

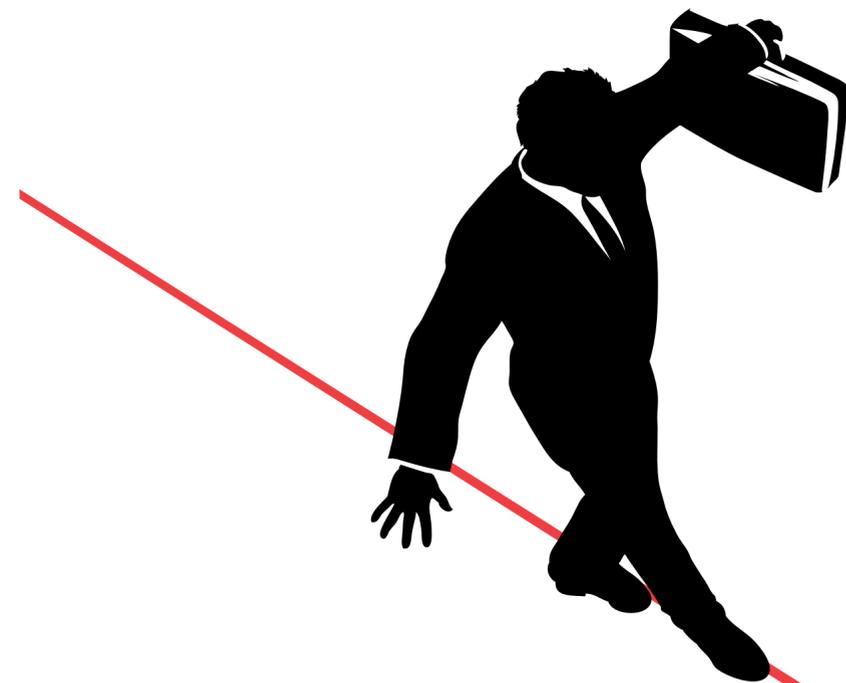
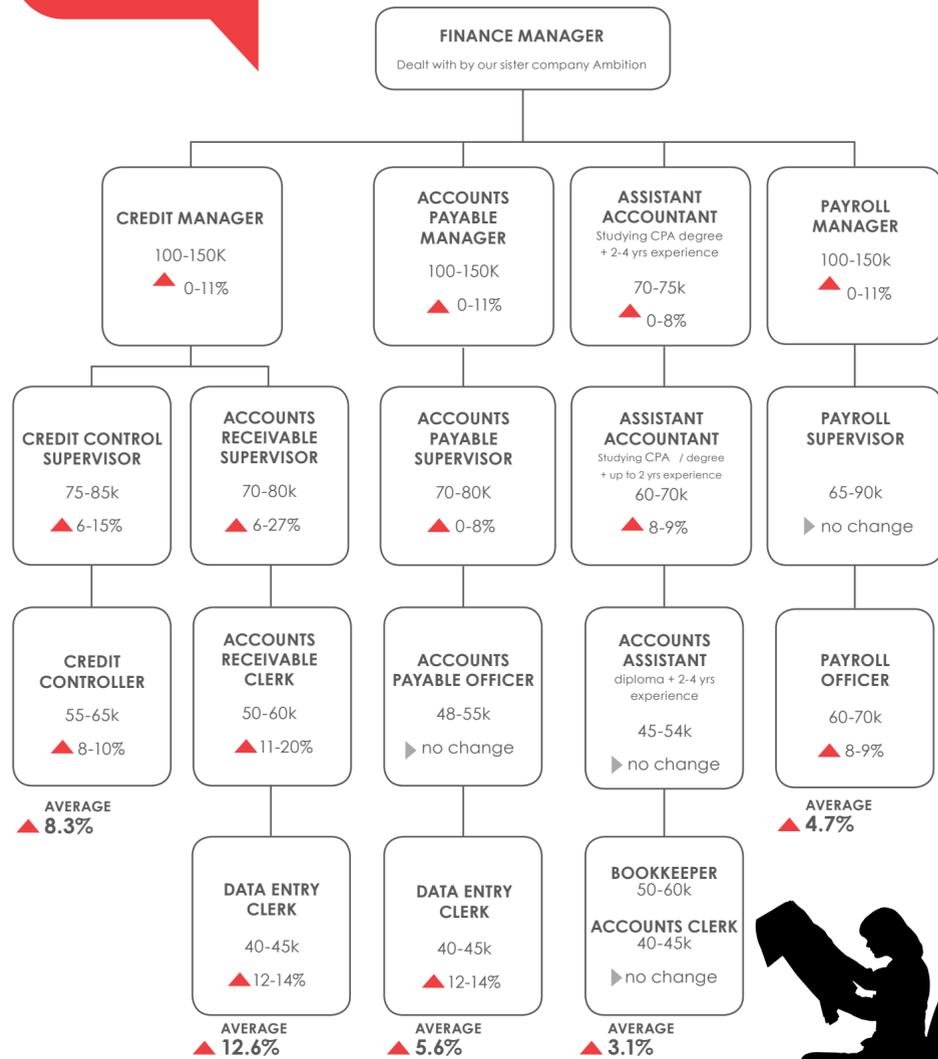
# OVERALL CHANGE

▲ 6% MEAN AVERAGE  
▲ 8% MEDIAN AVERAGE  
JAN 10 TO JAN 11

## SALARY CHANGE IN ACCOUNTING SUPPORT

Commerce and industry roles Jan 10 – Jan 11

Check the change in specific salaries since last year. Pay listed is basic salary in AUS\$. Percentages show increase since last year.



