



There's nothing **prickly** about our approach to Contact Centre Salary Benchmarking!



Cactus Search - Salary Benchmarking 2009



The industry

The UK Contact Centre industry now employs nearly 1 million people in over 5,000 dedicated centres. To continue our dedication to provide the Call and Contact Centre industry with reliable and up to date industry information, we hope you find this, our latest Salary Benchmarking report of interest.

The participants

In addition to research from our database of over 10,000 live Contact Centre Management level professionals we created an online survey and in December 2008 invited over 7,000 Contact Centre professionals to take part – the incentive, a MAGNUM of Champagne.

The high response from a broad selection of industries, locations and job types provided us with a solid platform of information to draw results...

Randomly selected, the winner: Mr Jon Street, received his Magnum in time for his New Year's celebrations!

Should you require any additional or more in-depth information on your specific industry and location do not hesitate to contact us on:

08702 866 904 or info@cactussearch.co.uk

Powerful Results



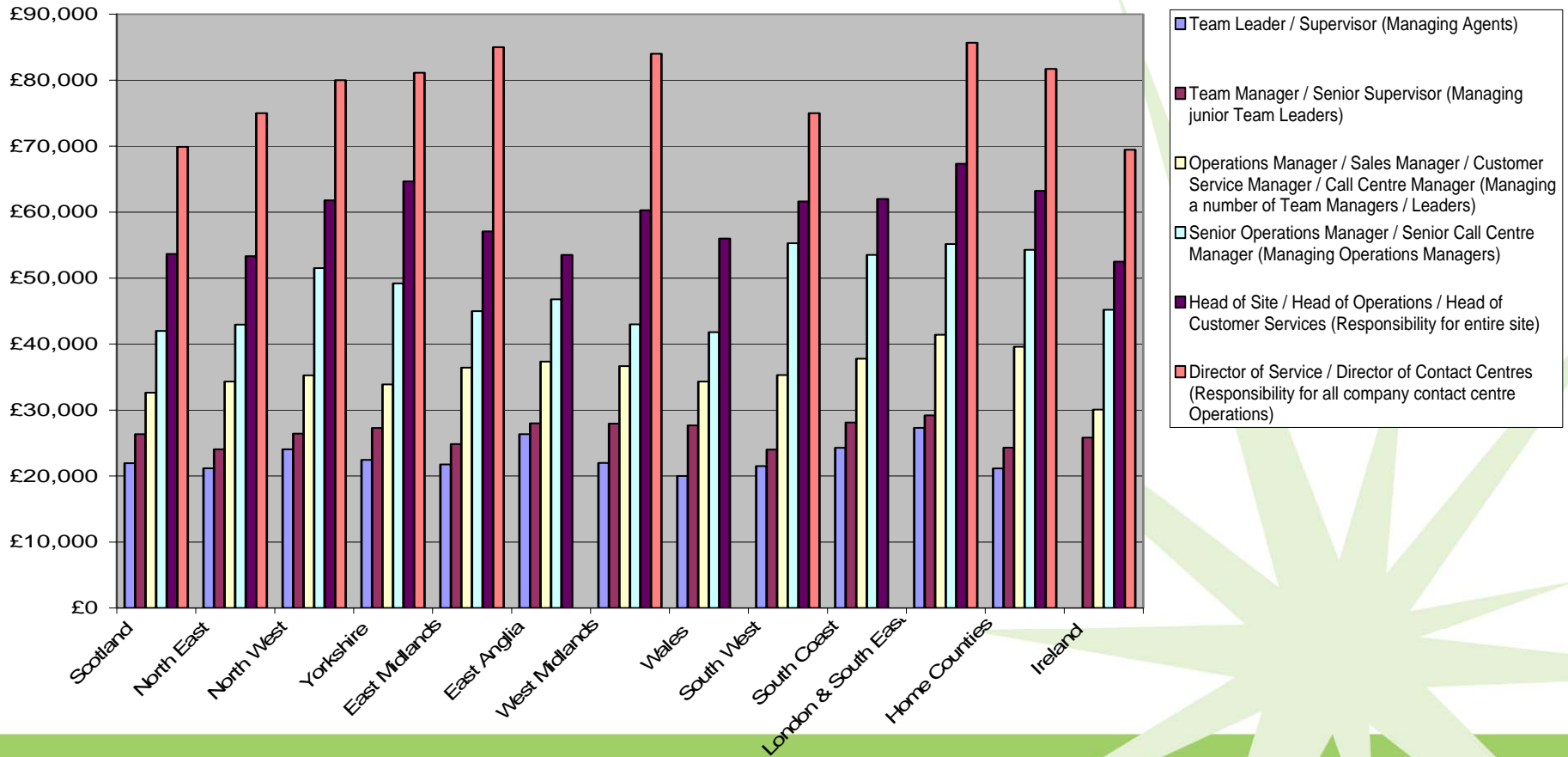
..... by Location, Job type and Salary

The following pages provide analysis from 'real' live candidates. These results are developed from actual job seekers in the Contact Centre Industry, not based on salaries they'd like to attain, but salaries they are actually earning. This 'real' data makes this survey a powerful, highly accurate overview of the current market. We have tried to keep the results as clear & simple as possible which we feel provides a set of very useful comparisons.

We have vast amounts of data at our disposal from the results of this survey, in addition to our database of over 10,000 candidates, as a result should you require a more in-depth view or have specific queries please do **contact us**.

