

Business and Administration

Business services provide a wide range of specialist services which help to support and add value to other industries. They include advertising, marketing, recruitment & business consultancy.

General business & administrative services are also required across all industries and government departments. All kinds of organisations employ people in business & administrative roles.

“ Every company employs business and admin staff ”

Jobs in Business:

Examples of jobs include:

Receptionist - first point of contact for the public at reception desks and by answering the telephone. They welcome callers and ensure they are passed to the right person in the organisation.

Administrative assistant - carries out routine office tasks including using computers to type letters and input data, managing appointments, dealing with mail and photocopying documents.

Personal assistant - is responsible to an individual manager and provides them with administrative support and manages their diary appointments.

Company secretary - responsible for ensuring that the company complies with legal and financial regulations. They act as a key point of contact between company board members and shareholders.

Office manager - responsible for managing staff to ensure the smooth running of administrative activities within an office.

Personnel / human resources assistant - are involved in recruiting and development of staff. Duties include keeping records on employees, arranging staff training, ensuring that equal opportunities and health & safety requirements are met and dealing with pay, promotions & redundancy issues.

Management consultant - work with businesses to help them find solutions to business problems, such as IT, finance or marketing, so that the business can run more smoothly.

Contact/Call centre operative - usually based in call centres, they deal with customer inquiries mainly over the phone and through e-mail.

Advertising account executive - works with business customers to develop advertising campaigns. This involves liaising between the customer and art & design staff within the advertising agency.

Public relations officer - work to promote a positive image of a business and enhance its reputation by representing it at events and promoting the business image through the media.

Marketing executive - promotes business products & services to potential customers. Large companies and government agencies have their own marketing departments.

What would I earn?

Receptionist

The national average salary for a receptionist is £14,000 a year. Trainees should expect to start on £9,000 to £10,000 a year.

Administrative assistant

The average annual salary is £16,900 a year.

Personal assistants

The national average salary for personal assistants is around £21,500.

Office managers

The national average salary for an office manager is around £28,000 a year. Many office managers work their way into the job having started out as an administrative assistant.

Personnel / human resource officers

The national average salary for human resource officers is around £23,000 a year. Human resource managers earn an average of £40,000 a year. Entry level and trainee positions would typically pay between £10,000 to £14,000 a year, depending upon age and qualifications.

Contact / Call-centre workers

The national average salary for a contact centre worker is around £15,300 a year. Team leaders and managers can earn in the region of £17,000 to £25,000 a year.

Public relations officers and marketing & advertising executives

The national average salary for marketing & advertising executives is around £24,000 a year, with public relations officers' pay a little higher, at around £25,000 a year. Those who progress into managerial roles can expect to earn an average of around £38,000 a year. Trainees should expect to start on around £12,000 to £15,000.

In Norfolk

Business administration and finance are important employers in Norfolk. Nearly 65,000 people in Norfolk work in some form of business or finance.

The words 'Business & Administration' cover a lot of different jobs including accounting, banking, customer service, finance, contact/call centres. Don't forget that any company, no matter what they do, will have administrative and support staff. The Civil Service, Local Government and the Health Service are also big employers of administrative and other professional staff (e.g Personnel, Marketing, Accounting).

Starting wages for business administration trainees in Norfolk go from £80 to £130 a week. Experienced administration staff can expect up to £20,000 a year (about £400 a week). Those in management or supervisory jobs will earn more. Look at 'What would I earn?' for more details.

MORE INFORMATION

See the **Imeye** leaflet on Finance.

Try these websites:

www.cfa.uk.com or www.breakinto.biz

www.iqps.org

www.icsa.org.uk

www.cipd.co.uk

www.cim.co.uk

www.government-skills.gov.uk

The Future

Business & administrative services have been one of the fastest expanding areas of employment in recent years. Since 1991 the number of jobs has grown by over a third in Norfolk. It is forecast that the sector will continue to expand in future with growth across the majority of occupational areas. Use of information technology is increasingly central to most jobs in business services.