

NFP HIRING INSIGHTS AND SALARY SNAPSHOT

FINANCIAL YEAR 2022-2023



Welcome

Welcome to NGO Recruitment's Hiring Insights and Salary Snapshot FY2022/2023. As Australia's largest NFP sector executive search and recruitment agency, we are uniquely placed to gauge hiring intentions across the sector, and our annual snapshot survey provides invaluable insights into current employment trends, recruitment challenges and the lasting impact of the pandemic.

This year's findings are largely optimistic – the Australian NFP sector is heading into the new financial year with renewed energy and is focused on growth over the next 12 months. But even though hiring intentions are stronger than ever, the majority of those surveyed are experiencing tough recruitment challenges faced with a highly competitive jobs market.

Skills shortages are severe, putting upward pressure on salaries with the impact on future program delivery and budgets uncertain. In order to secure the best talent, organisations need to adopt a rigorous entrepreneurial, flexible and agile approach to internal and external hiring processes.

At the end of this report you will also find our latest salary snapshot based on our own internal recruitment data with average figures exclusive of superannuation, bonuses and benefits for most roles within the sector. Salaries have remained relatively steady in the last two years, however, in light of our survey findings and the current economic climate, we expect to see increases across the board in the next 12 months.

Thank you to all of you who took part in our annual survey, and we hope you find this report useful.



Richard Green

Founder & Director
NGO Recruitment

SURVEY ANALYSIS

In July 2022 NGO Recruitment surveyed 100 Australian NFPs to assess hiring and remuneration intentions over the next 12 months, current recruitment challenges and the lasting impact of the pandemic on the sector.

Compared to our July 2021 survey, the findings are more optimistic, with the majority of those surveyed focused on new program delivery and increasing headcount. 65% of those surveyed intend to hire this financial year, compared to only 48% this time last year when strict public health orders were in place across several states.

Workforce demand is now stronger than ever, largely due to the ongoing societal impact of Covid-19 and an increased need for the sector to deliver frontline and mental health services, community housing and quality aged care. The change in federal government is also boosting investment in the community and environment. However, 77% of those surveyed are currently finding it hard to recruit, and 41% are also finding it tough to retain talent.

“We’re witnessing a huge, unprecedented demand for roles across all disciplines and sub-groups of the Australian NFP sector,” says Richard Green, Director, NGO Recruitment. “This severe talent shortage is being compounded by a record low unemployment rate and the ongoing impact of Australian border closures, which resulted in a net migration loss in 2021 for the first time since 1947.

“The current labour market is therefore highly competitive across the entire economy. NFPs need to develop ever more sophisticated attraction and retention strategies to secure the limited number of candidates available.”

**65% intend to hire this
financial year
but 77% are currently finding
it hard to find talent**



SALARIES

According to the survey, 91% intend to raise salaries this year compared to 71% this time last year. And while 29% of those surveyed always give annual pay rises in line with enterprise agreement changes, 43% stated they are raising salaries this year due to inflationary pressures and the increased cost of living. Interestingly, when asked why people are leaving their organisations, 39% of those surveyed said the number one reason is more competitive remuneration elsewhere.

“After several years of relative stability, rising inflation and subsequent cost of living increases are putting upward pressure on salaries across all industries,” says Richard. “The NFP sector, where remuneration is fairly restrained, is particularly sensitive to these economic conditions, so it’s not unexpected that most NFPs intend to raise salaries this year. What remains uncertain, however, is the impact this pressure will have on current budgets and program delivery.”

91% intend to raise salaries this year compared to 71% this time last year

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IMPACT OF THE PANDEMIC

Not surprisingly, 65% of NFPs surveyed stated the Covid-19 pandemic has had a lasting and significant impact on their organisation. The survey also confirmed the seismic shift towards the normalisation of hybrid and remote working where possible within the sector.

60% of those surveyed stated they are now working in a more hybrid way, and 31% now work predominantly remotely. And although 46% of those surveyed stated productivity stayed the same during the pandemic, a remarkable 33% stated productivity increased as a result.

“The productivity and work-life balance benefits are huge for those employees who can work from home. But not only that, the success of hybrid and remote working during the pandemic has vastly changed the employment environment,” says Richard.

“Workplace flexibility is now non-negotiable for the majority of candidates we work with and employers who aren’t flexible are failing to attract the best talent.”

