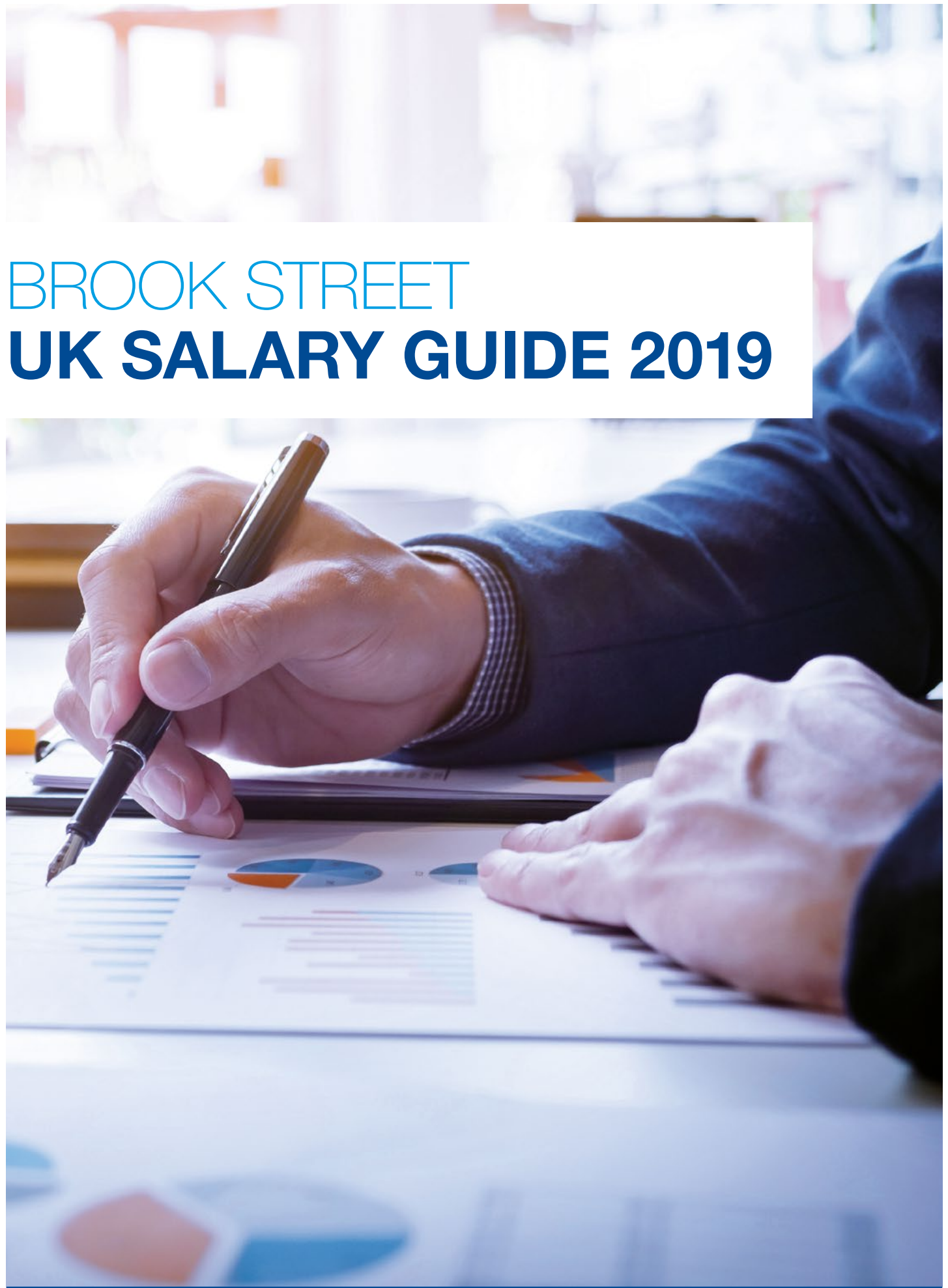




BROOK STREET **UK SALARY GUIDE 2019**

Find out more at
brookstreet.co.uk

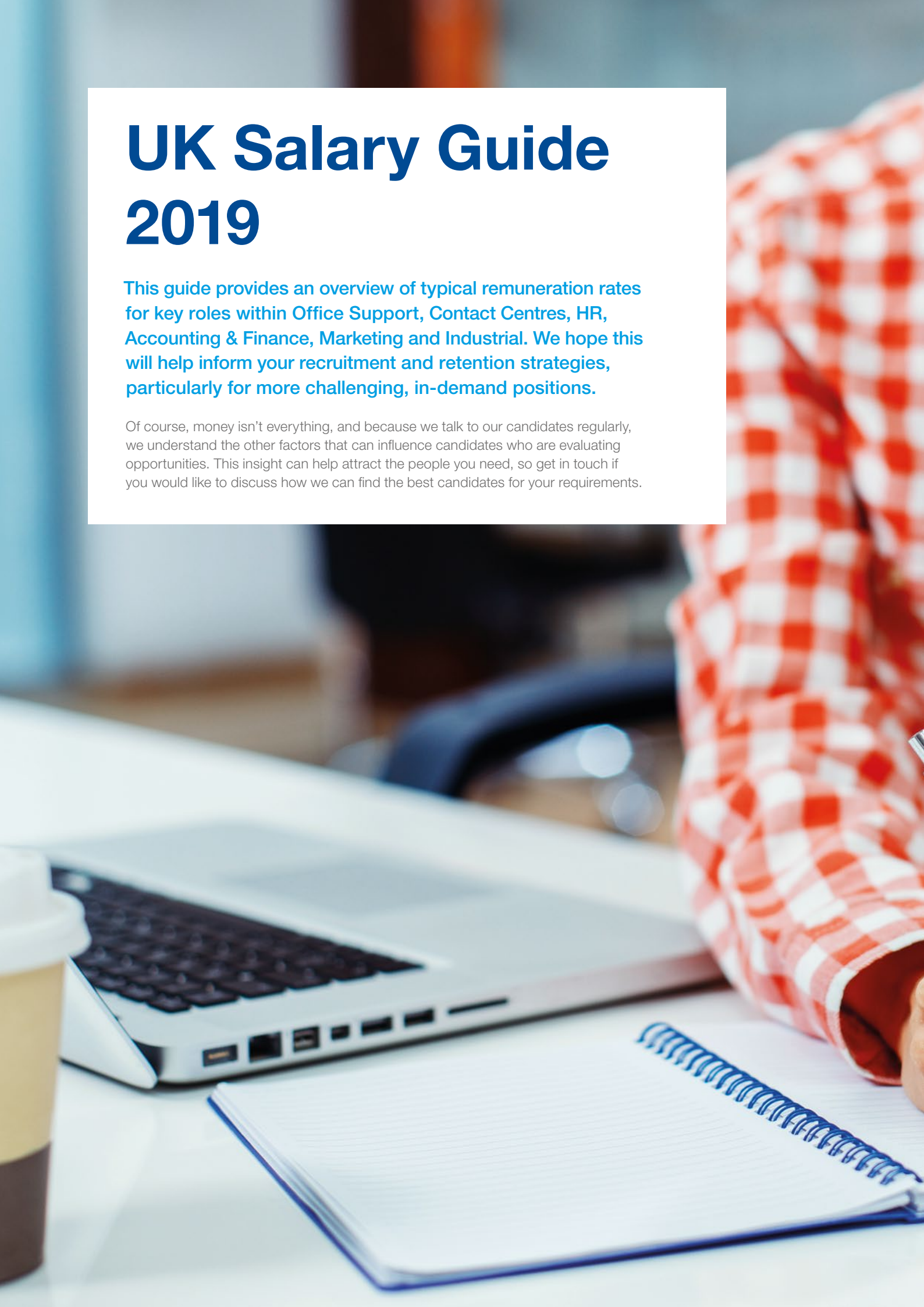


BROOK STREET

UK Salary Guide 2019

This guide provides an overview of typical remuneration rates for key roles within Office Support, Contact Centres, HR, Accounting & Finance, Marketing and Industrial. We hope this will help inform your recruitment and retention strategies, particularly for more challenging, in-demand positions.

Of course, money isn't everything, and because we talk to our candidates regularly, we understand the other factors that can influence candidates who are evaluating opportunities. This insight can help attract the people you need, so get in touch if you would like to discuss how we can find the best candidates for your requirements.



About Brook Street

Founded over 70 years ago, the values we had as recruiters then remain the same today. We firmly believe in offering a high value, quality service, finding the right person for your company. That's why employers across all sectors trust us to find their ideal new recruits, no matter how big or small their hiring requirements. Our nationwide reach means our consultants are local experts in sourcing and tailoring their approach to find the best talent to suit your requirements.

Here is what some of our trusted clients say about us...



Brook Street are always my **first point of contact** when I require additional support, whether it be a temp or a temp to perm position. The staff take the time to **understand my needs** and are great at ensuring the whole process runs smoothly. **Great, friendly service** and always fulfil my requirements.

