

PAYROLL SALARY SURVEY

2023|24



PORTFOLIO
PAYROLL LTD



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#payrollssalariesurvey23



ANTHONY MACEY

Chief Operating Officer

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“Welcome to the Portfolio Payroll Salary Survey 2023-2024.”

We are delighted to launch our biggest survey yet, presenting key benchmarking data, recruitment market intelligence and insight into salary trends across the payroll sector. A big thank you to everyone who took part in our survey with the number of respondents up by 12.7% compared to 2021, this contribution to the survey is invaluable in providing the most accurate view of the industry.

The importance of utilising salary data for benchmarking is essential for businesses of all sizes when, reviewing their payroll departments, constructing new vacancies and as a retention tool in ensuring key staff are rewarded & remunerated in-line with the market. Highlighted by a 202% rise in clients requesting a copy of our survey in the last 12 months, this is widely regarded as the most definitive payroll salary guide of its kind.

With so many profound changes affecting payroll departments across the UK in recent years from COVID-19 to the recruitment surge post -pandemic coined the ‘great resignation’, we now find ourselves approaching the final quarter of 2023 in a market that continues to highlight the demand for payroll professionals within an ever-evolving industry. With over 25% of respondents reporting that their payroll

teams have grown in the same period, the number of vacancies across the sector continues to surpass the level of available skilled talent, emphasising the significant growth in payroll careers as a whole.

After unprecedented recruitment demand in the period 2021-2022, our last survey noted rife competition amongst employers competing to secure the best talent, driving salaries up by 15% to record highs. Combined with a candidate driven market of highly engaged applicants looking to benefit from a lucrative salary increases and many payroll professionals moving roles for their pick of career opportunities.

After so much movement in the job market and significant salary fluctuation, we now find ourselves in a climate with more passive job seekers and employers unable to keep up with the pace of salary inflation.

“With over 43% of businesses surveyed highlighting their plans to recruit within the next 6-months, the career outlook for the sector is overwhelmingly positive but also highlights a need to invest in developing existing payroll professionals and attracting new talent to the sector.”

Indeed, from our insights salary inflation in the payroll market may have peaked for now, and well ahead of the national curve highlighted in official data from the Office of National Statistics (ONS) highlighting average weekly earnings increased 7.7% in the period April to June 2023 a stark contrast to the highest % peaks within the payroll sector. Further statistics in our survey supported this with 76% of payroll professionals had received an annual increase during their annual review within the 12 months.

With skills in demand and talent shortages apparent, a highly effective and holistic talent strategy is needed within the sector that focuses on combining recruitment, staff retention, crafting a competitive

salary & benefits package alongside investment into training and development. With over 43% of businesses surveyed highlighting their plans to recruit within the next 6-months, the career outlook for the sector is overwhelmingly positive but also highlights a need to invest in developing existing payroll professionals and attracting new talent to the sector. A theme epitomised by the CIPP's #ChoosePayroll campaign, a mantra for all in the sector to work together to promote the many diverse roles and career opportunities on offer and attract the next generation to choose payroll as a career of choice.



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...Portfolio Payroll, part of The Portfolio Group, is a market-leading specialist recruitment consultancy; solely focusing on the recruitment of payroll professionals across the UK with a truly nationwide reach since 1988.



- As the UK's oldest & largest Payroll recruitment agency, we are proud to provide unrivalled market knowledge and expertise.
- We provide a comprehensive and highly tailored service across permanent, contract and temporary recruitment from our two offices in London and Manchester – including remote workers.
- Our highly experienced Executive Division matches the highest calibre senior level payroll professionals with the most progressive executive level opportunities across the payroll industry.
- We recruit into all industry sectors, with clients ranging from FTSE100 to SMEs, as well as providing coverage to the whole of the UK.
- We are the #1 Recruitment Agency on Trustpilot as rated by our loyal clients and candidates for our first-rate customer service.
- An award-winning recruitment agency having most recently won places on The Recruiter Hot 100 in 2022 and being shortlisted for the Recruiter 'Recruitment Agency of the Year – Medium' Award 2021.

