

Benchmark salaries in your sector  
& find out the latest hiring trends

# Salary Guide

2021 edition

[www.hrgo.co.uk](http://www.hrgo.co.uk)



*Recruitment Specialists Since 1957*

# Introduction



## Welcome to HR GO Recruitment's Salary Guide for 2021

After an unprecedented 18 months, both employees and employers have faced many significant challenges due to the Covid-19 pandemic. Many industries have had to reduce their workforce, introduce remote working, undergo a technology transformation, and adapt to the new 'normal' way of working.

With the economy starting to recover, job postings are now above pre-pandemic levels and we're experiencing a tight labour market across many sectors. This means there is fierce competition among employers to attract the best talent to join their workforce.

This valuable guide will help you to benchmark salaries for your sector so you can attract and retain employees and find the latest hiring trends for 2021. The sectors covered are Automotive, Contact Centre, Catering & Hospitality, Driving, Events, Facilities Management, Industrial and Office & Professional.

The guide is compiled using information gathered from clients and HR GO Recruitment consultants, alongside market information collected from online resources, including Indeed and Check A Salary. All salaries in the guide are estimates, based on average figures in 2020.

Our recruitment teams are here to offer the guidance you need when looking to make your next hire. [Contact your local branch](#) today if you would like a bespoke recruitment solution for your business.

We are happy to advise on salaries for roles that may not be covered in this publication - just ask one of our experienced consultants.

# Looking ahead



Confidence in the UK economy is on the rise and is at its highest level since August 2018, according to the Recruitment and Employment Confederation's (REC) Jobs Outlook Report.

The easing of lockdown has contributed to this increase in confidence for UK employers with more than half looking to recruit top talent for their teams.

The unemployment rate has started to fall, with the ONS reporting a drop to 4.6% for the period May to July 2021, compared to 4.8% in March to May 2021. As of the end of July, 1.6m workers remain on furlough. With fewer candidates available for work, there is a strain on businesses to be able to attract the right people, retain them and upskill them if needed. The unemployment rate is expected to rise again when furlough ends on 30th September 2021.

Now businesses are reopening, following the latest lockdown in the UK, vacancies have reached their highest levels since records began, with over 1 million jobs advertised. Some industries such as Hospitality and Catering, are seeing a much higher rate of job postings than before the pandemic began in March 2020.

In addition, Brexit has impacted the skills shortage tremendously, making it increasingly difficult to find available candidates. The labour market is tight, and is estimated to have contracted by 825,000 workers for the period January to March 2021 compared with January to March 2020, according to the REC. This could put pressure on wages to rise across key sectors and for increased government support to tackle talent shortages.

Offering a competitive salary could pay dividends when it comes to recruiting the right people for your business.



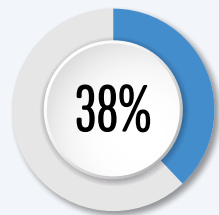
# Is remote working the 'new norm'?

Due to Covid-19, more employers have seen their teams working from home. Employers have had to provide their staff with the right technology, and digitally transform their businesses, to ensure they could still operate with their staff not being in the office.

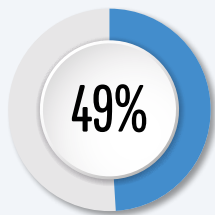
Working from home has worked well for many, giving employees the ideal work-life balance they have been looking for.

Many candidates are now expecting to see remote working offered in a job description when looking for a new job. Offering flexible working could increase your talent pool when recruiting, as well as helping to retain your current workforce.

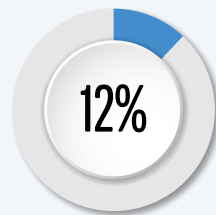
New data from LinkedIn shows that remote job postings have increased on the platform substantially across all industries.



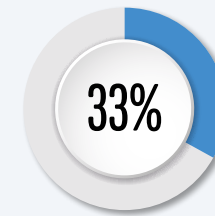
38% of UK workers would prefer remote working full-time



49% of UK workers would prefer hybrid working



12% of UK workers would like to return to the workplace full-time

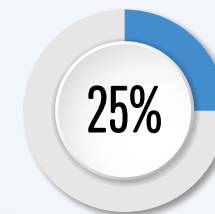


33% of workers will look for a job elsewhere if denied flexible working by their organisation

According to research by the CIPD, 46% of employees do not have flexible working as an option as part of their current role. Offering this as an option could help retain the staff your business needs.

