



# Pay & Rewards in UK Contact Centres



## Report contents:

- 77 charts and data tables show pay and rewards for the UK contact centre industry
- Based on primary research surveys with 279 UK contact centres, segmented by vertical market, contact centre size, region, job role and inbound / outbound / 2nd-line
- Salaries (hourly / annually), working hours, factors influencing pay, shift premiums, bonuses, additional benefits, sick pay, holiday entitlement, HR policies and incentives.

## Segmented by:

- 11 vertical markets (Charities, Finance, Housing, Insurance, Manufacturing, Medical, Outsourcing, Public Sector, Retail & Distribution, Services, Technology, Media and Telecoms, Transport & Travel, Utilities)
- 5 job roles (New agent, Experienced agent, Team leader, Section leader, Contact centre manager)
- 3 contact centre size bands (Small – 10-50 FTE; Medium – 51 -200 FTE; Large - >200 FTE)
- Inbound service / outbound sales / 2<sup>nd</sup>-line support
- 12 UK regions & remote working-only operations

## Based on surveys with 279 UK contact centres

“Pay & Rewards in UK Contact Centres” is built on research and analysis by [ContactBabel](#), the contact centre industry experts, and [Reward Heads](#), a leading UK independent rewards consultancy.

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# Ways to order Pay & Rewards in UK Contact Centres

**The report costs £495 + VAT.**

1. **Visit** <https://www.contactbabel.com/pay-and-rewards> and register your details. Payment can then be made online by credit or debit card (VISA, Mastercard, AMEX) with the report immediately available for download.
2. **Call +44 (0)1434 682244** or **email** [info@contactbabel.com](mailto:info@contactbabel.com) requesting a secure online card payment link.
3. **To pay by invoice: please email us at** [info@contactbabel.com](mailto:info@contactbabel.com). Please provide a billing address & purchase order number (if required). You will be emailed an invoice with 28 days' payment terms, along with the report.

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