

executive summary

red contact centres is pleased to provide you with this 2011 South Wales contact centre salary comparison.

This report is produced by **red** contact centres and the data is offered considering **red**'s regional market knowledge and close recruitment partnerships with many of the region's major contact centre employers. The information provided has been compiled using data from 25 of the 100+ contact centres in Cardiff and the surrounding area.

It is widely understood that a candidate's desire for a job search is motivated by a mix of salary, working hours and company/brand reputation. Therefore, it is critical that recruiting centres consider **all** of these elements in order to attract the best quality candidates possible. Getting this blend of offering right is particularly important at the moment whilst the market is again experiencing candidates having choice and multiple job options to consider in their contact centre career search. In order to assist you with these considerations, this report shows average salaries that are on offer in this region and then details real case studies of many recruiting centres with both salary and hours shown.

red hopes that you find the enclosed information interesting and a help to your attraction and recruitment planning. Should you have any further questions surrounding the points raised, or wish to discuss your contact centre salaries or recruitment, the team at **red** will be delighted to hear from you.

For further information, please contact either:

Gemma Przytocka

Client Development Manager

or **Neil Lewis**

Director

at:

red contact centres

28 St. Mary Street

Cardiff

CF10 1AB

02920 414991

gemma@red-recruitment.com

or neil@red-recruitment.com

red
contact centres

A division of **red** recruitment