

Greater Manchester Pay and Employment Rights Advice Service Pay Factsheet

Call Centre Workers

These are some rates of pay which employers offer to workers in call centre jobs jobs. Your employer does not have to pay you similar rates, but you may find the information useful in working out whether you get a fair rate or whether you should try to ask for more.

COMPANY/ DATE OF AGREEMENT	JOB	MINIMUM WEEKLY PAY	MINIMUM HOURLY PAY
Carphone Warehouse 01/04/05		£269.23 - £326.92	£6.73 - £8.17
Circle 33 Housing Group 01.07.03		£386.60 - £426.54	£11.05 - £12.19
Co-operative Bank 01.04.04	Customer Advisor	£221.15 – £307.69	£6.32 - £8.79
Domestic & General Ins 01.07.05		£236.54 - £346.15	£6.76 - £9.89
First Direct 01.04.04	Leeds	£274.60	£7.63
Northumbrian Water 01.04.05		£278.23 - £326.40	£7.52 - £8.82
Pet Plan 01.05.03		£276.92 to £317.31	£7.38 to £8.46
Royal Bank of Scotland 01.04.03		£193.96 to £290.94	£5.54 to £8.31
T-Mobile UK 01.06.02		£226.92 to £323.08	£6.05 to £8.62
Tesco 30.06.03		£218.10 to £266.56	£6.06 to £7.40

The National Minimum Wage

From 1st October 2005, the three different rates are:

- ◆ Workers aged 22 years and over are currently entitled to **£5.05 per hour**.
- ◆ Workers aged 22 years and over who are in the first six months of working for a new employer and are undergoing training for a recognised qualification get **£4.25 per hour**.
- ◆ Workers aged 18 - 21 are entitled to **£4.25 per hour** (unless they are apprentices – see exemptions below).

On 1st October 2004 a new national minimum wage rate of **£3.00 per hour** was introduced for 16 and 17 year olds (16 year olds must have completed full time compulsory education to be eligible).

Exemptions: Apprentices aged 18 and first year apprentices up to age 26.

Apprentices who do not qualify for the minimum wage should be paid in line with the Lower Earnings Limit figure (currently £82 per week - changes in April 2006).

If you need more information about pay and employment rights, contact

**Greater Manchester Pay and Employment Rights Advice Service on
0161 839 3888**

or write to us at:
4th Floor, Swan Buildings
20 Swan Street
Manchester, M4 5JW

or visit our website:
www.gmemploymentrights.org.uk

Trade Unions

Trade unions help workers to get better pay and work conditions.

For further information contact us, or:
**North West TUC, Suite 506-510, The
Cotton Exchange, Old Hall Street,
Liverpool L3 9UD
0151 236 5432**