33% say productivity has increased during the Covid-19 pandemic

TOP ROLES IN DEMAND

Of the top roles most in demand in the next three months, almost half (43%) of those NFPs surveyed stated fundraising, marketing, communications and events teams are their top priority (up from only a quarter last year). 36% are recruiting counselling, casework and frontline roles and 33% are focusing primarily on program and project delivery roles.

41% are currently finding it hard to retain talent

“During the early stages of the pandemic, where events and face-to-face volunteer fundraising became impossible, we witnessed a necessary pivot towards online fundraising strategies and the need for relevant digital skills in this area,” says Richard.

“We’re now seeing a renewed energy for and more diverse approach to fundraising, and subsequent high demand for the talent required to generate these essential revenue streams.”

OUTLOOK

After two and half years of resilience and responding effectively in times of crisis, the sector is now focused on driving essential program delivery. Optimism is currently high, with 45% of NFPs surveyed expecting the recent change in federal government to have a positive impact on their organisation.

Although hiring and program delivery intentions for the next 12 months are strong, NFPs will continue to face the challenges of a highly competitive labour market. As a result, talent attraction and retention strategies need to be ever-more sophisticated with a move away from an over-reliance on reputation, towards a specific focus on offering workplace flexibility, competitive remuneration and career progression.

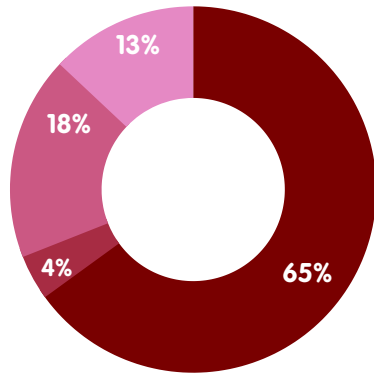
“NFPs need to take a more entrepreneurial approach to finding talent as it’s not just about posting an advertisement online,” says Richard.

“In this current climate, recruitment in our sector is like finding a needle in a haystack, and it can take weeks or sometimes months of searching to find the right person. NFPs, therefore, need to have the right workforce planning in place and make sure internal and external hiring processes are as flexible and agile as possible.”

45% expect the recent change in federal government to have a positive impact on their organisation

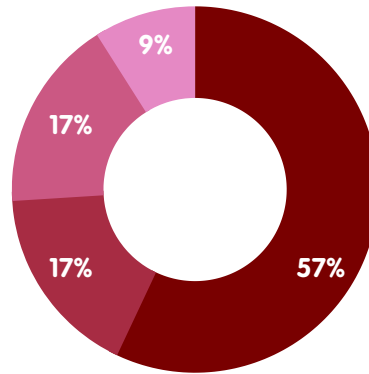
NFP Hiring Insights Survey Findings

What are your hiring intentions in the next 12 months?



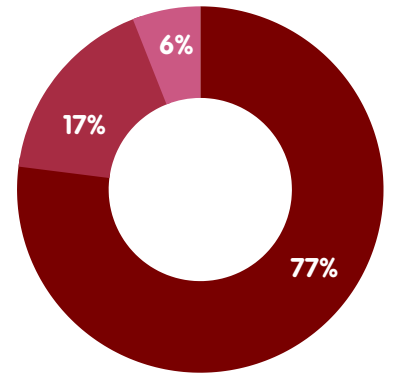
- 65% Plan to increase headcount
- 4% Plan to decrease headcount
- 18% Are not hiring this year
- 13% Are unsure

Do you intend to give pay rises this financial year?



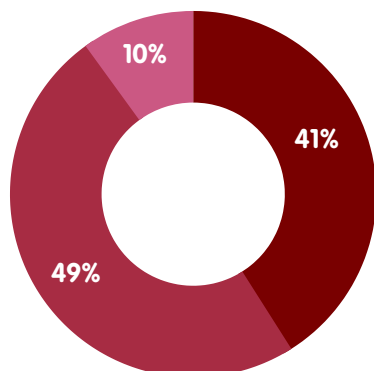
- 57% Yes, in the next 3 months
- 17% Yes, in the next 6 months
- 17% Yes, in the next 12 months
- 9% No, not this financial year
- 9% Unsure

Are you currently finding it hard to recruit talent?



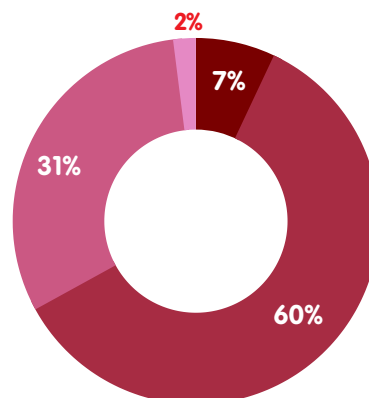
- 77% Yes
- 17% No
- 6% Unsure

Are you currently finding it hard to retain talent?