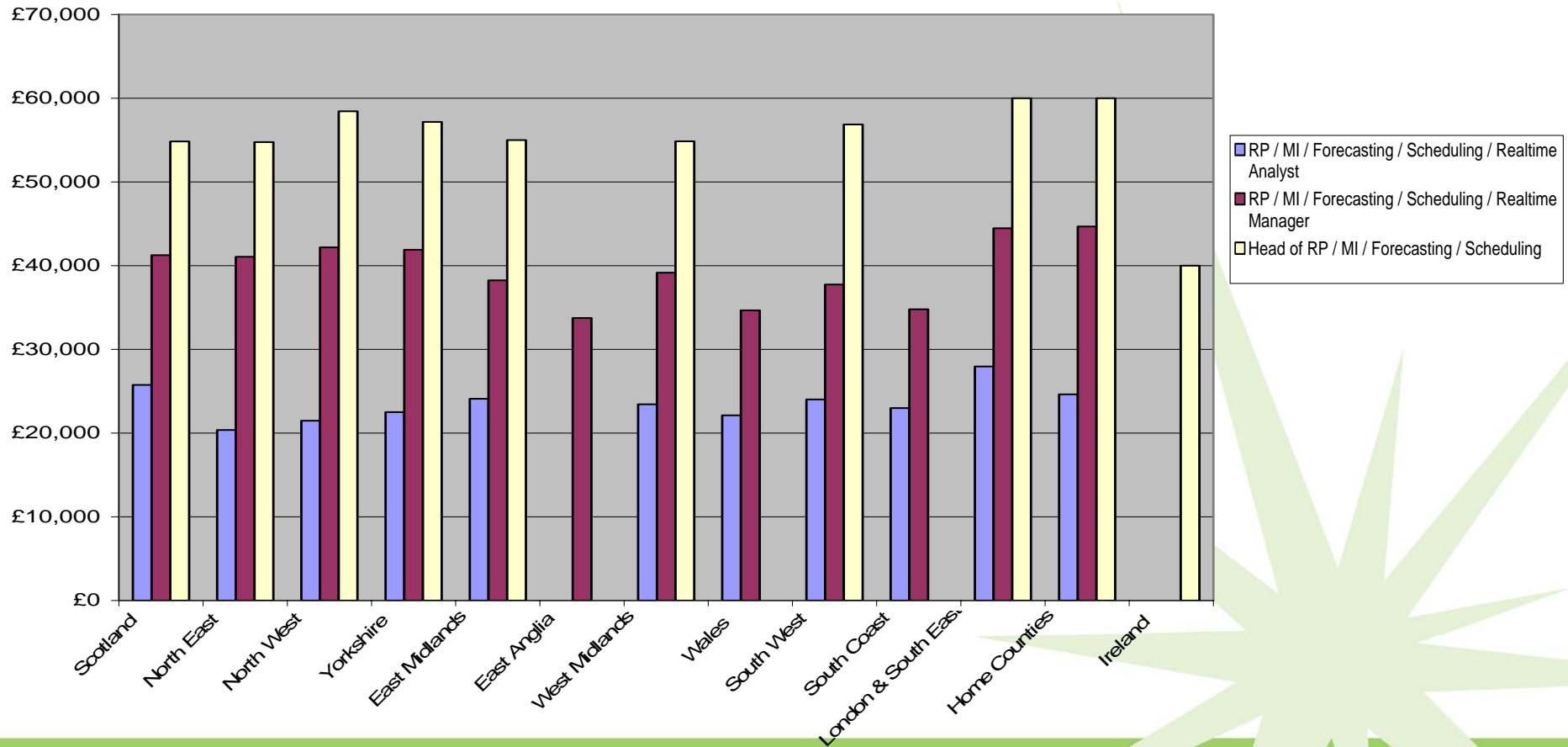
Operational Results Overview

Here is a snapshot of our results for the 'front office' roles that we surveyed: Team Leaders, Team Managers, Operations / Customer Service / Call centre Managers, Senior Managers, Head of site and Directors.



Planning & Performance Results Overview

Below are the overall results for the more 'support' roles that we surveyed: Analysts, Managers and Heads of Resource Planning, Scheduling and Realtime.



Scotland

Position	Salary
Team Leader / Supervisor	£21,949
Team Manager / Senior Supervisor	£26,333
Operations Manager / Sales Manager / CSM / CCM	£32,635
Senior Operations Manager / Senior CCM	£42,000
Head of Site / Head of Operations / Head of Customer Services	£53,666
Director of Service / Director of Contact Centres	£69,893
RP / MI / Forecasting / Scheduling / Realtime Analyst	£25,751
RP / MI / Forecasting / Scheduling / Realtime Manager	£41,263
Head of RP / MI / Forecasting / Scheduling	£54,842

Interesting Information for Scotland...

Multi award-winning Lanarkshire company Kwik Fit Insurance, has picked up yet another prestigious industry accolade recently. Following an extremely successful year delivering top-rated customer service, the Uddingston-based insurance intermediary has been awarded the Insurance Times Customer Services Initiative of the Year Award in recognition of its SmartCo department.

Other news includes Careline Services in Selkirk expanding by 200 jobs in 2009.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

**Operations Manager / Sales Manager /
C.S.M / C.C.M**
(Managing a number of Team
Managers / Leaders)

**Senior Operations Manager / Senior
C.C.M**
(Managing Operations Managers)

**H.O Site / H.O Operations / H. O
Customer Services**
(Responsibility for entire site)

**Director of Service / Director of Contact
Centres**