Employers are also now more likely to put in place remote working to support their employees' wellbeing. It has been proven that having the time split between home and the office can play a vital part in your employees' mental health, as well as increase focus and productivity.

However, there are employees who have been working from home that have felt isolated, disconnected from their colleagues, and have missed face-to-face interaction. As an employer, investing in and offering support to your employees will help you understand how happy and satisfied your staff are in their working environment.



25% of employees working from home are finding it difficult to cope with loneliness





## Introducing your teams back to the workplace

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Hybrid working seems to be the way forward for many businesses. With the world slowly returning to normal and businesses opening their doors, how do you plan to reopen your workplace?

It has been a tricky year for many employees, who all have their own individual circumstances. Communication between employers and their staff is key, and by understanding the needs of your teams, you will be able to help your employees transition back into the workplace.

The wellbeing of workers has been a concern for many companies, especially during these challenging times, as they have had a significant impact on employees' mental health, according to the CIPD.

Most employers have been offering additional support for those employees whose mental health has been affected by the impact of Covid-19.

Continuing to be flexible and supporting the wellness of your staff will help prepare your team.

You can read more about this topic on how to prepare your team to return to the office on our blog [HERE](#).



# Automotive

[www.hrgo.co.uk/automotive](http://www.hrgo.co.uk/automotive)

In 2020, the Automotive industry was majorly disrupted and faced many challenges due to Brexit and the Covid-19 pandemic, with factories, garages and showrooms shutdown.

The Automotive sector can play a vital part in the recovery by supporting jobs and driving growth.

Source: WardsAuto



## 2020 sector statistics

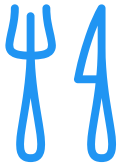
	Bodyshop Manager	Business Manager	Car Sales Executive
EAST ANGLIA	£46,000	£34,780	£26,160
LONDON	£47,000	£45,000	£29,160
MIDLANDS	£45,765	£28,375	£29,820
NORTH	£45,765	£34,375	£24,410
SCOTLAND	£45,765	£33,285	£25,920
SOUTH EAST	£45,765	£36,000	£28,985
SOUTH WEST	£45,765	£35,595	£28,505

	Car Sales Manager	Paint Technician /Sprayer	Panel Beater
EAST ANGLIA	£41,085	£30,140	£35,000
LONDON	£44,850	£35,320	£41,000
MIDLANDS	£44,850	£35,320	£32,000
NORTH	£44,035	£35,320	£32,000
SCOTLAND	£42,280	£35,320	£32,000
SOUTH EAST	£47,495	£35,320	£32,000
SOUTH WEST	£45,655	£35,320	£32,000

	Parts Advisor	Service Advisor	Service Manager
EAST ANGLIA	£22,375	£23,900	£42,070
LONDON	£24,620	£28,195	£47,700
MIDLANDS	£22,500	£24,755	£38,240
NORTH	£22,375	£24,175	£36,400
SCOTLAND	£23,190	£24,410	£35,135
SOUTH EAST	£24,245	£26,440	£38,190
SOUTH WEST	£22,375	£24,420	£36,250

	Vehicle Technician
EAST ANGLIA	£26,630
LONDON	£34,280
MIDLANDS	£27,050
NORTH	£27,410
SCOTLAND	£27,410
SOUTH EAST	£29,265
SOUTH WEST	£27,025





# Catering & Hospitality

[www.hrgo.co.uk/catering-hospitality](http://www.hrgo.co.uk/catering-hospitality)

Catering & hospitality was one of the sectors most affected by Covid-19. Brexit has also had a significant impact, with almost 300,000 people who worked in this sector thought to have left their jobs and returned to their home countries since March 2020.

Due to the long lockdowns and the industry shutting down several times over the last year, many furloughed workers have switched jobs to other industries, and some may choose not to return to the hospitality sector. Offering training and development programmes could help attract the talented workers needed in the sector.

