

# 2018 Salary Survey Contact Centre

**Sussex & South East Regions**

Prepared by Classic Consulting (UK) Ltd  
Your Multi Award Winning Recruitment Specialists





## Hello and Welcome!

Given the climate of change in 2018, our comprehensive analysis of the **Contact Centre Sector** may prove invaluable to both experienced and aspiring professionals working within the South East and Sussex today.

This specialist Salary Survey presents a crucial view of what organisations perceive to be their current employment challenges, plans for the year ahead and the types of skills in high demand.

We trust you will find the information within to be both timely and relevant for your workforce planning.

For a confidential discussion on your unique requirements, please contact our friendly and professional team at any time on 01273 607129.

**We hope you enjoy!**

*Denise Buchan*

Denise Buchan, MD  
Classic Consulting (UK) Ltd



# 2018 Salary Survey Contact Centre Summary

## Sector Summary

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The relocation of businesses has fuelled opportunities for contact centre and customer service staff. Contact centre opportunities are growing across most regions in the UK as companies relocate these functions.

As technology continues to improve within contact centres, there is an increased need for professionals capable of utilising the new technology to interact with customers.

With an increase in the living wage occurring alongside pension auto-enrolment for small and medium sized businesses, it was feared that companies may reduce hiring in response to increased employment costs.

However, these concerns have proved unfounded and investment in support functions has continued to remain integral to most businesses.



## DID YOU KNOW...

Bringing jobs back to the UK, aka 'reshoring' has become a matter of cost vs. value, and EE claims it has cut customer complaints by

50%

by bringing 1,400 call centre jobs back to the UK from abroad since 2014.

### Customer retention matters!

2% = 10%

Some studies suggest that a mere 2% increase in customer retention has the same effect as decreasing costs by 10%\*

\*Leading on the Edge of Chaos, Emmet Murphy & Mark Murphy.

## Contact Centre Recruiting Trends

The human touch is still regarded as crucial in this sector, and increasingly companies are focusing on improving their customer service offering, meaning career opportunities in this sector remain strong.

Demand for permanent staff is continuing to outweigh temporary roles this year, and there has been an increase in salaries for contact centre roles in inbound sales and customer services as UK relocation of contact centres continues.

Beyond salaries, benefits packages continue to evolve as businesses recognise that flexible working, compressed hours, and ongoing personal development are of increasing importance to employees. Better pension schemes and increased holiday allowance have helped attract candidates in Brighton and Sussex.

Finally, we are seeing a marked increase in demand for candidates with language skills above and beyond German, French and Spanish: we are actively recruiting for Polish, Mandarin, and Arabic speakers as contact centres in the region expand to new international territories.

Contact / Call Centre	PERMANENT (£ PER YEAR)		Brighton Average Salary	CONTRACT / TEMPORARY (£ PER DAY)		Brighton Average Daily Rate	Brighton Average Hourly Pay Rate (7.5 hrs/day)
	MIN £	MAX £		£	MIN £		
<b>ADVISOR</b>							
Customer Service Advisor	£ 15,000.00	£ 18,500.00	£ 16,750.00	£ 60.00	£ 70.00	£ 65.00	£ 8.67
Inbound Sales Advisor	£ 14,000.00	£ 18,000.00	£ 16,000.00	£ 60.00	£ 75.00	£ 67.50	£ 9.00
Outbound Sales Advisor	£ 16,000.00	£ 21,000.00	£ 18,500.00	£ 65.00	£ 85.00	£ 75.00	£ 10.00
Multilingual Service Advisor	£ 16,000.00	£ 22,000.00	£ 19,000.00	£ 65.00	£ 85.00	£ 75.00	£ 10.00
Multilingual Sales & Service Advisor	£ 17,500.00	£ 25,000.00	£ 21,250.00	£ 70.00	£ 95.00	£ 82.50	£ 11.00

MANAGERIAL	MIN £	MAX £	£	MIN £	MAX £	£	£
	Team Assistant/Coach	£ 17,000.00	£ 19,000.00	£ 18,000.00	£ 60.00	£ 80.00	£ 70.00
Team Leader/Manager	£ 17,000.00	£ 30,000.00	£ 23,500.00	£ 65.00	£ 120.00	£ 92.50	£ 12.00
Training Manager	£ 27,000.00	£ 38,000.00	£ 32,500.00	£ 110.00	£ 150.00	£ 130.00	£ 17.00
Customer Service Operations Manager	£ 30,000.00	£ 40,000.00	£ 35,000.00	£ 115.00	£ 175.00	£ 145.00	£ 19.00
Sales Operations Manager	£ 28,000.00	£ 40,000.00	£ 34,000.00	£ 100.00	£ 175.00	£ 137.50	£ 18.00
Head of Contact Centre / Site	£ 35,000.00	£ 85,000.00	£ 60,000.00	£ 135.00	£ 325.00	£ 230.00	£ 30.00
Head of Contact Centres (Multi-site)	£ 45,000.00	£ 90,000.00	£ 67,500.00	£ 175.00	£ 345.00	£ 260.00	£ 34.00