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Rated as Excellent

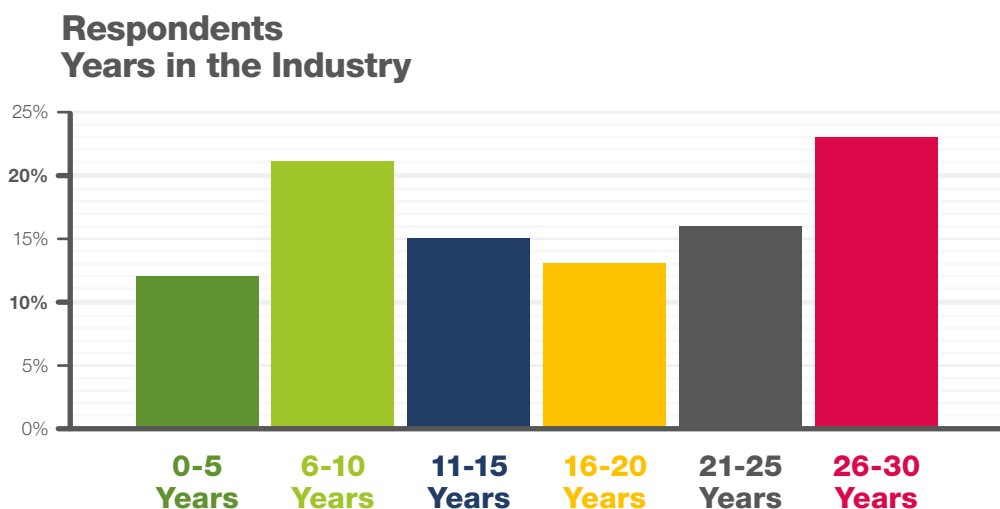
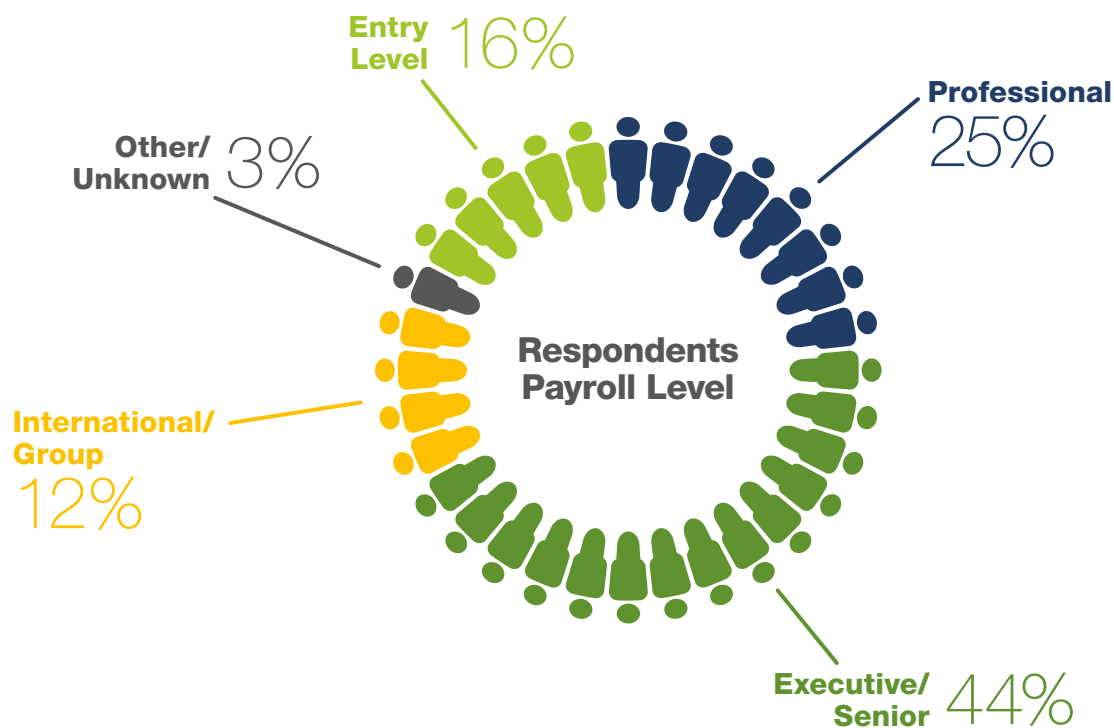


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TALENT INSIGHTS

“Over half (56%) of Executive/Senior payroll professionals have been in the sector over 20+ years”

Every year, we engage payroll professionals – such as yourselves – across the UK to take part in our Payroll Salary Survey and this year, we had 12% more respondents year-on-year.

