

Pay and Conditions in Contact Centres 2017/18

About the report

The 2017/18 pay and conditions in call and contact centres survey was conducted between May and July and covers 25 organisations, operating 45 contact centres across the UK, employing over 5,000 staff. The median workforce size was 112 staff, with individual companies' call centre headcounts ranging from just 15 to more than 1,200 staff. More than three-fifths of respondents operate in the private sector (64%), while the remainder are split between the public (20%) and the not-for-profit sectors (16%).

The participating companies are:

Aberdeenshire Council	Mercer
Allstate Northern Ireland	Molson Coors
Altro	Northern Powergrid
Belron	NUT
Bracknell Forest Council	Ocado
Bristol Wessex Billing Services	Ordnance Survey
Business Stream	Sanctuary Group
Clarion Housing Group	Sovereign Housing Association
Doncaster Council	TD Direct Investing
EDF Energy	Transport for London
Geoban	VELUX
Loop Customer Management	Virgin Holidays
LV	

Jobs covered

Call centre advisor – entry level	MI manager
Call centre advisor – senior	Training officer
Call centre advisor – all grades	Training manager
Call centre team leader	Call centre manager
Call centre team manager	Senior call centre manager
MI analyst	Operations manager

The full report contains analysis of pay levels for these roles, as well as information on pay increases, recruitment and retention, hours of work, and holiday entitlement.

How to order

The full report (pdf) is available to buy now at £350 + VAT (£315 + VAT for participants). To order your copy email enquiries@incomesdataresearch.co.uk