(Responsibility for all company contact
centre Operations)

North East (Northumbria, Tyne and Wear, Durham)

Position	Salary
Team Leader / Supervisor	£21,172
Team Manager / Senior Supervisor	£24,066
Operations Manager / Sales Manager / CSM / CCM	£34,322
Senior Operations Manager / Senior CCM	£42,958
Head of Site / Head of Operations / Head of Customer Services	£53,333
Director of Service / Director of Contact Centres	£75,500
RP / MI / Forecasting / Scheduling / Realtime Analyst	£20,366
RP / MI / Forecasting / Scheduling / Realtime Manager	£41,050
Head of RP / MI / Forecasting / Scheduling	£54,760

Interesting Information for North East...

In recent weeks there has been lots of changes in the North East's Call Centres.. Such as: Job losses announced at Garlands and Cattles, however 'bucking' the economic trends are companies such as The Student Loans company who have recently revealed that they plan to recruit a further 180 staff by May 2009, and Convergys who are looking to recruit up to an extra 300 people after winning a multi million pound contract with a telecoms firm.

Also staff at Castle Morpeth Council's FirstCall service have been praised after being recognised in a national awards scheme.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

North West (Cumbria, Lancashire, Greater Manchester, Merseyside, Cheshire)

Position	Salary
Team Leader / Supervisor	£24,071
Team Manager / Senior Supervisor	£26,430
Operations Manager / Sales Manager / CSM / CCM	£35,265
Senior Operations Manager / Senior CCM	£51,500
Head of Site / Head of Operations / Head of Customer Services	£61,800
Director of Service / Director of Contact Centres	£80,000
RP / MI / Forecasting / Scheduling / Realtime Analyst	£21,483
RP / MI / Forecasting / Scheduling / Realtime Manager	£42,200
Head of RP / MI / Forecasting / Scheduling	£58,450

Interesting Information for North West...

