



Pay and Benefits

in Call Centres



“

I'm very impressed with the colleagues I've worked with at Paydata. The level of expertise, knowledge and understanding in their field is brilliant.”

RESPONDENT

Paydata Customer Satisfaction Questionnaire 2017

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.

Paydata's specialist Call Centre Salary Survey covers call centre employers across a variety of sectors. This provides companies with valuable, accurate and specific external market information to inform reward decisions, much of which is not available anywhere else. Customised for call centres employers, it enables participants to compare their pay and benefits with comparable organisations - those who they recruit from and lose people to.

As a leading provider of salary and benefits benchmarking data, Paydata have been helping employers benchmark their terms and conditions to the external market since 2002.

To find out how we can help you, please call us on

+44 (0)1733 391 377

info@paydata.co.uk

Member Benefits

With Call Centre Salary Survey membership you benefit from:



BEST MARKET PRACTICE

Determine market practice on pay and benefits for call centre roles across the UK.



COMPARE RELEVANT EMPLOYERS

Compare your organisation's approach with other relevant employers that operate within the sector, many of whom only contribute to Paydata's survey.



LATEST MARKET INTELLIGENCE

Receive up-to-date and accurate market data whenever you need it over a 12 month period.



GUIDE DECISION-MAKING

Inform your internal decisions in a highly competitive labour market and support your recruitment and retention strategy.



ONGOING SUPPORT

Full support, as we help you to understand the latest industry trends based on our leading reward experience within the sector.

Survey Overview

Covering over 15,000 individuals, employed across the UK, the survey encompasses more than 45 specialist and non-specialist Call/Contact Centre roles.

JOB ROLES COVERED



- Operations/Management
- Customer Service
- Retention/Complaints
- Technical Helpdesk
- Coaching/Training
- Sales
- Operations Support
- Specialist
 - Credit Operations
 - Debt Collection
 - Fraud

GEOGRAPHICAL REGIONS COVERED



The report highlights your market position for each survey role nationally, by geographic region and, most importantly, by location:

- Greater London
- Outer Greater London and South East
- South West and Wales
- Midlands
- North
- Scotland

INFORMATION COLLECTED



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

Data Collection

We make submitting your data easy with our flexible data collection options.

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

Your Survey Report

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

PERSONALISED PAY 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.

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 then draw down updated reports at any time during the year. For example, organisations with January pay reviews often request an updated report in September, to inform their decisions.

Example Report

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			
0202 Survey job title 28	58,481	51,217	54,543	57,388	58,481	51,217	54,968	57,388	107%	108%
0115 Survey job title 31	42,281	28,962	31,748	34,847	43,381	28,962	33,608	38,056	133%	129%
0225 Survey job title 32	20,751	25,461	26,899	27,922	20,751	25,461	26,897	27,922	78%	78%
0352 Survey job title 35	26,481	19,716	22,136	24,118	26,481	19,716	23,165	25,767	120%	114%
0445 Survey job title 44	36,481	23,816	29,662	33,680	36,481	23,816	30,807	40,925	123%	118%

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	30,251
Lower Quartile		
Median		
Mean	35,814	38,564
Upper Quartile		
Actual Maximum	44,481	47,251
Number of jobholders	3	
The Market	Fixed Cash Salary (£'000s)	Total Cash Salary (£'000s)
Actual Minimum	27,019	27,019
Lower Quartile	31,426	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%

PERSONALISED PAY REPORTS



Your pay versus the market

Your pay information separated from the external market

Comparison ratios showing how your pay compares to the market

Fees

ANNUAL SUBSCRIPTION

Salary Survey membership

£850 +VAT for a 12 month subscription to the survey.

ADDITIONAL OPTIONS

Additional reporting options are also available*:

Comparator Report

Filter the results to a chosen comparator group (subject to minimum sample populations);

Diversity Report

Covering market statistics on gender, service and age; and

Employee Market Report

A full breakdown of your employees, providing a market rate for each matched jobholder.

* additional charges apply

EXISTING SURVEY CONTRIBUTORS



Data for the survey is drawn from various UK call centre employers, including:

- Barratt Developments
- Bovis Homes
- British Telecommunications
- CBRE GWS
- CHOICE
- Countrywide
- Crest Nicholson
- Engie UK
- Hennes and Mauritz UK
- Keepmoat
- Kier Group
- Midland Heart
- NG Bailey
- Optivo
- Sainsbury's Bank and AFS
- Sky UK
- Sodexo
- Taylor Wimpey



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