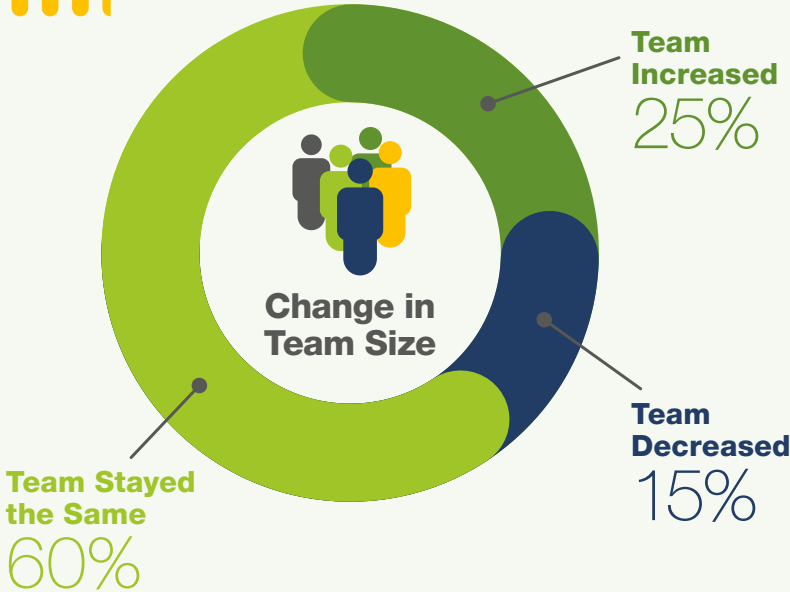
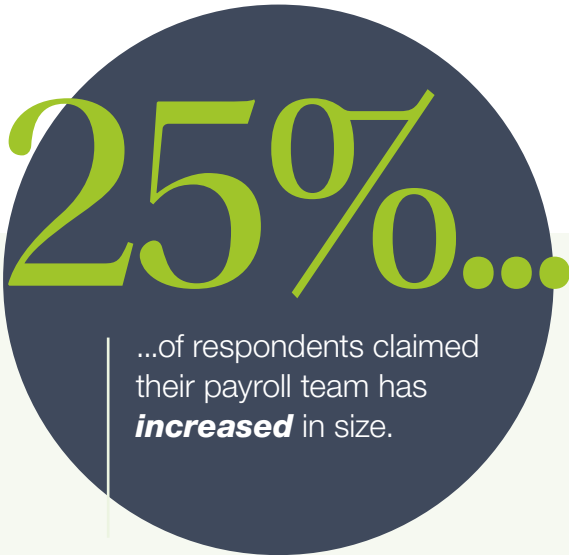
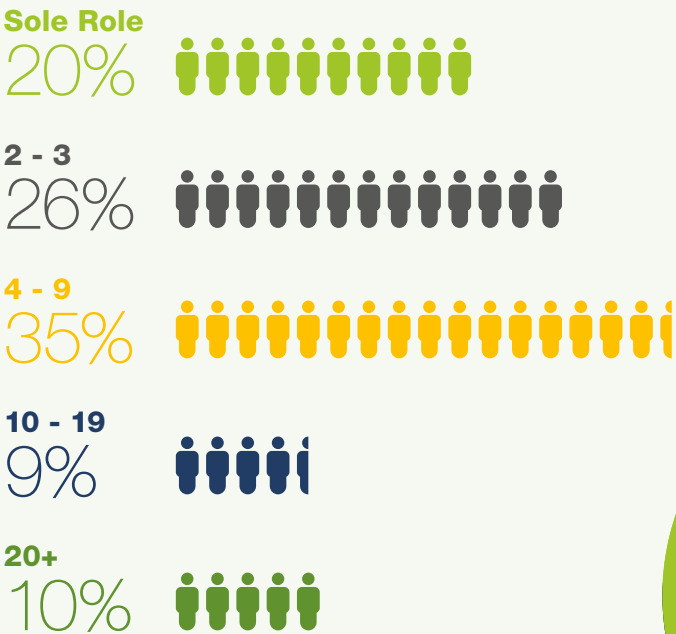


BUSINESS INSIGHTS

This year, our data has shown that 5% fewer payroll professionals are in a sole role and the team size with the highest % (35%) was a team of 4-9 payrollers; a shift from last year when the most frequently reported team size was only 2-3 people. This combined with 25% (+10% year-on-year) claiming their payroll team increased in size.

This builds a picture of how businesses are growing teams to strengthen their expertise and capabilities.

