turn of events for the remainder of the year.

As many companies transitioned to the work from home model, this was a natural transition for businesses who already offered WFH as an option and they thrived, quickly. Businesses who were not set-up for cloud access and remote working struggled to make this transition, and anecdotal reports would tell that they certainly took longer to find their feet and that connectivity that many craved whilst at home. Mental health became the next challenge for many businesses as employees struggled to make sense of the new world around them. As we see from our survey results, there was a dichotomy between how employers felt they had treated employees during the WFH period and how employees felt that they had been treated.



**SOME BUSINESSES FOUND THAT THEY IN FACT HAD HUGE INCREASES IN THE DEMAND FOR THEIR SERVICES – FMCG, RETAIL, TECH AND CLOUD SECURITY OPERATORS BEING TOP OF THE LIST.**

We'll no doubt see this focus on mental health continue into 2021 when we increasingly have people disconnected from their colleagues and families, especially if they have family overseas. While some businesses have offered Employee Assistance Programs (EAP) to support their mental well being and provide a safe space to discuss any difficulties they may be facing. Businesses have also offered "mental health leave" and simply increased the one-on-one time between managers and their staff to check in. In terms of hiring, all was not lost, and roles continued to materialise once the initial shock of March wore off. Some businesses found that they in fact had huge increases in the demand for their services – FMCG, retail, tech and cloud security operators being top of the list. Of-course those in the hospitality and travel industries initially saw hard times.

However, this translated to increased workflow for roles such as payroll who had to contend with processing mass redundancies, often in industries with complex EBAs and of course the ever-changing JobKeeper! Cashflow is as important as ever and the demand for strong credit professionals has also increased, specifically in the FMCG arena. Within business support, we have seen the advent of multi-tasking increase significantly. Those who traditionally had siloed reception roles for example are having their skills used in other more pressing parts of the business. The positive news is as we enter into a new year, we have started to see an increase in job flow and as a nation we have, for the most part, well and truly adapted to this new world we're living in.

## PAYROLL

During 2020, the demand for payroll professionals has continued, despite the necessity for remote working brought about by the global pandemic. The climate around concerns regarding underpayments in the Australian payroll market has encouraged organisations to forge ahead with systems transformation that will lead to: greater transparency and accuracy in payroll processing and the ability to absorb changes to complex legislation in real time.

An evolution in the feasibility of the traditional work environment, meant increased flexibility but also an extended working day as industry professionals endeavoured to meet project delivery goals at home.

The introduction of JobKeeper added an additional layer of complexity to existing awards and enterprise agreements. To rectify and pre-empt these issues, there was an increase in consulting opportunities for senior payroll consultants to run a “health check”, or comprehensive audit on systems integration and process efficiency.

As multi-national banking and professional services organisations made senior payroll appointments in Australia and returned offshored functions from overseas, the watchwords of the industry were compliance and control over the precision of adherence to payroll legislation. A newly created role emerged in the market for “remediations analysts”, to interrogate payroll data for infringements and to compensate employees when required. There is also a sense of corporate responsibility to ensure employee compensation is paid accurately, given the challenging economic conditions of 2020.

Although standard hiring processes were protracted due to remote interviewing, accomplished candidates were prepared to move jobs to secure salary increases and attractive opportunities. The overarching ethos of the payroll industry was to build robust payroll functions for the post-Covid era.

Yes ■ No ■

62% 38%

**Are planning to move jobs in the next 12 months**

38% 62%

**Have received a pay rise in the last 12 months**

64% 36%

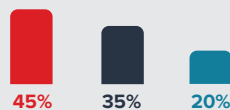
**Are happy in job role**

Main reason not happy:  
Lack of career progression

89% 11%

**Are offered flexible working**

**Would you describe morale in your department as**



Very high / high    Neutral    Very low / low

# SECTOR OVERVIEW: ACCOUNTING SUPPORT

## CREDIT / COLLECTIONS / ACCOUNTS RECEIVABLE

The accounts receivable market contracted quite significantly in 2020 with organisations coming to terms with accumulating debt as a result of COVID-19. Salaries remained stagnant and there have been fewer opportunities available at the senior end, which has made it very challenging for managers to move into new roles, with some having to accept positions at a lower level.

There has been a recent surge in the need for accounts receivable contractors to work on special projects, which we anticipate will continue well into 2021. Some of the projects are specifically COVID-19 related where new arrangements were negotiated with customers. Organisations are now trying to finalise those agreements by collecting any outstanding debts and reconciling accounts in order to return to their original terms. There has also been an increase in the need for contractors to focus on reducing aged debt and improve cash flow so that organisations can maintain strong relationships with their suppliers.