Joel Bussey, Support Team Leader
Hallmark UK



The **friendly, prompt and professional** service we have received in our dealings with Brook Street has enabled us to **fill our positions with confidence and ease**. We'll continue to use Brook Street for our recruitment needs and I certainly recommend them.

Andrea Shippey, Office Manager
Derek Lambert Polythene Ltd.



After trying various recruitment agencies to try to partner with, and failing miserably, we finally came across Brook Street and things **changed for the better!**

Brook Street have helped us with our **staff retention** by actually taking time out to **fully understand** us as a business. The **assessment days** they run on our behalf are second to none, and really help to give an insight to the true nature of the **candidates** before you interview.

Andy Hibbert, Customer Support Centre Manager
Wolseley

Office Support

What's in demand

2018 saw growth in the UK export market, boosting demand for a variety of skills in office support. Language skills are now particularly desirable, for sales administrators, import / export transaction support, and nearly every role that involves working with international customers or colleagues.

Skilled candidates in office support know their worth, and their salaries, benefits and working conditions reflect this.

Top office support skills



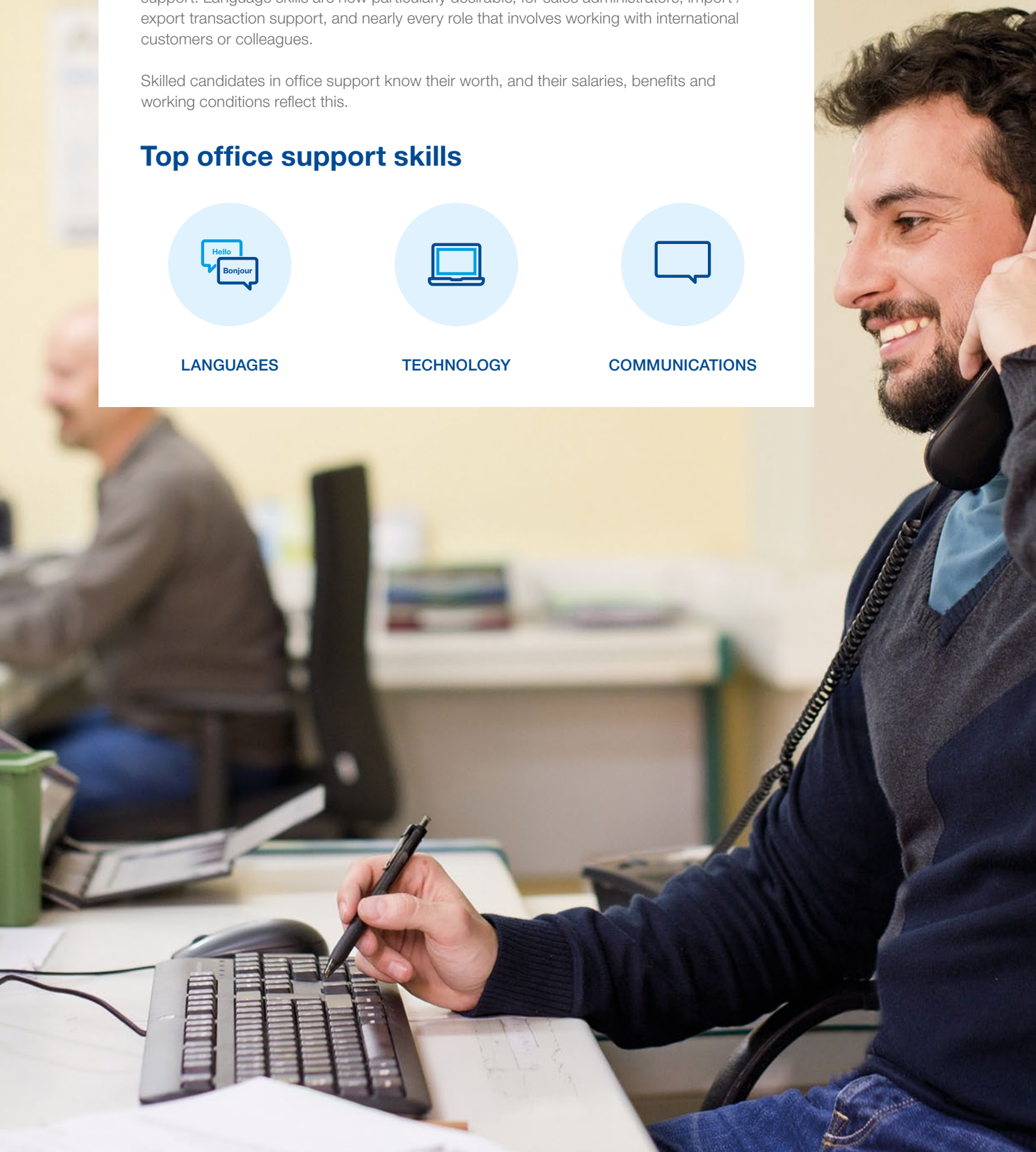
LANGUAGES



TECHNOLOGY



COMMUNICATIONS



Salaries

ADMINISTRATOR

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£21,549	£21,713	£27,732	£21,357	£21,619	£22,118	£20,772	£20,910	£20,878	£20,306	£21,780	£20,999	£21,811
Average per hour	£11.54	£11.75	£14.71	£11.18	£11.31	£12.08	£11.27	£11.50	£10.91	£11.25	£11.70	£10.90	£11.68

OFFICE MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£24,145	£26,579	£31,633	£23,746	£25,141	£26,283	£25,741	£26,854	£23,740	£24,374	£25,415	£23,977	£25,636
Average per hour	£13.52	£13.97	£16.50	£12.92	£13.64	£13.90	£13.44	£14.02	£12.46	£13.22	£13.58	£12.93	£13.68

PERSONAL ASSISTANT

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£27,120	£24,133	£37,514	£26,009	£24,063	£26,938	£24,735	£24,005	£24,348	£23,282	£24,260	£24,873	£25,940
Average per hour	£14.23	£12.89	£19.59	£13.78	£13.26	£14.16	£12.98	£13.06	£13.20	£12.40	£12.87	£13.42	£13.82

SECRETARY

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£25,848	£24,757	£33,457	£23,735	£23,858	£23,605	£22,942	£23,156	£24,795	£26,736	£24,256	£22,634	£24,982