Current size of Payroll Team:



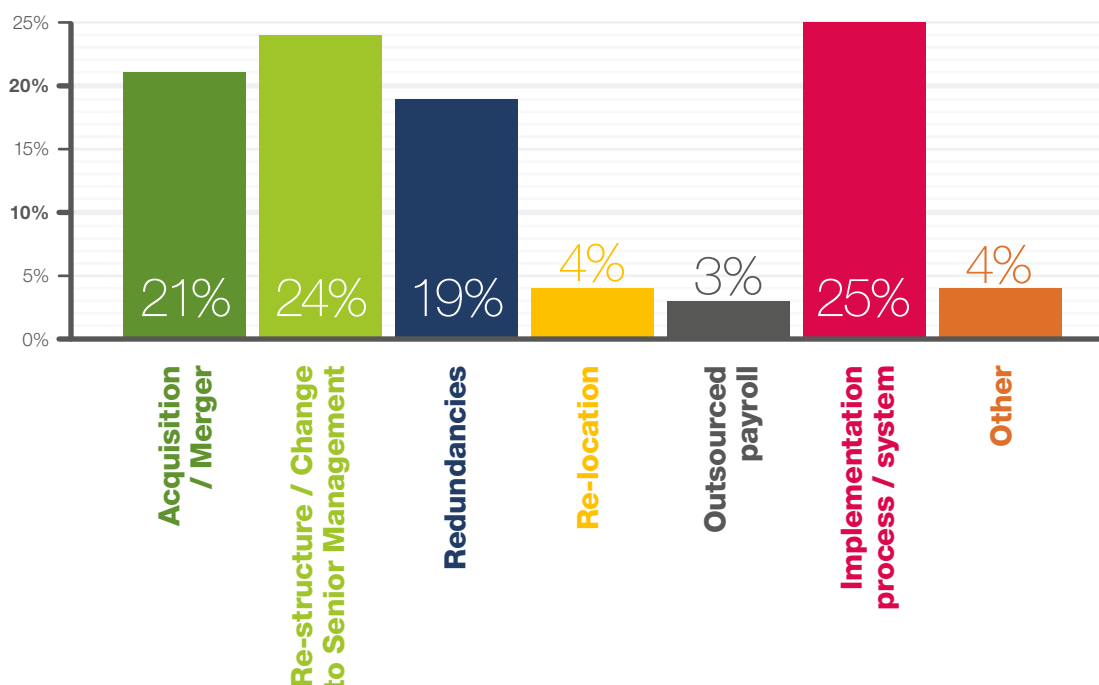
Unsurprisingly, the sectors that experienced growth within their teams also saw an uplift in their company payroll; accountancy firms, bureaux and financial services businesses leading at the front. “Customer-facing” consumer industries such as retail, hospitality, entertainment & leisure had conflicting data with some teams increasing presumably where businesses have recovered post-pandemic however others also had teams decreasing, perhaps a sign of economically challenging times.

60% of respondents recorded that their workplace had experienced major changes in the past 12 months. Of those changes, a majority of 25% implemented a new process or system. This is supported by a notable uplift in demand for project managers and implementation professionals within the interim market as technological advancements continue to drive progress within the industry.

Only 19% disclosed that their company processed redundancies – a vast reduction from 30% in 2022 – however re-structures, senior management changes, acquisitions & mergers were up +3%.

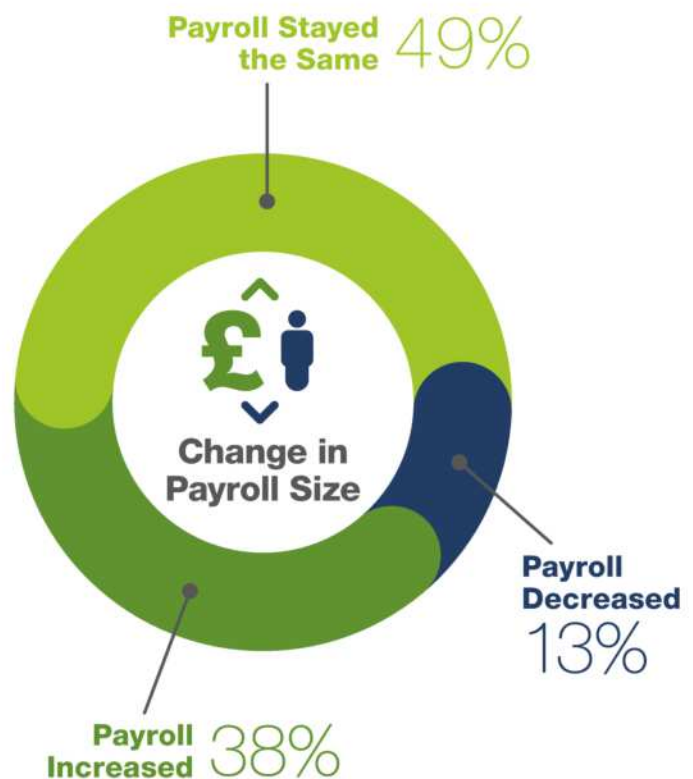


How businesses have changed in the past 12-months



“The sectors that experienced growth within their teams also saw an uplift in their company payroll.”