Sources: The Caterer, The Guardian



## 2020 sector statistics

	Banqueting Staff	Barista	Bar Staff
EAST ANGLIA	£14,775	£16,020	£17,755
LONDON	£21,470	£17,835	£20,920
MIDLANDS	£15,325	£16,165	£18,195
NORTH	£17,565	£16,230	£17,340
SCOTLAND	£18,440	£15,305	£17,155
SOUTH EAST	£17,460	£19,650	£17,925
SOUTH WEST	£17,465	£16,970	£18,400

	Catering Assistant	Chef de Partie	Commis Chef
EAST ANGLIA	£16,535	£19,935	£18,755
LONDON	£18,410	£23,450	£18,890
MIDLANDS	£16,700	£20,060	£19,075
NORTH	£17,535	£20,060	£18,755
SCOTLAND	£18,305	£19,175	£18,775
SOUTH EAST	£17,460	£22,660	£17,835
SOUTH WEST	£17,595	£21,050	£19,170

	Head Chef	Kitchen Porter	Sous Chef
EAST ANGLIA	£27,955	£16,170	£25,290
LONDON	£39,000	£18,185	£28,965
MIDLANDS	£33,440	£16,240	£25,590
NORTH	£28,005	£16,020	£24,930
SCOTLAND	£26,605	£16,080	£26,440
SOUTH EAST	£35,655	£16,715	£25,725
SOUTH WEST	£31,205	£16,715	£25,525

	Waiting Staff
EAST ANGLIA	£17,760
LONDON	£19,870
MIDLANDS	£18,115
NORTH	£17,550
SCOTLAND	£18,440
SOUTH EAST	£17,815
SOUTH WEST	£17,815



# Contact Centre

[www.hrgo.co.uk/contact-centre](http://www.hrgo.co.uk/contact-centre)

*This industry has played a vital role during the pandemic and has transitioned into a new way of working that is flexible and tech-led.*

*The impact on this sector was significant following the first lockdown in 2020 and many contact centre employees had to adjust to remote work. Employers now see having a remote workforce as a huge cost-saver and this will be part of many companies' long-term strategy.*

*89% of UK contact centre leaders say that Covid-19 has changed the UK contact centre industry forever.*

Source: Contact Centres Industry Report



## 2020 sector statistics

	Call Centre Advisor	Contact Centre Manager	Team Leader
EAST ANGLIA	£19,880	£32,235	£21,000
LONDON	£23,000	£40,000	£27,500
MIDLANDS	£19,325	£32,180	£21,000
NORTH	£18,000	£34,765	£22,000
SCOTLAND	£18,500	£32,775	£21,000
SOUTH EAST	£19,815	£34,140	£24,500
SOUTH WEST	£19,375	£33,740	£23,500

	Telemarketing	Call Quality
EAST ANGLIA	£21,120	£19,500
LONDON	£27,000	£22,000
MIDLANDS	£20,965	£19,500
NORTH	£21,495	£19,500
SCOTLAND	£21,235	£19,500
SOUTH EAST	£21,780	£21,000
SOUTH WEST	£21,710	£21,000





# Driving & Logistics

[www.hrgo.co.uk/driving-logistics](http://www.hrgo.co.uk/driving-logistics)

Brexit has caused a long-term shortage of workers, with 15,000 EU truck drivers leaving the UK in 2020 and potentially staying in other EU countries.

There has been a significant shortage of drivers for a number of years, and Brexit and Covid have exacerbated this further. There is a shortage of 76,000 HGV Drivers and with record low employment and an ageing workforce (33% of the workforce are set to retire), the competition is high amongst businesses to attract the drivers they need. Offering a competitive salary could help recruit and keep your drivers on the road.

Source: BBC, Freight Transport Association (FTA)



## 2020 sector statistics

	Fleet Manager	LGV 1 Driver	LGV 2 Driver
EAST ANGLIA	£45,600	£44,245	£41,395
LONDON	£58,500	£52,000	£46,800
MIDLANDS	£42,800	£43,600	£39,500
NORTH	£40,275	£37,575	£30,340
SCOTLAND	£38,400	£35,500	£30,800
SOUTH EAST	£44,590	£45,855	£40,360
SOUTH WEST	£39,715	£35,535	£31,325

	7.5t Driver	3.5t Delivery Driver
EAST ANGLIA	£31,200	£27,800
LONDON	£33,500	£28,795
MIDLANDS	£29,800	£26,180
NORTH	£25,500	£24,600
SCOTLAND	£24,475	£23,300
SOUTH EAST	£28,285	£26,920
SOUTH WEST	£25,660	£24,825



# Events

[www.hrgo.co.uk/events](http://www.hrgo.co.uk/events)

The events industry has been significantly impacted by the pandemic with all events having to be cancelled, postponed or moved online.