Average per hour	£13.82	£13.01	£17.65	£12.42	£12.47	£12.32	£12.24	£12.11	£13.10	£14.03	£13.00	£11.92	£13.17

RECEPTIONIST

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£19,591	£19,533	£25,218	£17,616	£18,083	£19,293	£18,166	£20,254	£19,096	£18,653	£19,110	£19,907	£19,543
Average per hour	£10.71	£10.58	£13.32	£9.59	£9.88	£10.31	£9.53	£10.78	£10.37	£10.19	£10.42	£10.78	£10.54

Accounting & Finance

What's in demand

There is continued demand for permanent staff who are experienced in accounts, audits, banking and compliance: we observed a real skills shortage in these areas in 2018, and this is unlikely to abate in 2019.

Top accounting & finance skills



FINANCE



AUDITS



COMPLIANCE



Salaries

FINANCE MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£53,415	£45,824	£61,171	£47,088	£46,513	£55,827	£44,348	£45,693	£45,190	£45,490	£45,983	£42,703	£48,270

FINANCE ASSISTANT

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£28,687	£28,347	£38,398	£23,978	£29,781	£29,386	£28,889	£27,373	£27,956	£28,023	£26,418	£24,937	£28,514
Avg per hour	£15.65	£15.29	£20.57	£12.70	£16.32	£15.86	£15.34	£14.37	£14.92	£14.75	£14.20	£13.27	£15.27

PART QUALIFIED ACCOUNTANT

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£33,869	£32,713	£39,365	£31,654	£34,215	£33,880	£30,789	£30,491	£30,235	£30,011	£33,287	£29,386	£32,491
Avg per hour	£18.12	£17.58	£21.23	£16.82	£18.48	£18.16	£16.25	£16.00	£16.41	£16.10	£15.98	£16.15	£17.27

CREDIT CONTROL MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£37,944	£32,877	£51,393	£34,500	£33,299	£39,303	£35,060	£39,500	£34,846	£34,500	£34,666	£36,000	£36,991

PAYROLL MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£38,211	£34,536	£44,679	£34,644	£32,634	£35,248	£35,803	£36,073	£34,951	£34,670	£37,374	£38,768	£36,466

PURCHASE LEDGER CLERK

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£21,922	£18,662	£24,894	£19,381	£19,569	£21,175	£20,657	£20,954	£19,266	£19,699	£19,684	£19,281	£20,429
Avg per hour	£11.50	£10.82	£13.20	£10.99	£10.75	£12.50	£10.84	£11.16	£10.98	£10.61	£10.96	£10.54	£11.24

Contact Centres

What's in demand

We've seen a trend in customer service contact centres: inbound call volumes are decreasing, but average handling times are increasing. Websites, social media and webchat tools are becoming the first choice for routine customer queries, so contact centre agents now need more problem-solving, empathy, listening and comprehension skills.