Good times for Vodafone in Warrington as Les Blacker, Vodafone UK's Customer Services Manager at Warrington, who was named Contact Centre Leader of the Year at the World Contact Centre Awards held in Las Vegas. The award was presented to Les for his commitment to his team and to his passion to deliver a superior customer. Also the Telco giant scooped 2 awards at the North West Call and Contact Centre Awards including 'Private Sector Contact Centre of the Year and an award for Steven Johnson who won the Team Leader of the year award.

Contrary to the reports published in the Lancashire Evening Post that the HomeServe site in Preston intended to make 60 people redundant, we have been advised that the business regrettably made 16 redundancies as a result of a restructure aimed to achieve greater efficiencies and improve the service offered to its customers Other news has included Swinton expanding in Manchester and IBM cut jobs

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
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Yorkshire

(North Yorkshire, South Yorkshire, West Yorkshire, East Riding)

Position	Salary
Team Leader / Supervisor	£22,460
Team Manager / Senior Supervisor	£27,282
Operations Manager / Sales Manager / CSM / CCM	£33,876
Senior Operations Manager / Senior CCM	£49,200
Head of Site / Head of Operations / Head of Customer Services	£64,666
Director of Service / Director of Contact Centres	£81,111
RP / MI / Forecasting / Scheduling / Realtime Analyst	£22,500
RP / MI / Forecasting / Scheduling / Realtime Manager	£41,900
Head of RP / MI / Forecasting / Scheduling	£57,166

Interesting Information for Yorkshire...

Good and bad news for Call Centre workers in Yorkshire recently. As redundancies are made at EuroTel in Halifax, local Call Centre competitor Swinton (who also have sites in Manchester and Norwich) declare that six hundred jobs and ninety one shops nationwide have been safeguarded in a £50m deal which sees Swinton expand to become the only national UK insurance retailer network on the high street.

Other news includes Caravan Guard in Halifax achieving just 9% staff turnover in the last year – half the Call centre average. The firm said the reason for the success was its commitment to staff development and investment and its newly opened £1m centre.

Interesting information courtesy of: www.callcentreclic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

East Midlands (Lincolnshire, Nottinghamshire, Derbyshire, Leicestershire, Northamptonshire, Cambridgeshire)

Position	Salary
Team Leader / Supervisor	£21,750
Team Manager / Senior Supervisor	£24,836
Operations Manager / Sales Manager / CSM / CCM	£36,426
Senior Operations Manager / Senior CCM	£45,000
Head of Site / Head of Operations / Head of Customer Services	£57,085
Director of Service / Director of Contact Centres	£85,000
RP / MI / Forecasting / Scheduling / Realtime Analyst	£24,098
RP / MI / Forecasting / Scheduling / Realtime Manager	£38,250
Head of RP / MI / Forecasting / Scheduling	£55,000

Key

- Team Leader / Supervisor**
(Managing Agents)
- Team Manager / Senior Supervisor**
(Managing junior Team Leaders)
- Operations Manager / Sales Manager / C.S.M / C.C.M**
(Managing a number of Team Managers / Leaders)
- Senior Operations Manager / Senior C.C.M**
(Managing Operations Managers)
- H.O Site / H.O Operations / H. O Customer Services**
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- Director of Service / Director of Contact Centres**
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Interesting Information for East Midlands...

A 'mixed bag' of news for the East Midlands over recent months including:
Energy giant E-On has been expanding rapidly and will continue to in Nottingham in 2009

There have been reports that Tax-payers are shelling out £150,000 a month for the upkeep of a new call centre which is stood empty for months. The £30m East Midlands Fire and Rescue control centre in Castle Donington, has been completed since May last year and was due to open by October 2009, but now it will not open until at least summer 2010.

Insurance company Hastings and Equity Direct closed 2 of its 5 contact centres, one for these being based in Leicester.

Interesting information courtesy of: www.callcentreclinic.com

East Anglia (Norfolk, Suffolk)

Position	Salary
Team Leader / Supervisor	£26,344
Team Manager / Senior Supervisor	£28,000
Operations Manager / Sales Manager / CSM / CCM	£37,344
Senior Operations Manager / Senior CCM	£46,802
Head of Site / Head of Operations / Head of Customer Services	£53,500
Director of Service / Director of Contact Centres	No Data Available
RP / MI / Forecasting / Scheduling / Realtime Analyst	No Data Available
RP / MI / Forecasting / Scheduling / Realtime Manager	£37,750
Head of RP / MI / Forecasting / Scheduling	No Data Available

Interesting Information for East Anglia...