## ABOUT ACCOUNTABILITY

We're Australia's only accounting support recruitment specialists. Starting in 2004 with a team of two, we now have an established presence in Sydney, Melbourne and Brisbane. In 2010 we placed over 500 candidates into permanent roles and over 700 into contract placements.

## HOW WE WORK

We listen, we respond. Working in partnership with clients means we can meet your needs. From the structure of the business to the culture of the people you look to hire, we want to hear about it. We see ourselves as an extension of your business when we represent you to your prospective candidates.

We work fast. Filling 80% of temporary roles on the first phone call and 90% of permanent roles within six to eight working days. Our internal teamwork culture enables us to maintain the service level our clients' value.

## WHAT WE DO

We recruit permanent and temporary staff in Sydney, Melbourne and Brisbane. We cover the following functions: accounts payable, accounts receivable, credit, bookkeeping and payroll from officer right through to National Management level.

We use our specialism to inform our work, understanding what drives candidates in accounting support roles to change jobs and what clients need to get the people they want, quickly.

## CASE STUDIES

### PERMANENT ROLES RETURN TO PRE-GFC LEVEL

Speed and flexibility were high priority for clients back in 2009. Temporary roles continued to largely dominate the market into early 2010. As the year went on clients' medium and long term strategies needed strong foundations in the now expanding and vibrant marketplace. The permanent market gradually returned back to pre-GFC levels as the year came to an end.

### RETENTION COULD BE BIGGEST CHALLENGE

Issues other than salary will drive top talent to look elsewhere. Training and development, work/life balance, culture, promotional opportunities, management structure and the value of their input all influence candidates decisions.

Companies who had parked these issues whilst they focus on cost reduction and survival policies in 2009 need to shift focus if they want to retain their smartest workers. Employees want their leaders to provide a company vision, direction and development.

As usual Australia has more people leaving the market than entering it. This only intensifies the problems around skills shortages and retention.

now you're talking

# ACCOUNTING SUPPORT SALARY SURVEY

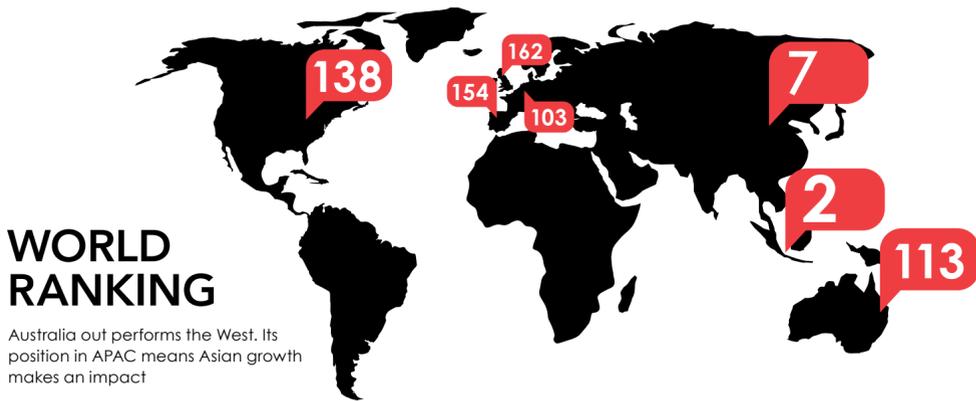
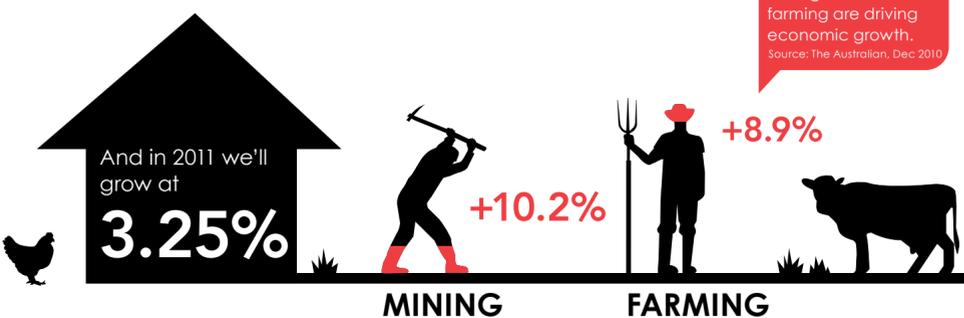
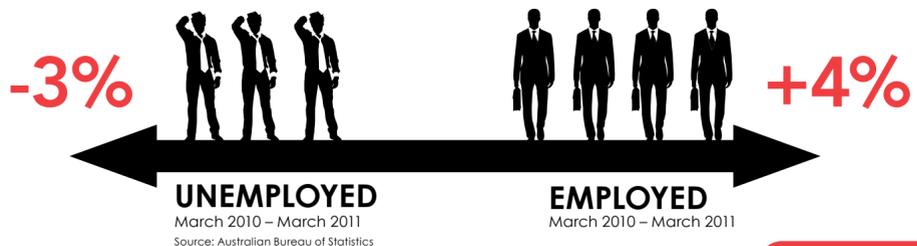
Growth and movement Jan 2010 to Jan 2011



