

BigHand Support Staff Insights Analysis 2024

20%
based their **first changes** on practice group, **19%** on office location, and **17%** on low-skilled administrative tasks.

23%
of firms have started their projects with changes to **junior associate support**.

Only **3%**
confirmed that they had **not made any changes** to support staff structures in the last two years.

For **24%**
of respondents say there has been an **acceleration towards 75%** of support staff in teams and **25%** providing direct lawyer support.

54%
of firms now have technology for **delegating legal support tasks**

13%
have plans to **implement it**

Over **50%**
of firms have **consistently confirmed** they are making forced support staff exits since 2021.

25%
of firms expect to lose **11-20%** of support staff to **retirement in the next 5 years**.

Switching firms remains high with **50%** of firms confirming it has increased in the last 12 months.

42%
focus on **completion rates**

40%
on **utilization**

38%
on **quality of work**, when tracking support staff productivity.

39%
of firms expect support staff **salaries to increase by up to 10%**.

25%
of firms expect support staff **salaries to increase by more than 10%**.