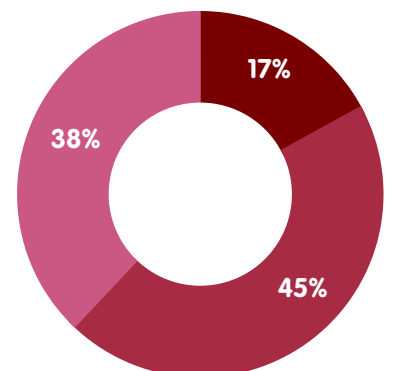
- 41% Yes
- 49% No
- 10% Unsure

To what extent has the Covid-19 pandemic had an impact on how your teams work and collaborate?



- 7% No impact, we are working as before
- 60% Working in a more hybrid way
- 31% Significant impact, we work remotely
- 2% Unsure
- 2% Unsure

Do you expect there to be any impact on your organisation from the recent change of government?



- 17% No impact
- 45% Positive impact
- 0% Negative impact
- 38% Unsure as yet

NFP Salary Snapshot

		Permanent Salary Range per annum K, AUD	Permanent Average Salary per annum K, AUD	Contract Rate per hour AUD
GOVERNANCE	Board Chair	40 - 50	45	/
	Chief Executive Officer & Executive Director	130 - 275	202	80 - 150
EXECUTIVE	Chief Operating Officer	125 - 250	187	70 - 150
	Chief Financial Officer	150 - 175	162	80 - 120
	Chief Marketing Officer	140 - 250	195	80 - 140
	People & Culture Director	140 - 230	185	80 - 140
	General Manager	130 - 260	195	80 - 140
OPERATIONS & ADMINISTRATION	Operations Manager	85 - 150	117	45 - 80
	HR / People & Culture Manager	100 - 140	120	50 - 100
	Learning / Education Manager	100 - 120	110	55 - 70
	Training Coordinator / Specialist	70 - 110	90	40 - 60
	Head of Finance / Finance Manager	110 - 160	135	50 - 90
	Accounts and Administration Officer	60 - 70	65	30 - 35
	Executive Assistant	70 - 110	90	40 - 60
	Receptionist / Office Support	60 - 80	70	30 - 40
PROGRAM & PROJECT	National Program Manager	95 - 150	122	50 - 70
	Project Manager	90 - 130	110	40 - 70
	Project Coordinator	90 - 110	100	35 - 50
	Clinical Director	125 - 180	152	70 - 100
	Clinical Coordinator	80 - 100	90	45 - 60
	Commissioning Manager	115 - 120	117	60 - 70
FRONTLINE	Counselling Coordinator	100 - 110	105	50 - 70
	Counsellor	90 - 100	95	45 - 60
	Caseworker	80 - 90	85	40 - 55
	Support worker	55 - 60	57	30 - 40
ADVOCACY, POLICY & LEGAL	Director Policy & Government Relations	120 - 170	145	65 - 85
	Capacity Building Director	130 - 170	150	70 - 80
	Principal Solicitor	100 - 150	125	/
	Policy Advisor	65 - 95	80	40 - 50
	Policy and Project Officer	75 - 95	85	40 - 50
	Quality & Capacity Building Coordinator	70 - 120	95	40 - 60
FUNDRAISING, MARKETING, COMMUNICATIONS	Director of Fundraising / Marketing	150 - 170	160	80 - 95
	Fundraising Manager	95 - 140	117	50 - 75
	Fundraising / Digital Fundraising Officer	70 - 85	77	35 - 40
	Philanthropy Manager	100 - 150	125	50 - 80
	Partnerships Manager	80 - 130	105	45 - 60
	Partnerships Officer	70 - 90	80	35 - 45
	Individual Giving Manager	100 - 120	110	55 - 65
	Major Donor Manager	70 - 120	95	50 - 70
	Bequest Manager	80 - 100	90	40 - 50
	Marketing / Communications Manager	90 - 135	112	50 - 70
	Digital Marketing / Communications Officer	80 - 100	90	40 - 50
	Business Development Manager	110 - 130	120	55 - 70
	Events Coordinator	70 - 80	75	45 - 50
	Campaign Manager	90 - 100	95	45 - 60
	Supporter Relations Manager	80 - 90	85	38 - 42
	Supporter Relations Officer	60 - 70	65	30 - 35
	Database Manager	70 - 115	92	50 - 70
	Database Officer	60 - 80	70	37 - 45
	Member Liaison Officer	90 - 100	80	45 - 50
	Memberships Officer	60 - 70	65	35 - 45

All salaries and rates are exclusive of superannuation, bonuses or benefits. Figures collated from NGO Recruitment placements made during the 2021-2022 financial year.