It's important to acknowledge that within the 4% 'Other' changes, companies reported bringing their payroll back in-house. Of the sectors reporting a smaller team 'Payroll Outsourcing/ Bureaux' was in the top 3, in turn reporting that they had fewer on the payroll. Discussions with our clients revealing that their business wants to have more control of their payroll and take ownership of their legal obligations.



Current size of Company Payroll



SALARY INSIGHTS

“This year, our survey affirms that there has been little or no change in salary satisfaction across all levels.”

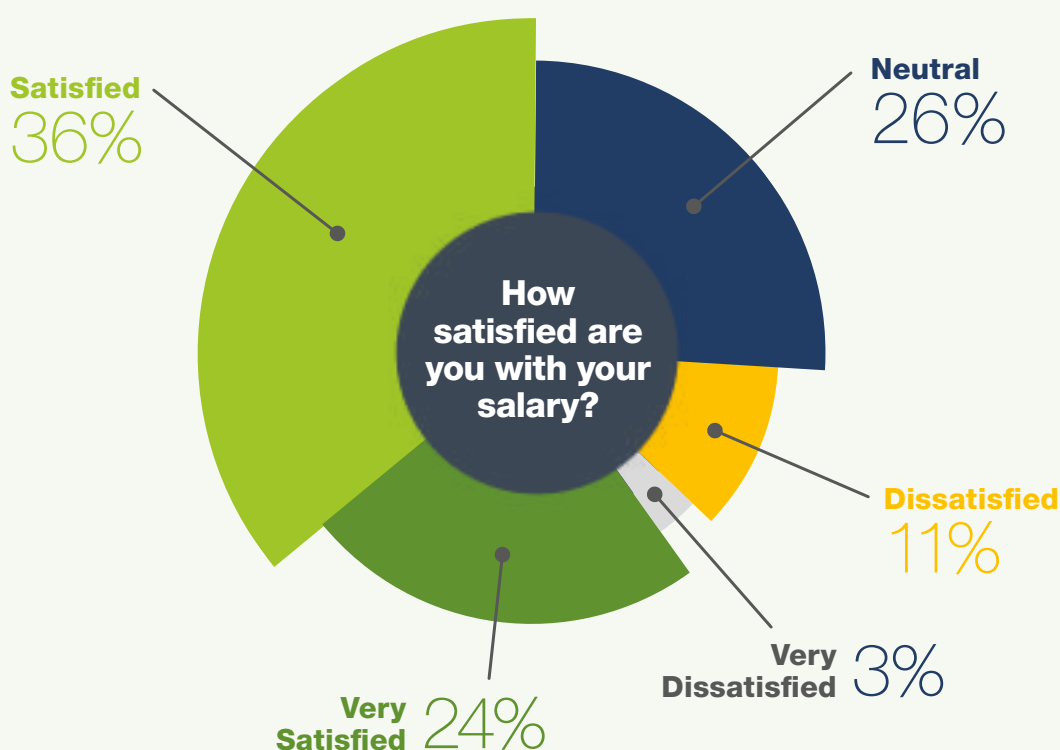
Following a significant shift in dissatisfaction rates which doubled to 14% in 2022, this year there has been little or no change in salary satisfaction across all levels. Dissatisfaction rates remain the same and there is only a marginal shift of +2% now being very satisfied from satisfied.

This is despite +22% more professionals having had their salary reviewed in the last 6 months, which equates to almost half of respondents (47%) and positively, 92% of those having their annual salary increased.