Hybrid events became a key event trend in 2021, where events would be held amongst a small group of people and shared virtually using digital platforms.

Job postings for the events sector in July 2021 were up by 172% compared to July 2020 according to Indeed, the world's largest job site. Job roles include event managers, event hosts and many more.

Source: Indeed



## 2020 sector statistics

	Conference Coordinator	Conference Producer	Senior Conference Producer
EAST ANGLIA	£31,330	£29,150	£40,000
LONDON	£30,280	£29,470	£45,000
MIDLANDS	£24,455	£25,535	£35,000
NORTH	£24,455	£24,960	£35,000
SCOTLAND	£26,365	£24,985	£35,000
SOUTH EAST	£28,000	£29,150	£40,000
SOUTH WEST	£28,000	£28,150	£40,000

	Head of Conference Production	Digital Marketing Expert	Event Coordinator
EAST ANGLIA	£40,000	£25,230	£23,875
LONDON	£60,000	£37,000	£30,000
MIDLANDS	£40,000	£26,285	£25,000
NORTH	£40,000	£26,285	£25,000
SCOTLAND	£40,000	£26,695	£25,000
SOUTH EAST	£45,000	£26,285	£28,000
SOUTH WEST	£45,000	£26,285	£28,000

	Event Manager	Event Operation Manager	Events Marketing Manager
EAST ANGLIA	£30,955	£40,000	£39,400
LONDON	£40,000	£50,000	£45,000
MIDLANDS	£32,000	£40,000	£42,915
NORTH	£32,000	£40,000	£39,400
SCOTLAND	£29,410	£40,000	£38,000
SOUTH EAST	£35,000	£45,000	£40,000
SOUTH WEST	£35,000	£45,000	£40,000

	Sponsorship Sales Manager
EAST ANGLIA	£27,545
LONDON	£45,000
MIDLANDS	£38,840
NORTH	£36,865
SCOTLAND	£40,985
SOUTH EAST	£38,640
SOUTH WEST	£37,095



# Facilities Management

[www.hrgo.co.uk/facilities-management](http://www.hrgo.co.uk/facilities-management)

Many soft Facilities Management services are reliant on workers from the EU, and the impact of Brexit could have serious implications on this industry.

Soft FM has a vital role to play to maintain a healthy and safe environment for businesses. The crucial day to day services they provide are essential to create the standard of working environment necessary to attract staff and retain your wider workforce.

Source: BBC



## 2020 sector statistics

	Catering Staff	Cleaning & Hygiene	Concierge
EAST ANGLIA	£18,260	£18,590	£18,890
LONDON	£19,210	£19,775	£20,770
MIDLANDS	£18,010	£18,370	£19,700
NORTH	£17,705	£18,345	£20,825
SCOTLAND	£18,030	£18,485	£19,285
SOUTH EAST	£18,075	£18,525	£19,160
SOUTH WEST	£18,015	£18,450	£19,465

	Domestics	Mail Room & Couriers	Office Services
EAST ANGLIA	£17,435	£20,065	£18,425
LONDON	£19,190	£21,165	£26,195
MIDLANDS	£20,295	£19,950	£19,510
NORTH	£20,295	£20,720	£19,210
SCOTLAND	£18,610	£20,725	£21,375
SOUTH EAST	£20,295	£22,360	£21,790
SOUTH WEST	£20,295	£22,155	£22,500

	Porter	Ward Host/ Hostess
EAST ANGLIA	£17,845	£17,375
LONDON	£23,750	£19,210
MIDLANDS	£23,310	£18,010
NORTH	£23,310	£17,705
SCOTLAND	£22,945	£18,030
SOUTH EAST	£23,310	£18,075
SOUTH WEST	£23,310	£18,015





# Industrial

[www.hrgo.co.uk/industrial](http://www.hrgo.co.uk/industrial)

The manufacturing industry employs around 2.6 million people and industrial production increased by 27.5% between April 2020-2021.

This sector faces a shortage of skilled workers in the years to come. According to The Manufacturer's Annual Report 2020, the introduction of automation means new recruits need to be highly skilled to operate digitally. Therefore, existing employees will also need to be retrained and upskilled.

