



Pay and benefits

in Call Centres



Our customers...

Our customers include many of the UK's major Call Centre employers:

- 3
- British Sugar
- BT
- BGL Group
- CBRE GWS
- Chartered Institute of Purchasing & Supply
- Everything Everywhere
- Geoban
- Home Retail Group
- H&M Hennes & Mauritz
- Home Retail Group
- Ikea
- Sky UK Limited
- Sodexo
- Telefonica O2
- Thomas Cook

Market practice

In a challenging marketplace, effective and competitive remuneration is a key focus.

Employers need to ensure their reward policies and practices are both practical and relevant. Therefore, having access to up-to-date market practice in the industry in which you operate is essential.

Paydata's Call Centre Pay and Benefits Survey is designed to help you understand pay and benefits trends for key positions in the sector. Customised for call centre employers, it enables you to compare your pay and benefits with comparable organisations - who you recruit from and lose people to.

We are the leading provider of salary and benefits data to this sector and we have helped many UK employers benchmark their terms and conditions to the external market in a robust, confidential and legal manner.

Positions covered

The survey covers over 45,000 employees at 250 locations across the UK. It covers 47 jobs across eight major job categories at different levels, from Operations Manager to Customer Service Advisor.

Job categories covered:

- Operations / Management
- Customer Service
- Retention / Complaints
- Technical Helpdesk
- Coaching / Training
- Sales
- Operations Support
- Specialist (*including credit, debt and fraud management*)

Geographical regions covered

The results are analysed geographically - nationally, regionally and locally (down to call centre location). Regions covered are London, South East, South West and Wales, Midlands, North and Scotland.

Information collected

Information collected includes:

- Base salary
- Bonuses
- Working hours
- Holiday entitlement
- Pension
- Private medical
- Company car provision

Personalised reports

Participants receive an individually produced personalised report that is simple to interpret and enables them to easily compare their reward practices to the market.

Our customers tell us their survey reports are an invaluable source of market data, and a key input into making informed pay decisions.

Timely reports

Post pay review salaries are collected from participants so that our survey database can be kept up-to-date all year round.

Participants can draw down updated reports, available in Adobe PDF and Excel formats, at any time during the year. For example, organisations with January pay reviews often request an updated report in September, to inform their decisions.

Personalised pay reports

Example summary pay report Survey region

Survey job family

| Survey Job Title | Fixed Cash Salary (£'000s) | | | | Total Cash Salary (£'000s) | | | | Compa Ratio | |
|--------------------------|----------------------------|--------|------------|--------|----------------------------|--------|------------|--------|-------------|-------|
| | You * | | The Market | | You * | | The Market | | Fixed | Total |
| | LQ | Mean | UQ | | LQ | Mean | UQ | | | |
| (28) Survey job title 28 | 58,481 | 51,217 | 54,563 | 57,388 | 58,481 | 51,217 | 54,988 | 57,388 | 107% | 106% |
| (31) Survey job title 31 | 42,281 | 28,962 | 31,748 | 34,847 | 43,381 | 28,962 | 33,608 | 38,036 | 133% | 129% |
| (32) Survey job title 32 | 20,731 | 25,461 | 26,589 | 27,922 | 20,731 | 25,461 | 26,597 | 27,922 | 78% | 78% |
| (35) Survey job title 35 | 26,481 | 19,716 | 22,136 | 24,118 | 26,481 | 19,716 | 23,165 | 25,767 | 120% | 114% |
| (44) Survey job title 44 | 36,481 | 23,816 | 29,662 | 39,680 | 36,481 | 23,816 | 30,807 | 40,825 | 123% | 118% |

Your pay versus the market

Your pay information separated from the external market

Comparison ratios showing how your pay compares to the market

Example individual pay report Survey region

Survey job family

| (65) Survey job title 65 | | |
|--------------------------|----------------------------|----------------------------|
| Your data | Fixed Cash Salary (£'000s) | Total Cash Salary (£'000s) |
| Actual Minimum | 27,481 | 30,231 |
| Lower Quartile | | |
| Median | | |
| Mean | 35,814 | 38,564 |
| Upper Quartile | | |
| Actual Maximum | 44,481 | 47,231 |
| Number of jobholders | 3 | |

| The Market | Fixed Cash Salary (£'000s) | Total Cash Salary (£'000s) |
|-------------------------|----------------------------|----------------------------|
| Actual Minimum | 27,019 | 27,019 |
| Lower Quartile | 31,476 | 32,100 |
| Median | 33,020 | 34,698 |
| Mean | 32,814 | 33,782 |
| Upper Quartile | 34,679 | 36,035 |
| Actual Maximum | 39,273 | 39,273 |
| Number of organisations | 7 | |
| Number of jobholders | 25 | |

| Compa Ratio | Fixed Cash Salary | Total Cash Salary |
|---|-------------------|-------------------|
| Your median as % of the market's median | | |
| Your mean as % of the market's mean | 109.1% | 114.2% |

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Flexible data collection

Participants can either complete an easy-to-use spreadsheet questionnaire or provide a payroll or HR download, along with any relevant structure/organisation charts.

Fees

The annual subscription for this highly customised solution is £850 +VAT.

Additional reports available (additional charges apply):

- Comparator Report - option to select your own comparator group (subject to a minimum number of comparators); and
- Employee Market Report - providing a full breakdown of your employees, showing how their pay compares to the market on both a national and regional basis.

Call Centre HR Forum

We also run a HR Group specifically for this sector. Meeting twice annually, it offers group members to opportunity to meet with like-minded HR professionals and exchange advice and common experiences. Please enquire for further details.

If you would like to participate or require additional information please contact Tim Kellett on +44 (0)1733 391 377 or via email to timk@paydata.co.uk



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