Contact / Call Centre	PERMANENT (£ PER YEAR)		Brighton Average Salary	CONTRACT / TEMPORARY (£ PER DAY)		Brighton Average Daily Rate	Brighton Average Hourly Pay Rate (7.5 hrs/day)
	MIN £	MAX £	£	MIN £	MAX £	£	£
<b>QUALITY</b>							
Quality Assurance Advisor	£ 18,000.00	£ 26,000.00	£ 22,000.00	£ 65.00	£ 100.00	£ 82.50	£ 11.00
Quality Assurance Manager	£ 25,000.00	£ 35,000.00	£ 30,000.00	£ 95.00	£ 135.00	£ 115.00	£ 15.00

CUSTOMER EXPERIENCE	MIN £	MAX £	£	MIN £	MAX £	£	£
	Customer Experience/Service Improvement Manager	£ 32,000.00	£ 46,000.00	£ 39,000.00	£ 120.00	£ 200.00	£ 160.00

RELATIONSHIP MANAGEMENT	MIN £	MAX £	£	MIN £	MAX £	£	£
	Relationship Manager B2C	£ 18,000.00	£ 28,000.00	£ 23,000.00	£ 65.00	£ 120.00	£ 92.50
Relationship Manager B2B	£ 23,000.00	£ 30,000.00	£ 26,500.00	£ 90.00	£ 130.00	£ 110.00	£ 14.50
Senior Relationship Manager	£ 27,000.00	£ 43,000.00	£ 35,000.00	£ 100.00	£ 190.00	£ 145.00	£ 19.00

Contact / Call Centre	PERMANENT (£ PER YEAR)		Brighton Average Salary	CONTRACT / TEMPORARY (£ PER DAY)		Brighton Average Daily Rate	Brighton Average Hourly Pay Rate (7.5 hrs/day)
	MIN £	MAX £	£	MIN £	MAX £	£	£
<b>RESOURCE PLANNING &amp; MI</b>							
Resource Planning / Real Time / MI / Dialler Analyst	£ 18,000.00	£ 30,000.00	£ 24,000.00	£ 65.00	£ 120.00	£ 92.50	£ 12.00
MI Manager	£ 25,000.00	£ 35,000.00	£ 30,000.00	£ 100.00	£ 140.00	£ 120.00	£ 16.00
Dialler Manager	£ 25,000.00	£ 38,000.00	£ 31,500.00	£ 100.00	£ 150.00	£ 125.00	£ 16.00
Workforce / Resource Planning Manager	£ 31,000.00	£ 51,000.00	£ 41,000.00	£ 120.00	£ 230.00	£ 175.00	£ 23.00
Head of Resource Planning	£ 50,000.00	£ 74,000.00	£ 62,000.00	£ 200.00	£ 320.00	£ 260.00	£ 34.00
<b>COMPLAINTS</b>							
Customer Complaints Advisor	£ 18,000.00	£ 25,000.00	£ 21,500.00	£ 65.00	£ 100.00	£ 82.50	£ 11.00
Customer Complaints Specialist	£ 24,000.00	£ 30,000.00	£ 27,000.00	£ 120.00	£ 250.00	£ 185.00	£ 24.00
Complaints Training and Competence Specialist	£ 23,000.00	£ 31,000.00	£ 27,000.00	£ 100.00	£ 220.00	£ 160.00	£ 21.00
Complaints Team Leader/Manager	£ 23,000.00	£ 31,000.00	£ 27,000.00	£ 100.00	£ 250.00	£ 175.00	£ 21.00
Complaints Operations Manager	£ 31,000.00	£ 41,000.00	£ 36,000.00	£ 150.00	£ 300.00	£ 225.00	£ 30.00
Head of Complaints	£ 60,000.00	£ 132,000.00	£ 75,000.00	£ 400.00	£ 700.00	£ 550.00	£ 70.00



# Data Methodology

## About Our Data

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The data included in this Salary Survey is intended as a guide only, and can be influenced by many factors unique to your organisation.

As such, the final rates of pay you settle on for your new hires may differ from those outlined in this report.

Data has been compiled using up-to-date information from a variety of sources including placements and job offers

by clients, candidate disclosure of salary information, the collective experience of our specialist consultants and an average of advertised salaries on the leading job boards in the region.

Our summary and recruiting trends reports are based on the survey findings of almost 7,000 employers and employees, from organisations of all sizes, across all sectors.





**Thank you.**

**Classic Consulting (UK) Ltd is one of Sussex's leading recruitment consultancies. We place the market's most highly skilled professionals on a temporary, permanent and interim basis.**

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