Source: The Manufacturer's Annual Manufacturing Report 2020



## 2020 sector statistics

	Air Conditioning Engineer	Cleaner	CNC Operator
EAST ANGLIA	£30,670	£17,050	£30,410
LONDON	£36,945	£27,850	£34,240
MIDLANDS	£33,795	£17,220	£32,805
NORTH	£32,430	£17,045	£30,700
SCOTLAND	£32,430	£17,625	£30,095
SOUTH EAST	£35,140	£17,050	£32,055
SOUTH WEST	£31,830	£16,710	£31,265

	Forklift Driver	Production Planner/Scheduler	Production Operative
EAST ANGLIA	£25,300	£26,365	£17,045
LONDON	£30,410	£30,560	£20,990
MIDLANDS	£25,645	£28,140	£18,370
NORTH	£24,760	£28,345	£17,055
SCOTLAND	£29,090	£27,950	£17,390
SOUTH EAST	£26,440	£23,150	£18,195
SOUTH WEST	£24,690	£26,630	£20,705

	Production Technician	Soldering Operative	Warehouse Administrator
EAST ANGLIA	£26,245	£15,345	£16,455
LONDON	£24,950	£21,030	£19,425
MIDLANDS	£24,120	£16,070	£17,730
NORTH	£20,745	£15,345	£16,455
SCOTLAND	£25,045	£15,345	£16,785
SOUTH EAST	£21,440	£20,460	£17,560
SOUTH WEST	£26,545	£19,630	£18,875

	Warehouse Manager	Warehouse Operative
EAST ANGLIA	£31,175	£18,285
LONDON	£32,045	£20,980
MIDLANDS	£33,050	£19,845
NORTH	£30,650	£19,365
SCOTLAND	£31,065	£19,040
SOUTH EAST	£33,740	£19,685
SOUTH WEST	£34,150	£19,685



# Office & Professional

[www.hrgo.co.uk/office-professional](http://www.hrgo.co.uk/office-professional)

Many businesses in this sector transitioned to working from home during the pandemic as the work carried out by most employees can be undertaken from any location.

With employees now starting to go back into the office, companies will now need to ensure preventative measures are taken by completing a Covid risk assessment.

Sources: [www.bbc.co.uk](http://www.bbc.co.uk)



## 2020 sector statistics

	Accountant	Accounts Assistant	Business Development Manager	Credit Controller
EAST ANGLIA	£31,715	£20,460	£32,515	£23,255
LONDON	£42,775	£26,965	£39,920	£28,875
MIDLANDS	£33,285	£22,960	£37,410	£22,800
NORTH	£32,600	£20,460	£22,065	£21,915
SCOTLAND	£33,775	£20,350	£35,025	£21,705
SOUTH EAST	£35,020	£24,185	£37,395	£23,855
SOUTH WEST	£34,110	£21,005	£35,385	£23,100

	HR Assistant	HR Manager	Legal Secretary	Marketing Assistant
EAST ANGLIA	£22,505	£37,300	£22,435	£23,265
LONDON	£28,980	£51,665	£37,445	£26,715
MIDLANDS	£22,675	£51,665	£22,760	£25,250
NORTH	£22,505	£36,025	£22,430	£22,960
SCOTLAND	£25,315	£35,835	£24,715	£22,740
SOUTH EAST	£24,695	£49,020	£22,655	£25,020
SOUTH WEST	£22,090	£49,020	£22,655	£25,020

	Marketing Manager	PA	Project Manager	Receptionist
EAST ANGLIA	£39,400	£25,995	£39,395	£17,960
LONDON	£52,425	£40,305	£51,870	£26,785
MIDLANDS	£42,915	£26,875	£43,025	£18,205
NORTH	£39,400	£26,000	£38,845	£17,960
SCOTLAND	£45,040	£26,665	£40,335	£20,170
SOUTH EAST	£45,040	£25,550	£44,240	£18,460
SOUTH WEST	£42,190	£25,550	£41,815	£19,705

	Sales Administrator	Senior Administrator
EAST ANGLIA	£18,425	£23,240
LONDON	£26,195	£30,690
MIDLANDS	£19,510	£22,475
NORTH	£19,210	£22,070
SCOTLAND	£21,375	£23,040
SOUTH EAST	£21,790	£21,520
SOUTH WEST	£22,500	£23,520



