

# MARKET UPDATE

## OUTLOOK

### RECRUITMENT OUTLOOK

The recruitment market in the business support space has been steady throughout the first half of the year. Companies have been hiring business support staff at different levels to support the wider business and this is expected to continue for the remainder of the year.

One of the most buoyant divisions is the legal sector, yet hiring managers' recruitment criteria in this sector has been so specific that the talent pool is limited. Other areas that have increased hiring in the first half of the year include the professional services space, the pharmaceutical and healthcare industry as well as the aviation sector. This is largely expected to continue for the second half of the year.

Elsewhere, while wider headcount budgets have been limited in the oil & gas and industrial sectors, we have still seen a demand for talented business support professionals. Hiring has been varied, from team secretaries and receptionists to more experienced senior executive and personal assistants.

### SKILLS IN DEMAND

Across the board we are noticing that traditional generalist support roles are in high demand, and those with reception and team administration experience are particularly sought after within financial services companies. Elsewhere, there has been a high demand for legal secretaries within the legal sector but hiring managers who are very particular about the experience and skillsets they are looking for are missing out on top tier talent with broader, less specialist experience.

Within the commerce space, there has been increased demand for executive assistants, office managers and team administrators, which is expected to continue for the remainder of the year as organisations cement their senior leadership structures by onboarding talented support staff.

### CANDIDATE MARKET

There has been a shortage of specialist legal secretary professionals and this is expected to continue, particularly when hiring managers require very specific criteria in the candidates they are willing to interview.

Elsewhere, the business support jobs market has been predominantly driven by client needs and the candidate pool is reasonably large. We expect this to remain the same for the remainder of the year, with contract hiring increasing particularly.

Additionally, the first half of 2016 has seen an increase in the availability of senior level professionals but limited roles available at the senior level.

### SALARY TRENDS

Salaries for business support professionals in Singapore have remained steady in the first half of the year, with standard inflation increases being seen. Professionals moving jobs have generally expected to gain low uplifts in salary of up to 5%, and candidates are often moving roles for no increase in compensation due to the market being candidate-rich with less competition for roles.

Additionally, legal secretaries who are in high demand are able to command higher salaries and compensation packages due to shortages in this talent pool. This is expected to remain the same for the remainder of the year.



**"THE BUSINESS SUPPORT HIRING SPACE HAS SEEN A STEADY DEMAND FOR TALENTED, WELL-ORGANISED AND PERSONABLE PROFESSIONALS, WHICH IS EXPECTED TO CONTINUE FOR THE REMAINDER OF 2016. ORGANISATIONS ARE HIRING SUPPORT STAFF AT ALL LEVELS TO SUPPORT THE GROWING NEEDS OF THE WIDER BUSINESS."**

**Bruno Marchand**  
Senior Manager,  
Human Resources & Business Support

# RECRUITMENT TRENDS

## ASIA JOB INDEX

**+11%**

increase in advertised jobs

The latest Robert Walters Asia Job Index results show a steady 11% year-on-year increase in advertised job vacancies in Singapore.

## EMPLOYERS' HIRING INTENTIONS

We surveyed over 3,000 hiring managers about their recruitment plans for the remainder of 2016.



### HIRING METHODS

**70+%**

plan to use recruitment consultancies



### IMPACTS ON HIRING

**82%**

say restrictions on headcount will impact their recruitment strategies in the second half of 2016



### SKILLS SHORTAGES

**60%**

of hiring managers expect to be affected by skills shortages

## ROBERT WALTERS BALIK KAMPUNG – BRINGING OVERSEAS SINGAPOREANS HOME

Established in 2014, the Robert Walters Balik Kampung initiative is focused on attracting Singaporeans currently living and working abroad to come home. Our international database of over 2,600 overseas Singaporeans enables us to reach out to candidates with sought-after international experience and exposure.

Contact **Ivy Low** for more information at [ivy.low@robertwalters.com.sg](mailto:ivy.low@robertwalters.com.sg)

**BALIK KAMPUNG WITH ROBERT WALTERS**

Reaching out to overseas Singaporeans on job opportunities back home

## MARKET LEADING INTELLIGENCE

The Robert Walters Salary Survey is the most comprehensive review of global recruitment trends and salary levels available. It's ideal for benchmarking your team's salaries, your organisation's salaries and your own making determining pay and bonus reviews significantly easier.



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To find out more about the current business support recruitment market, or to discuss your recruitment needs, please contact:



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