

vodafone

CASE STUDY

A low-cost location

Wage rates in Stoke-on-Trent and Staffordshire are significantly lower than the UK average. Additionally, the availability of a large pool of labour with business services skills helps to keep wage rates sustainable, giving businesses a stable, affordable cost base moving forward.

<i>Selected Roles</i>	<i>Salary</i>
<i>Credit Controller</i>	<i>£14,250 - £15,125</i>
<i>IT Support Manager</i>	<i>£25,000 - £35,000</i>
<i>Customer Service Advisor</i>	<i>£14,000 - £15,000</i>
<i>German/Russian Speaking Customer Services Advisor</i>	<i>£16,000 - £18,000</i>

The area also offers a good supply of competitively priced office accommodation, and a wide range of sites for tailor-made design and build schemes. The facts speak for themselves: office rentals are approximately 63% less in Stoke-on-Trent than Birmingham, and 62% less than Manchester.

Excellent infrastructure

The area's outstanding transport infrastructure with its direct motorway access makes most of the UK's cities accessible within a four hour drive time. Stoke-on-Trent and Staffordshire is an ideal location from which to access national and international clients.

Vodafone is one of the world's leading mobile telecommunications companies, with customer base of approximately 343 million customers in more than 30 countries.



The company has its state-of-the-art contact centre located in Stoke-on-Trent. The centre employs over 900 staff, with roles ranging from credit controllers to inbound and outbound customer retention advisors as well as customer support roles.