Sad news that Freedom Finance's Call Centre in Norwich shut down just before Christmas. However on the plus side Call Connection based in Ipswich has been selected as 1 in 5 'Fit For Work' champions for the East on the strength and vision for improving health and fitness for their staff.

Swinton's Norwich Call Centre (who also have sites in Manchester and Halifax) have declared that six hundred jobs and ninety one shops nationwide have been safeguarded in a £50m deal which sees Swinton expand to become the only national UK insurance retailer network on the high street.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
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Director of Service / Director of Contact Centres
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West Midlands (Warwickshire, Staffordshire, Shropshire, Herefordshire, Worcestershire)

Position	Salary
Team Leader / Supervisor	£22,000
Team Manager / Senior Supervisor	£27,944
Operations Manager / Sales Manager / CSM / CCM	£36,660
Senior Operations Manager / Senior CCM	£43,000
Head of Site / Head of Operations / Head of Customer Services	£60,279
Director of Service / Director of Contact Centres	£84,000
RP / MI / Forecasting / Scheduling / Realtime Analyst	£23,433
RP / MI / Forecasting / Scheduling / Realtime Manager	£30,153
Head of RP / MI / Forecasting / Scheduling	£54,867

Interesting Information West Midlands...

Recent news includes reports that a new regional emergency calls centre in Stafford will be opened in the spring. Staff should move to the new site in Beaconside in March or April.

It seems that there is at least one silver lining of the 'Credit Crunch' to call centre professionals in the West Midlands... Birmingham based debt advice charity – National Debtline is preparing to expand rapidly after £5.85m funding from HM Treasury will be given over the next 2 years to recruit and train debt advisors.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
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Operations Manager / Sales Manager / C.S.M / C.C.M
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Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
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Wales

Position	Salary
Team Leader / Supervisor	£20,000
Team Manager / Senior Supervisor	£27,667
Operations Manager / Sales Manager / CSM / CCM	£34,335
Senior Operations Manager / Senior CCM	£41,807
Head of Site / Head of Operations / Head of Customer Services	£56,000
Director of Service / Director of Contact Centres	No Data Available
RP / MI / Forecasting / Scheduling / Realtime Analyst	£22,120
RP / MI / Forecasting / Scheduling / Realtime Manager	£34,663
Head of RP / MI / Forecasting / Scheduling	No Data Available

Interesting Information for Wales...

Recently it has been announced that the Call Centre Industry boosts the Welsh Economy by £400 Million a year and operates in 29 towns and cities across the Country. Adding to this will be Roodland Medical Ltd as they move their Call Centre function from London to Prestatyn in 2009.

There has been movement within The Number UK Ltd's Welsh Call Centres as 300 Cardiff Call Centre jobs are going however staff have been given the opportunity to retrain and work at other of the companies contact centres in Cardiff and Swansea

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

**Operations Manager / Sales Manager /
C.S.M / C.C.M**
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Managers / Leaders)

**Senior Operations Manager / Senior
C.C.M**
(Managing Operations Managers)

**H.O Site / H.O Operations / H. O
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(Responsibility for entire site)

**Director of Service / Director of Contact
Centres**
(Responsibility for all company contact
centre Operations)

South West (Cornwall, Devon, Somerset, Gloucestershire, Avon, Dorset, Wiltshire)

Position	Salary
Team Leader / Supervisor	£21,517
Team Manager / Senior Supervisor	£24,008
Operations Manager / Sales Manager / CSM / CCM	£35,313
Senior Operations Manager / Senior CCM	£55,298
Head of Site / Head of Operations / Head of Customer Services	£61,611
Director of Service / Director of Contact Centres	£75,000
RP / MI / Forecasting / Scheduling / Realtime Analyst	£24,025
RP / MI / Forecasting / Scheduling / Realtime Manager	£37,758
Head of RP / MI / Forecasting / Scheduling	£56,866

Interesting Information South West...

North Devon Council says it now aims to resolve the majority of customers' planning queries at the first point of contact, thanks to the launch of a new service. All planning issues are now being dealt with by the council's Customer Service Centre at the Civic Centre in Barnstaple.