When you add resilience and enthusiasm, you have the perfect mix for contact centre staff: key to businesses such as insurance, mobile and internet services, who now rely more on inbound calls or qualified leads, rather than cold calling.

Top contact centre skills



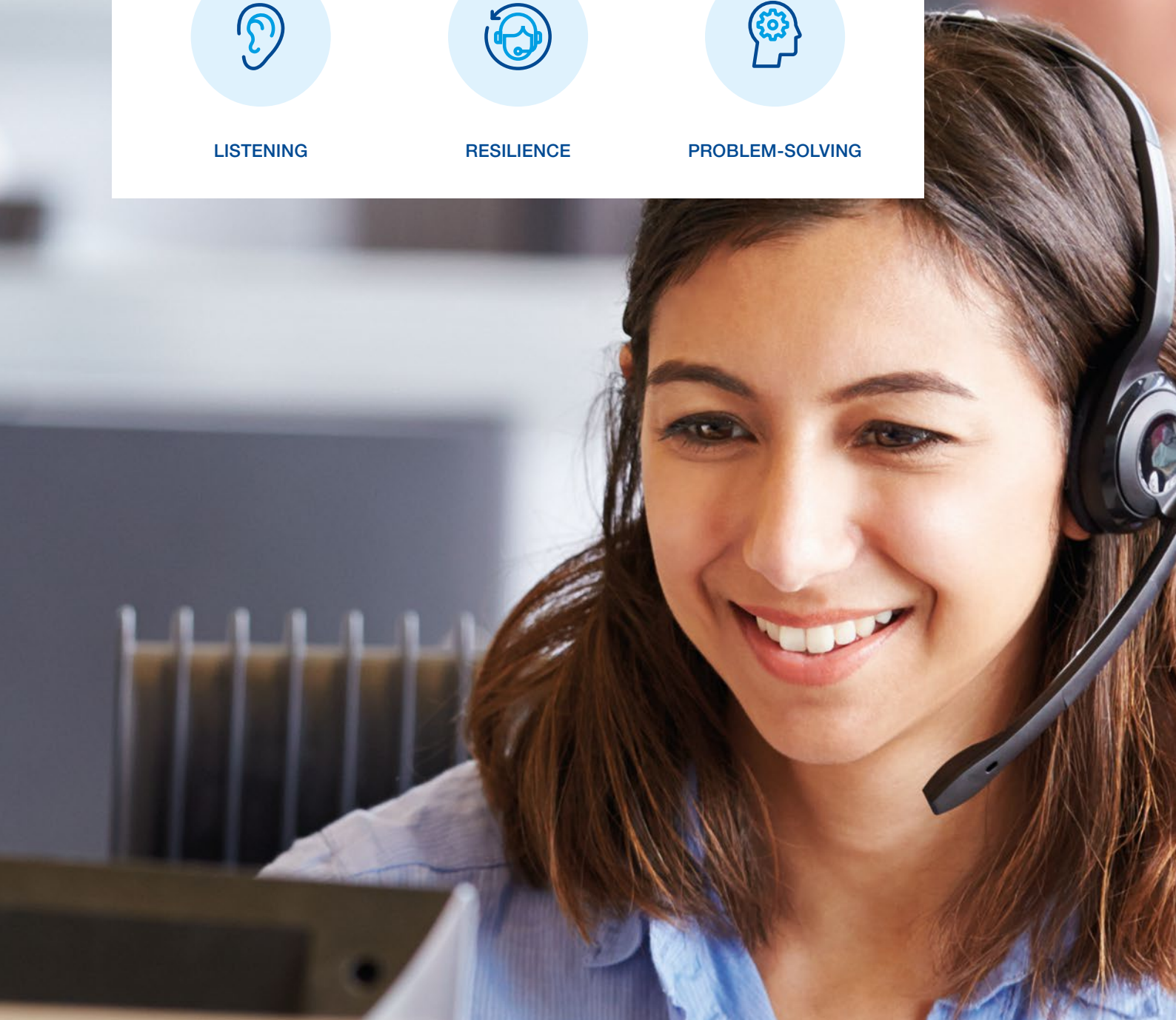
LISTENING



RESILIENCE



PROBLEM-SOLVING



Salaries

CONTACT CENTRE MANAGER

Region	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£36,646	£37,527	£43,672	£33,500	£34,730	£38,125	£38,192	£36,375	£37,402	£30,062	£34,181	£34,080	£36,208