# THE BIG PICTURE

# 2.7% GROWTH

It's been a great year. Real economic growth means more jobs, more business and more cash flowing.



## THE WORLD OF ACCOUNTING SUPPORT

### ON THE MOVE

Mobility already increased in 2010; in 2011 it'll be a key theme. As confidence about the search for new opportunities grows we'll see more people looking outwards. A recent SEEK survey showed 66% of employees were open to new opportunities.

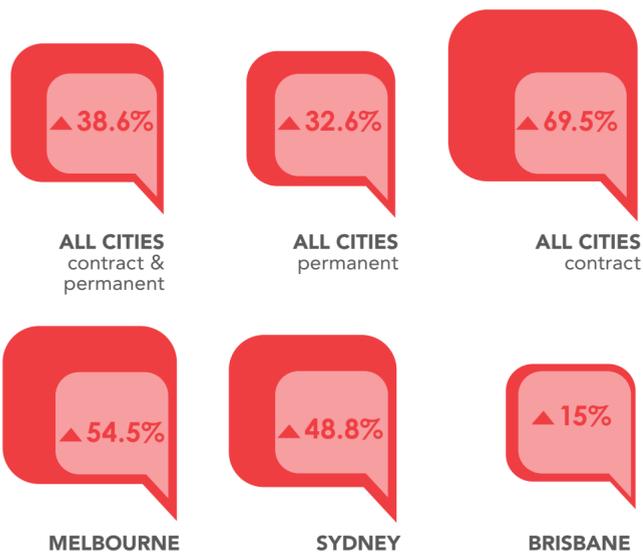
### POSITIVE CHANGE

2009 was about keeping your job and staying safe. Mass redundancies inevitably meant more work for those left in employment, without extra reward. This has all changed. The growth, confidence and vibrancy of the economic big picture have cascaded down to accounting support. With a year to get used to the change 2011 will be about action.



## JOBS WE DEALT WITH:

JAN 2011  
JAN 2010



## TRENDS AND INSIGHTS

### NEED TO RETAIN TOP TALENT

The best talent become scarce when the market is fluid. These people have worked hard during the downturn. If they've not been rewarded as business improved they'll be looking to leave and there is plenty to tempt them.

The GFC led to big recruitment changes and trying times for everyone. The economic reality has changed; hiring strategy needs to also change to suit the market.

### WAGES UP 7%

Tracking the wages of all our placements allows us to provide data on the market as it is. In 2010 we saw wages increase by a mean average of 6%, with a median shift of 8%, across all our placements in accounts payable, accounts receivable, payroll and assistant accountants. We filled 500 permanent and 700 temporary places last year.



## CASE STUDIES

### QUALITY CANDIDATES SEE MORE MULTIPLE OFFERS

The companies who have responded to the increased competition are taking the top talent. For the candidates this means multiple offers. Only 12 months ago candidates were happy to get one offer, now this has changed they are making active choices about who to go work for based on salary levels and working conditions.

### PAYROLL IN SHORT SUPPLY

With business climbing to pre-GFC levels, clients are looking to replenish staffing numbers with quality talent. This talent is already experiencing increased pressure in their current roles. They are reluctant to move unless they can receive a significant increase in salary or improved working conditions.

This leaves us facing a significant shortage of quality, experienced candidates. The resulting pressure on salaries is likely to result in a spike in remuneration in this area for 2011.

Junior Payroll Officers with 1-2 years experience, are now commanding salaries upwards of \$55,000 + super. Up 8-9% on previous year.

### SENIOR PAYROLL LOOKING TO MOVE

The increasing mobility of 2010 was not happening at management level within payroll, accounts payable or accounts receivable. Responding to the sheer volume of work increasing, most companies focused on getting solid people back in to their process-based roles.

As confidence about growth increases more and more companies are again looking at the strategic end of their accounting functions. 2011 will see more demand for senior people to join companies and help them look towards the future.

Downturn meant transactional managers have had to 'chip in' with processing work. Now that teams are returning to normal headcounts, managers can take stock of the original dynamics of their roles. Many are now looking for fresh challenges.