Other good news for the South West include expansion for The Number Ltd and their Plymouth based Contact Centre. Also a new group in the South West of England has been set up to develop the region's multi-million pound contact centre industry. The non-for-profit South West Contact Centre Forum (SWCCF) will represent the interests of employers that operate the 280 contact centres in the region. The SWCCF will act as a lobbying organisation for contact centres in the region, with the aim of boosting best practice, innovation and the introduction of new technology.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

South Coast

Position	Salary
Team Leader / Supervisor	£24,273
Team Manager / Senior Supervisor	£28,125
Operations Manager / Sales Manager / CSM / CCM	£37,777
Senior Operations Manager / Senior CCM	£53,500
Head of Site / Head of Operations / Head of Customer Services	£62,000
Director of Service / Director of Contact Centres	No Data Available
RP / MI / Forecasting / Scheduling / Realtime Analyst	£23,000
RP / MI / Forecasting / Scheduling / Realtime Manager	£34,788
Head of RP / MI / Forecasting / Scheduling	No Data Available

Interesting Information for South Coast...

The South Coasts call centre market has been changing over recent months including a new 220 seat centre has opening in Brighton. Marketing and communications company the Panther Group has opened spokenfor, an outsourcer, which delivers multi-channel acquisition, retention and customer services programmes.

Other changes include seven control centres starting to be transferred to the new £1.4billion regional fire control centre in Taunton in 2010, which will cover the whole of the southwest.

Call centres within the Financial Services sector continue to gather in the South Coast specifically in Bournemouth.

Interesting information courtesy of: www.callcentreclic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
(Managing a number of Team Managers / Leaders)

Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

London & South East (Surrey, West Sussex, East Sussex, Kent, Essex)

Position	Salary
Team Leader / Supervisor	£27,307
Team Manager / Senior Supervisor	£29,200
Operations Manager / Sales Manager / CSM / CCM	£41,411
Senior Operations Manager / Senior CCM	£55,167
Head of Site / Head of Operations / Head of Customer Services	£67,333
Director of Service / Director of Contact Centres	£85,667
RP / MI / Forecasting / Scheduling / Realtime Analyst	£27,956
RP / MI / Forecasting / Scheduling / Realtime Manager	£44,470
Head of RP / MI / Forecasting / Scheduling	£60,000

Interesting Information for London and South East...

Despite the daily announcements of job losses it seems that the Southend-on-Sea based Call centre for Converso is rebelling against the trend by expanding by 400 jobs in the next 2 years, 180 of them immediately!

Other good news recently is that BSKyB have said it create an additional 90 call centre jobs at its base in Isleworth in West London.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

Team Manager / Senior Supervisor
(Managing junior Team Leaders)

Operations Manager / Sales Manager / C.S.M / C.C.M
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Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

Home Counties (Hampshire, Berkshire, Oxfordshire, Buckinghamshire, Bedfordshire, Hertfordshire)

Position	Salary
Team Leader / Supervisor	£21,150
Team Manager / Senior Supervisor	£24,300
Operations Manager / Sales Manager / CSM / CCM	£39,600
Senior Operations Manager / Senior CCM	£54,286
Head of Site / Head of Operations / Head of Customer Services	£63,217
Director of Service / Director of Contact Centres	£81,700
RP / MI / Forecasting / Scheduling / Realtime Analyst	£24,624
RP / MI / Forecasting / Scheduling / Realtime Manager	£44,681
Head of RP / MI / Forecasting / Scheduling	£60,000

Interesting Information Home Counties...

Staff working for ING Direct in Earley have been celebrating recently after being named one of the Top 50 Call Centres in the UK for Customer Service.

Interesting information courtesy of: www.callcentreclinic.com

Key

Team Leader / Supervisor
(Managing Agents)

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Operations Manager / Sales Manager / C.S.M / C.C.M
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Senior Operations Manager / Senior C.C.M
(Managing Operations Managers)

H.O Site / H.O Operations / H. O Customer Services
(Responsibility for entire site)

Director of Service / Director of Contact Centres
(Responsibility for all company contact centre Operations)

Ireland

Position	Salary
Team Leader / Supervisor	No Data Available
Team Manager / Senior Supervisor	£25,833
Operations Manager / Sales Manager / CSM / CCM	£30,083
Senior Operations Manager / Senior CCM	£45,210
Head of Site / Head of Operations / Head of Customer Services	£52,500
Director of Service / Director of Contact Centres	£69,458
RP / MI / Forecasting / Scheduling / Realtime Analyst	No Data Available
RP / MI / Forecasting / Scheduling / Realtime Manager	No Data Available
Head of RP / MI / Forecasting / Scheduling	£40,000

Interesting Information for Ireland...