CONTACT CENTRE TEAM LEADER

Region	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£29,545	£27,725	£32,336	£24,000	£25,996	£28,676	£29,500	£26,469	£25,864	£24,500	£25,430	£25,205	£27,104
Avg per hour	£16.01	£15.04	£17.48	£13.36	£13.88	£15.30	£15.93	£14.40	£13.67	£12.88	£13.98	£13.71	£14.64

CUSTOMER SERVICE ADVISOR

Region	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£24,057	£22,242	£28,100	£21,394	£22,166	£26,555	£23,840	£22,777	£22,745	£21,150	£22,581	£22,479	£23,907
Avg per hour	£14.19	£13.12	£16.57	£12.62	£13.07	£15.66	£14.06	£13.43	£13.41	£12.47	£13.32	£13.26	£14.10

TELESALES MANAGER

Region	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£29,083	£29,436	£39,676	£28,636	£29,983	£30,145	£30,386	£27,598	£25,732	£25,875	£26,335	£25,166	£29,004

TELESALES EXECUTIVE

Region	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£23,265	£23,882	£35,374	£23,315	£24,927	£25,774	£25,021	£24,881	£21,492	£21,291	£21,679	£18,850	£24,146
Avg per hour	£13.72	£14.08	£19.95	£13.75	£14.70	£15.20	£14.76	£14.67	£12.67	£12.56	£12.79	£11.12	£14.24

Marketing

What's in demand

The 'gig economy' is gaining momentum, with start-up and project-based work becoming more common and more desirable. Unsurprisingly, we've also seen contractor day rates rise faster than permanent salaries. SEO and PPC skills are still outsourced, but now they go to digital consultants, rather than expensive digital agencies who were the only option in early days of digital marketing. Ironically, these freelancers often learned their skills in the digital agencies they replaced, but offer their consultancy at a fraction of the cost.

However, many employers value permanent digital 'natives': they understand that digital marketing is key to success, and want quality, experienced in-house expertise to guide them.

Marketing skills and job profiles are evolving too: for instance, content roles are now about editorial / journalism experience, as technical skills such as CMS, analytics and CX grow in importance.

Top marketing skills



ANALYTICS



CONTENT



UX DESIGN / EXPERIENCE

Salaries

MARKETING MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£40,892	£38,776	£46,035	£36,569	£37,392	£44,958	£41,125	£40,905	£39,475	£44,523	£42,257	£33,939	£40,571

DIGITAL MARKETING MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£42,529	£38,228	£47,118	£35,277	£36,176	£43,566	£36,787	£39,461	£38,769	£42,500	£38,846	£39,300	£39,880

MARKETING EXECUTIVE

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£29,907	£25,642	£37,252	£27,911	£29,618	£29,662	£26,957	£27,042	£25,357	£25,274	£26,059	£24,896	£27,405
Avg per hour	£15.92	£13.75	£16.67	£15.13	£16.05	£15.89	£14.32	£14.47	£13.54	£13.47	£14.16	£13.14	£14.71

MARKETING ADMINISTRATOR

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£24,393	£21,166	£31,030	£22,083	£25,960	£24,366	£23,070	£24,738	£21,530	£23,333	£21,140	£20,300	£23,592
Avg per hour	£13.49	£11.22	£13.89	£11.48	£13.81	£13.75	£12.21	£13.25	£11.68	£12.35	£11.59	£10.99	£12.48

SALES MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£42,225	£41,225	£49,113	£38,011	£42,595	£43,536	£40,579	£42,301	£38,617	£39,042	£39,814	£38,603	£41,305

ACCOUNT MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£32,610	£33,583	£41,205	£32,262	£32,039	£35,337	£33,081	£33,419	£30,963	£33,473	£33,772	£31,049	£33,566

SALES EXECUTIVE

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg per annum	£29,859	£29,069	£34,281	£29,862	£29,930	£31,185	£28,043	£29,170	£27,585	£30,228	£30,603	£28,693	£29,876

Human Resources

What's in demand

In 2019, we expect employee engagement to continue to be a prime focus: employers are increasingly seeing the value of investing in this key function to retain key staff and reduce overall organisational churn.

HR specialists are also adapting to the changing needs and demands of workforces, including the growing importance of work-life balance and flexible working. As such, they are seeking reward specialists who can get their offer right for the candidates they want to attract. It's no longer just about pay, holiday and pensions: creating compelling compensation packages is becoming a science – and art – of its own.