The role of an accounts receivable professional has also changed significantly, with candidates needing to have strong financial acumen to understand how cash flow feeds into the general ledger to determine the financial health of an organisation. As a result, the experience, skills and attributes that organisations are looking for have also changed, and candidates with previous experience as an assistant accountant are highly regarded for their full understanding of the accounting cycle. Intermediate to advanced skills in Excel have become essential and candidates must have a strong customer service mindset in order to work with customers to devise mutually agreeable solutions.



**...CANDIDATES WITH PREVIOUS EXPERIENCE  
AS AN ASSISTANT ACCOUNTANT ARE HIGHLY  
REGARDED...**

Yes ☒ No ☐



**Are planning to move jobs  
in the next 12 months**



**Have received a pay rise  
in the last 12 months**

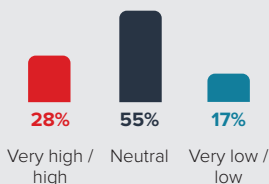


**Are happy in job role**  
Main reason not happy:  
Lack of career progression



**Are offered flexible working**

**Would you describe morale  
in your department as**





# ACCOUNTS PAYABLE

Accounts payable (AP) has unfortunately been one of the roles we have seen decline in 2020 – we can insert a joke here about companies not wanting to pay their bills, but the reality is AP as a role function has had a dramatic overhaul in previous years. It is a function that many companies have offshored or automated with the advent of OCR systems and the type of roles that have been available have been quite complex, technical roles.

This has left the industry in an interesting spot as the talent pools for traditional end to end AP officers have dried up as they have either left the industry or moved into AP analyst style positions. Therefore, when a manual end to end AP role does become available, it is not that easy to find candidates. Since March we have seen a reduction in the demand for AP roles, with many businesses citing that they were pulling under-utilised staff from other departments to assist when there was a need. However, the good news is for those who are interested in expanding their skillset within AP to more analytical duties and systems improvements, businesses are open to spending money on roles that will provide efficiencies and clear ROI.



**...WE CAN INSERT A JOKE HERE ABOUT COMPANIES NOT WANTING TO PAY THEIR BILLS, BUT THE REALITY IS AP AS A ROLE FUNCTION HAS HAD A DRAMATIC OVERHAUL IN PREVIOUS YEARS.**

Yes No

54% 46%

**Are planning to move jobs in the next 12 months**

10% 90%

**Have received a pay rise in the last 12 months**

74% 26%

**Are happy in job role**

Main reason not happy:  
Lack of career progression

70% 30%

**Are offered flexible working**

**Would you describe morale in your department as**



Very high / high Neutral Very low / low

# SECTOR OVERVIEW: ACCOUNTING SUPPORT

## ASSISTANT ACCOUNTANTS / BOOKKEEPERS

Despite some areas of the accounting support market experiencing somewhat of a decline in demand, for assistant accountants and bookkeepers this has been another buoyant year. In particular, all-rounders have been in high demand with candidates who have the ability to work across multiple areas becoming very useful during challenging times.

One of the reasons that bookkeepers have continued to be sought after candidates in 2020 can be directly linked to the necessity of remote working. Quite often, experienced Bookkeepers would already be fully set up to work from home and be able to work completely autonomously. Therefore, the need to onboard properly and train in the office was not applicable to experienced, dependable bookkeepers. This is particularly the case if they possessed a strong knowledge of end-to-end payroll, as this came in useful with any potential JobKeeper payment requirements or even possible redundancies calculations. Once again, experience using cloud-based systems and strong Excel skills are always a necessity with XERO and MYOB dominating the SME space.

The assistant accountant space has once again seemed to widen even more in terms of duties and salaries. We have seen a clear trend of duties expanding well beyond the scope of just purely transactional finance, in SME companies but also much larger corporates. It seems more so than ever clients are seeking candidates who have strong business acumen with outstanding stakeholder management skills. The ability to be technically strong and know the fundamentals of the position are essential and completely non-negotiable. This has in turn seen more of an overlap with qualified accounting roles with the lines becoming increasingly blurred for driven and high performing accounting professionals. Although there was a definite lull in hiring of assistant accountants during the height of lockdown, the market has certainly picked up and seems to be moving back towards pre COVID-19 levels.



