

Talent *Guide*

“Powering Strategic
Workforce Decisions”

Business
Services
edition



REAL DATA

REAL STRATEGIES

REAL PLANS

BS

talentpath
RECRUITMENT

2025 2026

Introduction

Powering Strategic Workforce Decisions

This guide is your strategic advantage in planning for the future.

In an era where business success is defined by the strength of its people, workforce planning is no longer just a HR initiative, it's a critical business strategy. As decision-makers prepare for the 2025/26 financial year, having real-time, data-driven insights into talent trends, salary benchmarks, and workforce dynamics isn't just helpful, it's essential.

That's where the Talentpath Talent Guide comes in. **Repurposed specifically for recruitment and workforce planning leaders**, this guide transforms raw talent data into actionable intelligence, helping organisations **make smarter, more informed decisions about headcount planning, budget allocation, and workforce investment.**

This resource is designed to offer critical insight into;

- What is driving the talent market and how your strategy and budget allocation connects to your existing and prospective talent.
- What are the essential workforce strategies to attract and retain top talent.
- Developing people strategies that are financially efficient and have a high ROI.

As businesses navigate talent shortages, shifting employee expectations, and economic uncertainty, the ability to budget effectively for the most important asset, your people, has never been more crucial.

We look forward to partnering with you to build a high-performing and resilient workforce.

Talentpath Recruitment Team

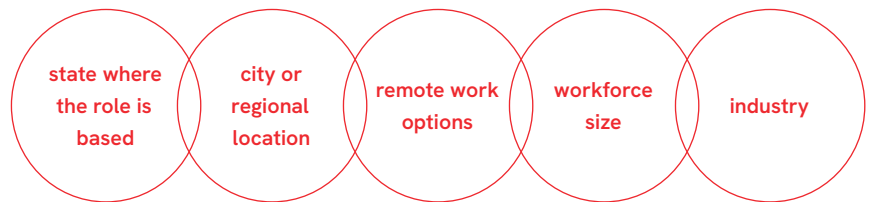
Salary Guide

Business Services

Business Services	24/25
Office Manager	\$75 - 120k
Admin Manager	\$80 - 105k
Executive Assistant	\$75 - 125k
Personal Assistant	\$75 - 120k
Legal Admin/Secretary	\$70 - 95k
Team Assistant	\$70 - 90k
Administrator	\$65 - 90k
Facilities Office Coordinator	\$68 - 80k
Receptionist	\$68 - 80k

*salary figures are base only - super not included in bands

Our salary banding is based on national data and considers the following factors:



Turning Talent Insights into Strategic Workforce Investment: **A Guide for FY25/26**

As businesses enter planning mode for the 2025/26 financial year, the smartest organisations are taking a people first approach.

These insights aren't just interesting, they're essential to shaping the talent strategies that will set high-performing teams apart in the year ahead.

Based on exclusive insights from Talentpath's 24/25 Talent Guide survey, we've uncovered critical trends across the Business Services community that can directly influence how businesses attract, engage, and retain their most valuable asset; their people.

With salaries, workforce development, and retention strategies often making up a significant portion of operational budgets, now is the time to ensure every people decision is informed by real data.

1. *Stop the Silent Exit with Career Pathways That Speak Volumes*

46%

are planning to change jobs and only 23% satisfied with progression support, career stagnation is a flight risk.

Strategic action: Prioritise structured progression pathways, particularly for **women who are 3x more likely to feel unsupported**. Build this into your workforce planning cycle, including budget for internal secondments, mobility pilots, and mid-career mentoring.

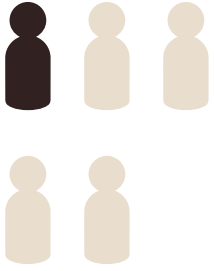
2. *Clarify L&D Access Before Talent Walks Out the Door*



A full 32% aren't sure if external study support exists and 35% say L&D is crucial to job satisfaction.

Strategic action: Remove the ambiguity. Publish what L&D support looks like, fund access to short courses and micro credentials, and ensure managers know how to authorise them. Make L&D spend a core component of annual workforce budgeting.

3. *Protect Mental Health Like It's a Business Asset*



1 in 5 Business Services professionals **left their last role due to mental health concerns.** Burnout, fatigue, and lack of motivation remain widespread.

Strategic action: Budget for proactive wellbeing programs, mental health days, workload assessments, and wellbeing training for managers. Treat psychological safety as a key driver in your retention and workforce risk planning.

4. *Make Challenging Work a Retention Strategy*



Only **9%** of talent are in mentoring programs



yet **26%** want more challenging projects as a growth tool.