Top HR skills



ENGAGEMENT



REWARD



CHANGE MANAGEMENT

Salaries

HR MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£48,390	£44,745	£54,859	£45,607	£43,370	£47,114	£43,561	£47,754	£46,132	£42,425	£46,582	£46,060	£46,383

HR BUSINESS PARTNER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£45,994	£48,814	£58,745	£46,200	£45,525	£51,238	£47,574	£45,279	£45,732	£39,170	£44,347	£45,699	£47,026

HR ADMINISTRATOR

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£25,240	£23,347	£29,867	£20,524	£20,505	£24,034	£27,787	£24,334	£25,762	£21,018	£24,289	£21,789	£24,041
Avg Per Hour	£13.41	£12.57	£16.07	£10.95	£10.83	£12.89	£15.00	£13.39	£13.99	£11.10	£13.33	£11.91	£12.95

HR CONSULTANT

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£37,396	£41,615	£52,846	£36,643	£38,159	£38,260	£39,655	£32,598	£34,885	£35,000	£32,673	£45,571	£38,775

HR OFFICER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£30,852	£31,340	£34,982	£27,387	£29,210	£32,634	£27,455	£28,106	£25,523	£24,703	£25,747	£24,413	£26,029

HR ADVISOR

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Avg Per Annum	£29,821	£28,236	£39,702	£28,477	£27,314	£35,072	£31,191	£31,031	£31,135	£24,962	£28,368	£28,940	£30,354

Industrial

What's in demand

The demand for industrial workers continues to climb in a period of uncertainty for the sector. The need for temporary workers has increased as employers think of short term staff to manage day-to-day production rather than focusing on long term goals. There are further challenges for industrial employers as EU job migration continues to fall causing a workforce short fall in some areas, as well as low unemployment levels and increases to the national minimum wage impacting the demand for staff and starting salaries.

Top industrial skills



LEADERSHIP



TEAMWORK



HEALTH & SAFETY



Salaries

WAREHOUSE MANAGER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£29,857	£31,527	£35,371	£26,077	£33,334	£31,291	£30,490	£32,116	£27,894	£26,000	£23,758	£25,171	£29,407
Average per hour	£17.61	£18.59	£20.86	£15.38	£19.66	£18.45	£17.98	£18.94	£16.45	£15.33	£14.01	£14.84	£17.34

WAREHOUSE SUPERVISOR

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£22,378	£24,759	£26,229	£21,903	£20,345	£22,125	£22,049	£25,000	£22,673	£24,000	£20,231	£22,127	£22,818
Average per hour	£13.20	£14.60	£15.47	£12.92	£12.00	£13.05	£13.00	£14.74	£13.37	£14.15	£11.93	£13.05	£13.46

WAREHOUSE OPERATIVE

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£19,718	£20,251	£24,164	£18,096	£20,252	£19,853	£19,325	£20,312	£19,146	£18,163	£17,678	£17,814	£19,564
Average per hour	£11.63	£11.94	£14.25	£10.67	£11.94	£11.71	£11.40	£11.98	£11.29	£10.71	£10.43	£10.51	£11.54

PRODUCTION OPERATIVE

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£23,319	£23,721	£27,848	£19,049	£22,726	£24,582	£22,654	£21,950	£22,326	£18,579	£19,509	£20,003	£22,189
Average per hour	£13.75	£13.99	£16.42	£11.23	£13.40	£14.50	£13.36	£12.94	£13.17	£10.96	£11.51	£11.80	£13.09

FORKLIFT DRIVER

Location	East of England	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & The Humber	N. Ireland	Scotland	Wales	UK
Average per year	£19,626	£19,246	£21,044	£17,024	£18,456	£20,861	£19,336	£20,348	£17,711	£18,054	£19,407	£17,822	£19,078
Average per hour	£11.57	£11.35	£12.41	£10.04	£10.88	£12.30	£11.40	£12.00	£10.44	£10.65	£11.45	£10.51	£11.25

Going the extra mile

We don't simply fill job vacancies: we aim to change our candidates' lives by finding them the opportunity that unleashes their potential. We also help our clients' organisations to run smoothly, to grow and to manage through more difficult times.

Because the communities in which we work are central to both our current business and our history as a company, supporting them individually and collectively is built into our values.