## Why use HR GO Recruitment

We don't believe one size fits all - we will work with you to create a bespoke recruitment solution to meet your company's requirements. When you partner with HR GO, we can offer:

- Local service and nationwide coverage
- Fully flexible service agreements
- Extensive candidate database and talent networks for your sector
- Access to niche specialists in our group companies
- Extensive, branch network offering face-to-face contact for candidates

Whether you are looking for temporary or permanent staff, HR GO Recruitment can find the candidates you need. With access to our growing database and leading job boards, including CV Library, Reed, Total Jobs and Indeed, we can match the right people to your vacancies.

## Finding the right candidates

We will work with you to find candidates who will be the perfect fit for your business. To help us to do this, we carry out the following:

- Online testing with Thomas international
- Aptitude and psychometric testing
- Literacy and mathematics tests
- Face-to-face interviews



# Account Management Portal

Our client portal gives you access to a wealth of financial data on the services provided to you by HR GO Recruitment, enabling faster, smarter decision making.

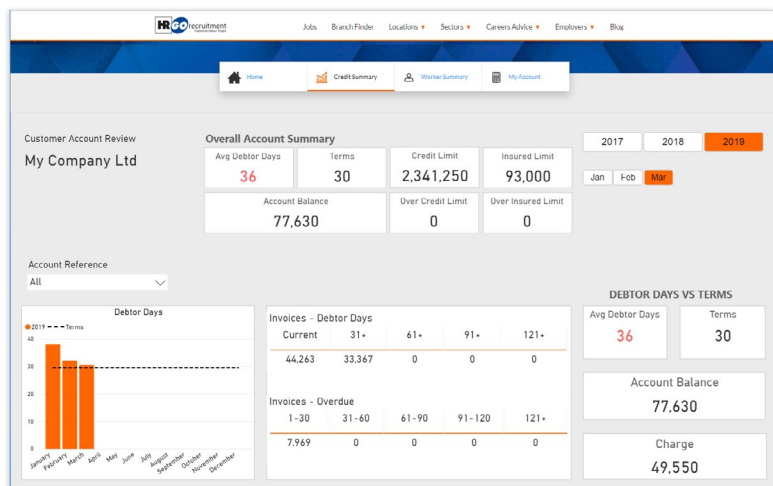
The portal is developed, owned and controlled by HR GO Recruitment using market-leading platforms to ensure data security.

The Client Portal offers the following features:

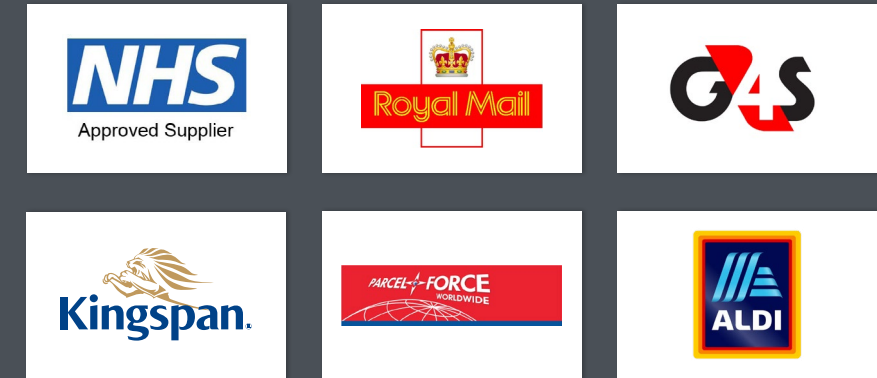
- Transparency of invoice & timesheet detail
- Real-time on-demand data
- Interrogation using click and point filters, e.g. date range
- Customisable descriptions
- Exporting into .csv and .xlsx formats
- Access for anyone in your organisation
- 24/7 access

You can find out more about our Account Management Portal [HERE](#).

## Credit Summary



## Trusted by some of the biggest brands in the UK



*"We found many recruitment agencies out there, but found HR GO to be both reliable and extremely professional – they perfectly match applicants' skills to the position available and we look forward to working with them in future!"*

**Mike Oxley**  
Salamander Pumps

REVIEWS.io



**4.40** Rating

**372** Reviews

Correct at time of print, Sept 2021

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