Strategic action: Use project-based stretch opportunities as a low-cost, high-impact retention lever. Insert these into workforce planning and reward leaders for developing rather than just managing talent.

5. *Build Culture Through Respect, Not Just Perks*

Top Three Culture drivers for Business Services Talent

- 1 Communication
- 2 Respect
- 3 Flexibility

Strategic action: Invest in team rituals that reinforce respect: clear feedback loops, inclusive meetings, and flexible policies that actually work. Fund leadership training that turns 'culture' from a buzzword into a performance lever.

6. *Recognise with Intention, Not Assumption*

This group ranks verbal, **one-on-one recognition** almost as highly as salary increases and financial rewards. **21% even value being taken for lunch** as a meaningful thank you.

Strategic action: Fund a recognition strategy that's low cost but high connection. Train leaders to deliver timely, tailored praise, and build small but regular celebrations into your team's budget line.

These insights aren't abstract, they're a blueprint. Your workforce strategy doesn't just live in your HR team; **it's a line item in your budget, a lever in your growth plan, and a reflection of your values as a business.** We'd love to help you use these insights not only to plan for the year ahead, but to build a workforce ready for what's next.

Business Services

Business Services talent, often the unsung heroes of many organisations, excel at ensuring businesses run like clockwork. From data administrators to executive assistants, they are jack-of-all-trades tackling a diverse range of tasks, often at the same time!

You can always rely on them to think five steps ahead and solve problems on the spot. Offer them clear career paths, top-notch mentorship, enticing salaries, and flexible work options, and they'll stick around to keep everything running smoothly while they ace every challenge.

Top three factors that contributed to Business Services talent **leaving their last role**:

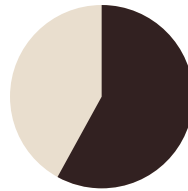
- 1 Feeling unfulfilled
- 2 Lack of career progression
- 3 Salary

Top three factors that would attract Business Services talent to **a new role**:

- 1 Salary
- 2 Flexible working
- 3 Team

Top three factors that would attract Business Services talent to **a new organisation**:

- 1 Culture
- 2 Values alignment
- 3 Stability



58%

of Business Services talent have been **contacted by a manager or colleague** for work purposes **outside of their work hours** in the last 12 months.

Top three ways Business Services talent think have the most impact on **company culture**:



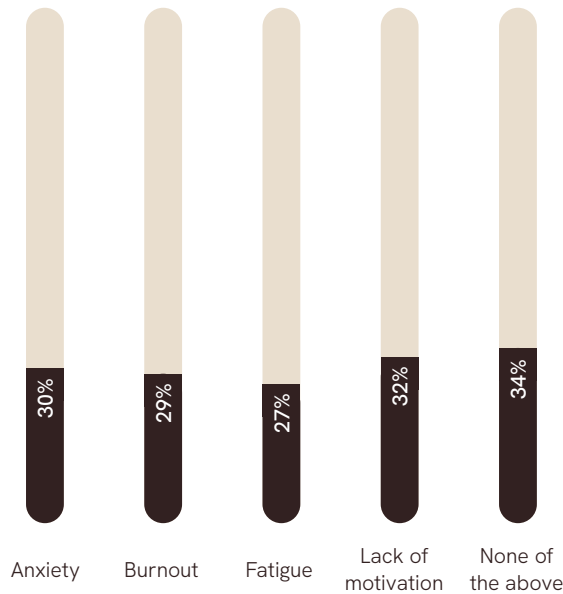
46% of Business Services talent expect to **change jobs** in the next year with **28%** **currently job hunting**.

*Both have increased from last year.

“In the last 12 months, has your ability to perform your best in your role been impacted by any of the below?”



One in five Business Services talent say being taken for lunch or drinks is in the *top three* ways they like to be rewarded for their work.

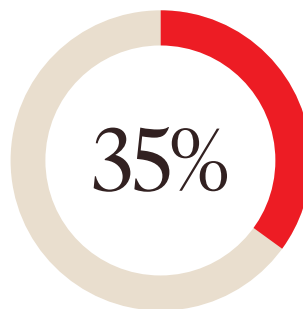


Top three ways Business Services talent like to be rewarded for their work:



41%

of Business Services talent feel supported and have a **clear understanding** of their **career pathway**.



35% of Business Services talent say that **professional learning and development opportunities** are very important to their job satisfaction.

Only 9%

of Business Services talent are participating in **mentoring or coaching** programs whilst **37%** think mentoring & coaching programs would assist with their career progression.



Your blueprint to *Budgeting* and *Planning*.