**THE ASSISTANT ACCOUNTANT SPACE HAS ONCE AGAIN SEEMED TO WIDEN EVEN MORE IN TERMS OF DUTIES AND SALARIES.**

Yes ☒ No ☐

**60%** **40%**

**Are planning to move jobs in the next 12 months**

**7%** **93%**

**Have received a pay rise in the last 12 months**

**71%** **29%**

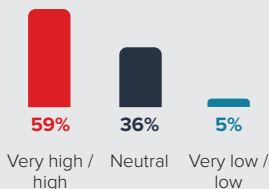
**Are happy in job role**

Main reason not happy:  
Lack of career progression

**74%** **26%**

**Are offered flexible working**

**Would you describe morale in your department as**



# SECTOR OVERVIEW: BUSINESS SUPPORT

## RECEPTION

Due to COVID-19 and the shift to working from home, there were fewer opportunities for receptionists than we have seen in previous years. Corporate organisations have amalgamated reception and switchboard handling into the role of an administrator. In contrast, industries such as health and aged care have been busier than ever, and we have seen a sharp increase in reception roles that also incorporate administration activities.



**WE ARE PREDICTING A DEMAND FOR RECEPTION COVERAGE IN EARLY 2021, PARTICULARLY IN VICTORIA, WHEN OFFICES INCREASE CAPACITY AND THERE IS AN INCREASE IN VISITORS TO THESE WORKPLACES.**

## PERSONAL ASSISTANT / EXECUTIVE ASSISTANT

Through 2020 we have seen a reduced number of EA/PA roles across all industries compared to 2019. The demand is still there, particularly within large corporate organisations, and these roles have seen little effect as a result of COVID-19. We have however, seen an increase of long-term contracts rather than permanent in some businesses, filling the demand for the role within the business while not increasing headcount.

In SME's which may have lost a few administration support roles, executive assistants may have needed to take on additional administration tasks as well as maintaining their own tasks to cover these gaps.

For those executive assistants who found themselves starting a new role during COVID-19, they have had the extra challenge of having to create a relationship with their executives remotely. This has in turn made it more important than ever for EA/PAs to be adaptable and able to build rapport and respect with their executives and greater teams.

# SECTOR OVERVIEW: BUSINESS SUPPORT

## ADMINISTRATOR / TEAM ASSISTANT

Support roles such as administrator were unfortunately one of the first roles to be affected during the beginning of COVID-19. This was mainly due to the fact businesses were looking to cut costs and administration support could be seen as more of luxury to some organisations, as they would be used to offload work and certain tasks within a team.

We are already beginning to experience an increase in these roles since businesses have started returning to the office. For example, there have been a few project based administrator roles recently due to staff working from home or an increased workload which has resulted in a need for this calibre of candidate to aid the business with a backlog of work. This should hopefully finish with a boom once people return to their offices full time.

We are also noticing (and predicting for the future) an increase in part time administration support roles. As offices continue to allow flexible working less employees will be in the office.



**...BUSINESSES WERE LOOKING TO CUT COSTS AND  
ADMINISTRATION SUPPORT COULD BE SEEN AS  
MORE OF LUXURY TO SOME ORGANISATIONS...**

## OFFICE MANAGER

We have seen a decrease in office manager roles since COVID-19 hit. With the move to a working from home model in most businesses, there were a large amount of the usual office manager tasks that were no longer required. For smaller businesses in particular, support roles have become “luxury” with more senior employees having to fend for themselves.

Those industries which were less affected by COVID-19, such as telecommunications, financial services, transport and logistics and FMCG, would have seen less change in the role of office manager due to business remaining typical.

With all this being said, the market should bounce back when offices fully re-open and large portions of employees return to the office.

## CUSTOMER SERVICE

For thriving industries such as telecommunications, healthcare, wine, technology and home office/furniture suppliers, there was a large increase in business from COVID-19, meaning a rise in the need for call centre agents in March. Not to mention the numerous COVID-19 help lines/contact tracing call centres that emerged.

We interestingly saw a lot of candidates step into these customer service roles with a range of different backgrounds from struggling industries especially aviation, high street retail, hospitality, and events. This was a lifeline for these candidates as they could easily transfer their skills to this type of work.

For the first time, due to the impacts of COVID-19, customer service roles have moved to the working from home model. Particularly in Victoria, with longer impacts of the virus, customer service call centre, and order processing staff have been working from home for the majority of the year. This meant that candidates from all locations and states were now able to apply for these roles, which enabled a larger pool of available candidates.

Due to these being mainly contract roles, and people moving back to their more preferred roles/industries once the pandemic has settled, questions is, will there be a demand for candidates with call centre experience once COVID-19 is over? Customer service/order processing roles maintained their presence as these were in unchanging industries such as manufacturing, transport and logistics and FMCG.

### TOP INDUSTRIES HIRING



**HEALTHCARE &  
PHARMACEUTICAL**



**MANUFACTURING**



**PROPERTY &  
CONSTRUCTION**

# AMBITION GROUP

AccountAbility is part of the Ambition Group, a leading global boutique recruitment business operating in Australia, the UK and key financial cities in Asia.

