

Helpdesk Report: Customer Centre Roles

by

Incomes Data Research

June 2021

This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

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Contents

1. Introduction	4
2. Market salary data	4
2.1. Market data	4
2.1.1. Market data.....	4
2.1.2. NHS data.....	6

1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following roles:

- Centre Manager
- Deputy Centre Manager
- Customer Experience Assistant

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable ‘triangulation’ of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The tables in the following sections provide the aggregate market salary for the closest-matching full-time jobs.

2.1.1. Market data

The tables overleaf contain data from IDR Pay Benchmark¹, our online database of salary information, and Hays Recruitment Survey.

¹ The IDR Job Level noted in the table typically cover the following types of roles: levels 1 and 2, admin, support and manual roles; 3 and 4, secretarial and craft roles; 5 and 6, vocational and supervisory; 7 and 8, professional and managerial; 9, senior management; 10a and 10b, directors; 11, senior directors/chief executives.

Centre Manager

Source	Match	Lower quartile	Median	Upper quartile
Pay Benchmarker	Housing Manager, Level 7, public sector	£40,873	£42,366	£43,857
Pay Benchmarker	Business Development Manager, Level 7, whole economy	£44,143	£44,886	£50,000
Pay Benchmarker	Caretaker/Facilities Manager, Level 7, public sector	£37,922	£40,422	£44,735
	Market summary	£40,873	£42,366	£44,735

Deputy Centre Manager

Source	Match	Lower quartile	Median	Upper quartile
Pay Benchmarker	Housing Officer, Level 6, public sector	£28,905	£29,716	£31,083
Pay Benchmarker	Sales/Account Executive, Level 6, whole economy	£27,896	£31,741	£37,189
Hays Recruitment Survey	Housing Officer, whole economy, South East	£24,000	£27,750	£32,000
	Market summary	£27,896	£29,716	£32,000

Customer Experience Assistant

Source	Match	Lower quartile	Median	Upper quartile
Pay Benchmarker	Receptionist, level 2, whole economy	£18,516	£18,795	£19,895
Pay Benchmarker	Customer Service Adviser, level 3, whole economy	£18,350	£19,899	£21,898
Hays Recruitment Survey	Housing Assistant, whole economy, South East	£17,500	£19,750	£21,000
	Market summary	£18,350	£19,750	£21,000

2.1.2. NHS data

In this section we provide information on the salary range for the pay band likely to cover similar jobs in the NHS. The NHS, with 1.2m staff, is the largest employer in the UK and as such plays a key role in influencing the market for many non-medical roles, particularly in education, given the links between parts of higher education and the NHS.

Reception and Customer/Patient Assistant roles are typically employed on Band 2 or 3 with a current salary range of between £18,005 and £19,337 (Band 2) or £19,737 and £21,142 (Band 3) a year outside of London and high-cost areas in the South East/South.

Non-clinical operational managers and deputy managers are typically employed on Band 7, with a salary range of between £38,890 and £44,503, and Band 6, with a salary range of between £31,365 and £37,890.

Roles based in high-cost areas qualify for the following supplements:

- Inner London – 20% of basic salary, subject to a minimum payment of £4,474 and a maximum payment of £6,892;
- Outer London – 15% of basic salary, subject to a minimum payment of £3,786 and a maximum payment of £4,824;
- Fringe – 5% of basic salary, subject to a minimum payment of £1,037 and a maximum payment of £1,793.