This year, we'd like to highlight a charity that is making a real difference. Keech Hospice Care cares for adults and children who have terminal or life-limiting illnesses. Over many years, we've raised money to help them buy equipment and recruit key people to help them achieve their purpose: providing a better quality of care to those who need it most during their most difficult times. We're proud to support this and other organisations that play a key role in supporting our community



We invest in certification that makes a difference

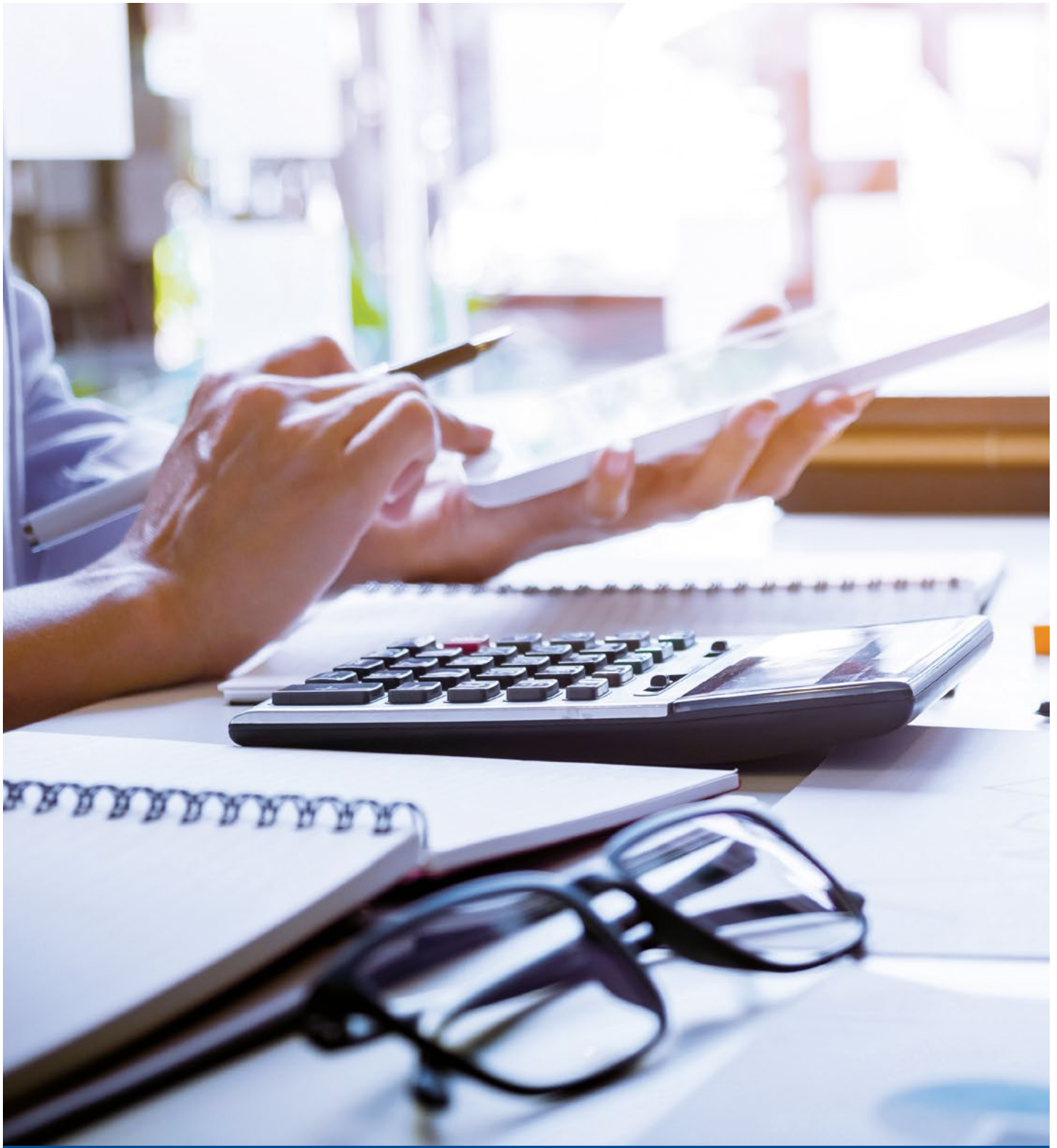
We are members of the Recruitment and Employment Confederation (REC), whose Code of Good Recruitment Practices ensures the highest possible standards across its member base. However, we see this as a core standard of excellence. To prove our commitment, we have also achieved the following:

- We received an ISO 9001:2015 certification for our high-quality recruitment services
- We met the requirements of the Government-backed Cyber Essentials Security Scheme
- We earned a Gangmasters Licence for our robust compliance, auditing and workforce management processes
- We are a Disability Confident Leader Organisation (Level 3), as designated by a government scheme to help employers recruit, retain and develop people with disabilities and long-term conditions into employment.



Get in touch to discuss your situation. Even if you are not recruiting right now, we can help to assess your current resources, future requirements, trends and opportunities.

Visit brookstreet.co.uk to find out more about our services, or contact your local branch at brookstreet.co.uk/branches



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