## ambition

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### RISK & COMPLIANCE

- Risk
- Audit & Compliance
- Analytics & Automation



### BUSINESS TRANSFORMATION

- Change Management
- Process Excellence
- Project Services
- Digital Transformation



### SOFTWARE & ENGINEERING

- Software Development
- Mobile Application Development
- Test Automation & Quality Assurance



### FINANCE

- Controllership & CFOs
- Strategy & Planning
- Superannuation
- M&A / Corporate Development
- Group / Corporate Accounting
- Management Reporting
- Commercial Analysis
- Tax & Treasury



### CLOUD, DEVOPS & INFRASTRUCTURE

- DevOps
- Site Reliability Engineering
- Cloud, Architecture & Strategy
- Presales
- Security & Storage
- Helpdesk / Service Desk
- Desktop Support
- System Administration
- Network Administration



### **BANKING & FINANCIAL SERVICES**

- Front Office & Business Development
- Relationship Management
- Sales Support
- Unit Pricing & Fund Accounting
- Settlements / Trade Support



### **DIGITAL**

- UX / UI
- Digital Marketing
- Web Design
- SEO / SEM
- Digital Content
- Digital / Data Analytics
- Social Media
- Digital Transformation



**THE REAL STORY OF 2020 HAS BECOME ONE OF CHANGE, ADAPTATION AND FORWARD-THINKING OPTIMISM.”**



**OUR PURPOSE IS ‘BUILDING BETTER FUTURES’ FOR THE ORGANISATIONS WE WORK FOR, THIS MEANS FINDING TALENT TO ENABLE BUSINESS GROWTH CAREFULLY MATCHING SKILL SET AND “FIT” TO ENSURE SUCCESS.”**

# SALARY GUIDES

## ACCOUNTING SUPPORT SALARY GUIDE

Location	Sydney		Melbourne	
Size of company	SME	Multinational/ ASX listed	SME	Multinational/ ASX listed
Salary	\$'000	\$'000	\$'000	\$'000
National Credit Manager	100 - 130	120 - 160	90 - 130	120 - 160
Credit / AR Manager	85 - 110	90 - 130	80 - 110	90 - 130
Credit / AR Supervisor	75 - 90	85 - 100	70 - 90	75 - 90
Credit / AR Officer	65 - 75	65 - 85	60 - 70	65 - 75
Collections	65 - 70	65 - 80	60 - 65	60 - 70
National Accounts Payable Manager	80 - 100	90 - 140	80 - 90	90 - 130
Accounts Payable Manager	70 - 90	80 - 120	70 - 85	80 - 110
Accounts Payable Supervisor	70 - 85	75 - 90	65 - 80	75 - 90
Accounts Payable Officer	60 - 70	65 - 75	60 - 70	60 - 75
National Payroll Manager	120 - 140	130 - 220	120 - 140	130 - 220
Payroll Manager	95 - 120	95 - 130	85 - 120	90 - 130
Payroll Senior/Supervisor	80 - 95	85 - 100	75 - 100	80 - 100
Payroll Officer	70 - 80	70 - 90	65 - 90	70 - 90
Accounts Officer	55 - 70	60 - 75	60 - 70	60 - 70
PQ Assistant Accountant	65 - 70	65 - 80	60 - 75	65 - 85
Bookkeeper	75 - 95		65 - 80	



## BUSINESS SUPPORT SALARY GUIDE

Location	Sydney		Melbourne	
Size of company	SME	Multinational/ ASX listed	SME	Multinational/ ASX listed
Salary	\$'000	\$'000	\$'000	\$'000
Data Entry Officer	55 - 60	55 - 65	55 - 60	55 - 60
Receptionist	55 - 65	60 - 65	55 - 60	55 - 65
Administration Assistant	55 - 65	55 - 70	55 - 65	55 - 65
Office Manager	65 - 80	70 - 90	65 - 75	70 - 90
Executive Assistant / Personal Assistant (Manager level)	75 - 90	85 - 95	75 - 90	85 - 95
Executive Assistant / Personal Assistant (C - Suite)	75 - 110	85 - 120	75 - 110	85 - 120
Team Assistant	65 - 80	70 - 90	65 - 75	70 - 90
Customer Service - Call Centre	55 - 65	55 - 65	55 - 65	55 - 65
Customer Service - Order Processing	55 - 65	60 - 65	60 - 65	60 - 65
Project Administrator	65 - 80	65 - 80	65 - 80	65 - 80
Legal Secretary	65 - 75	65 - 80	65 - 75	65 - 80
Sales Coordinator	55 - 60	55 - 65	50 - 60	55 - 65

\*All salaries are exclusive of superannuation.



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