About NGO Recruitment

Specialist in not-for-profit sector executive search, recruitment and HR services.

AUSTRALIA - ASIA PACIFIC - INTERNATIONAL

NGO Recruitment is Australia's not-for-profit sector executive search, recruitment and HR specialist. Since 2004, NGO Recruitment has placed over 5,000 talented professionals in a vast range of NFPs, from large multinational NGOs to neighbourhood centres, and everything in between.

With offices in Sydney, Melbourne and Brisbane, we work as a cohesive team recruiting across metropolitan, regional and remote Australia, into the Asia Pacific region and internationally. An extensive database of more than 200,000 candidates combined with the latest recruitment search technologies enables us to source the very best talent in Australia and beyond.

Our professional, purpose driven consultants have a profound understanding of the sector and are committed to delivering outstanding results for our clients and candidates. We uphold our values and go above and beyond to make our work not only enjoyable, but rewarding and socially impactful too.

Our Values



Excellence

Our continuous improvement principle and high ethical and work standards are backed by 20 years of successful NFP sector recruitment.



Integrity

We are honest, trustworthy and reliable professionals, led by the Duty of Care to our candidates and clients. Transparent communication is our top priority.



Commitment

Committed to delivering the best recruitment solutions to our clients, we are passionate about the quality and social impact of our work. We won't rest until we get the right fit!



Respect

Our staff, clients and candidates come from diverse backgrounds and life pathways. We treat them with care and dignity. We respect history, cultures and environment.



Social impact

We have built a progressive team culture, that promotes diversity, inclusion and philanthropy. We take a stand on acute socio-political issues and support our clients' causes.



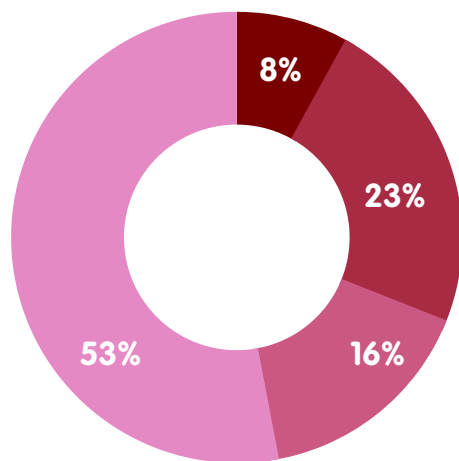
Appendix 1

About the Survey

In July 2022, NGO Recruitment surveyed 100 Australian NFPs to assess hiring and remuneration intentions over the next 12 months, current recruitment challenges and the lasting impact of the Covid-19 pandemic on the sector.

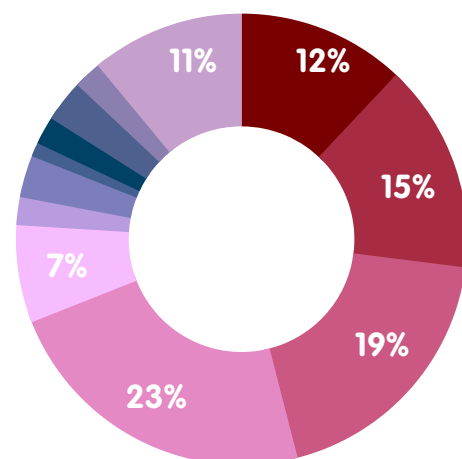
Comparisons within this snapshot are made with findings from our July 2021 survey.

**NFP respondents in terms of
annual revenue:**



- Less than \$1m - 8%
- Between \$1m and \$5m - 23%
- Between \$5m and \$10m - 16%
- More than \$10m - 53%

**NFP respondents in terms of
sub-groups:**



- International NGOs - 12%
- Charity - 15%
- Community - 19%
- Health - 23%
- Education - 7%
- Industry association - 2%
- Faith-based - 3%
- Political and activist - 1%
- LGBTIQA+ - 2%
- Conservation - 3%
- Animal welfare - 2%
- Other - 11%



We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.



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