Limerick man and O2 employee Eoin O'Sullivan is celebrating after winning a prestigious customer service award. Eoin O'Sullivan, one of 490 employees at O2's Customer Care Centres at the Plassey Technology Park, picked up the Contact Centre Manager of the Year award at the Irish Contact Centre and Shared Services Centre Awards, which were held in Kilkenny.

Other good news includes the announcement that Rigneydolphins Waterford-based Call Centre is to expand after a new €2m contract with UPC and Quinn based in Cork are looking to expand in the form of several hundred jobs in 2009.

Interesting information courtesy of: www.callcentreclic.com

Key

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(Managing Agents)

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Cactus Search – Company Background

Established in **December 2003**, Cactus Search has experienced rapid growth within the Contact Centre Recruitment Sector. We are now one of the UK' s **leading suppliers** of inspirational leaders and specialist skills for the call and contact centre industry, across all contact centre functions.

We have extensive experience of working across many different sectors from financial services to retail and have **successfully managed many projects**, supporting our clients in a variety of appointments from Customer Service Directors to Resource Planning Managers.

With our bespoke database of over **10,000** management level candidates, processing over 2,000 applications a month and a website generating **4,500 unique** visitors each month we are confident we have the breadth and reach into the market to recruit almost any role within our niche industry.

We recruit management personnel across the major disciplines from **Operational, Sales, Telemarketing, Resource Planner, Dialler, MI, Project Management, Account Management** and **Change Management** in every industry sector across the UK.

In April 2008 Cactus Search was acquired by **Network Group Holdings PLC**, a diversified group of 28 specialist UK recruitment businesses with an annual turnover of in excess of £60million.

Cactus Role Capability

Senior Management

Business Planning & Strategy

70 – 120k salaries

Director of Operations
Customer Service Director
Head of Direct Sales
Head of Outsourcing
Head of Resource Planning
Director of Fraud & Risk
Head of Collections
Head of MI
Head of Quality and Compliance
Head of Training
Head of 3rd Party Performance
Head of Contact Centres

Mid Management

People, Performance & Process

40 - 70k salaries

Head of Site
Operations Manager
Collections Manager
Resource Planning Manager
Dialler Manager
MI Manager
Telesales Manager
Customer Service Manager
Performance Manager
Training Manager
Project Manager
Outsource Performance Manager

Junior Management

Leadership & Development

25 – 40k salaries

Team Manager
Team Leader
Trainers & Coaches
Analysts – Resource Planning, MI

Hear what our clients have to say:



"Cactus and more specifically the Consultant I primarily dealt with have worked extremely hard and are knowledgeable and professional, and who I could rely upon to get back to me quickly with the information I required." – **Leading UK Outsourcer**

"From initial briefing through to final appointment, the team at Cactus made it easy for us to select the right candidate - they are like an extension of our own in-house recruitment team and they make the end-to-end recruitment and selection process seamless. We are delighted with the service provided." – **Major UK Telco**

"Cactus – they are a world apart from the norm. Undoubtedly their core expertise is in resourcing high calibre candidates for B2B & B2C environments & in our experience they have proven to be extremely versatile and with their unique & very much personalised approach to understanding & supporting client needs, they are an exceptional team, a pleasure to work with & worth every penny we've spent with them so far." – **Large UK Travel Company**

"Feedback from the Regional Resourcing Consultants, whom Cactus Search has dealt with, has been of the highest calibre both in terms of level of service offered and suitability of candidates submitted. Cactus Search's dedicated personal service to us and the candidates that progress through the hiring process, ensures a positive candidate experience which can only support and enhance the overall recruitment experience of one of the UK strongest and best known mobile brands." – **Major Mobile provider**

"We have been using Cactus Search very successfully for several years now. The conversion rate from CV to interview is very high because they work hard to understand what we need in each role we place with them. There seems to be a real appreciation of not only the skills & experience we look for but also the type of person that would fit into the role." – **Major UK Retailer**



There's nothing prickly about our approach to Contact Centre Recruitment!

Cactus Search Ltd

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