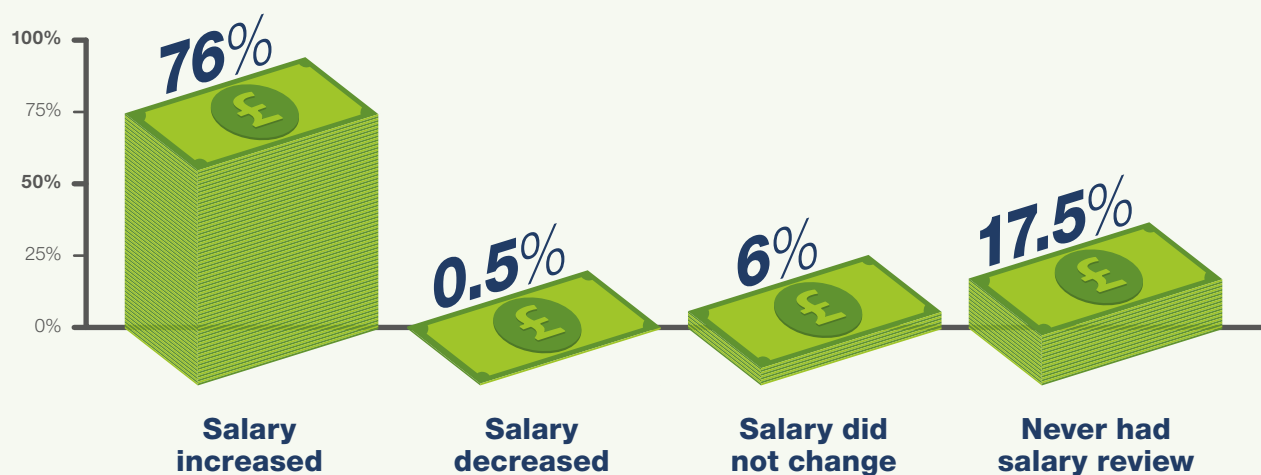
Whilst more reviews and salary increases are undoubtedly welcomed by employees and effective at

retaining staff, based on the lack of improvement to satisfaction levels, it could suggest that with the rising cost of living, these salary increases may not gratify the market for long.

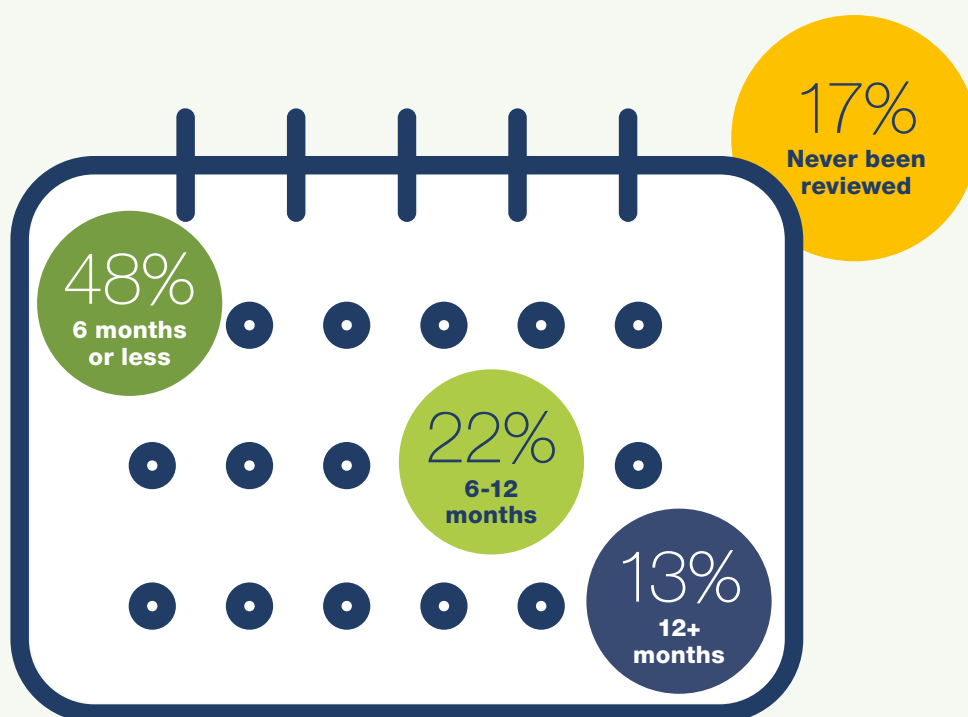
It is alarming to note that 17% have never had their salary reviewed before, a staggering 52% of which have been at the same business over 12-months, and 18% over 2-years. We found that 44% of those who reported no salary change or no review were not satisfied with their salary. Delving even deeper into the data, we found that those with the highest dissatisfaction levels are within the retail/hospitality or accountancy sectors.



Did your salary increase or decrease?



When was your salary last reviewed?





ANTHONY MACEY

Chief Operating Officer

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PAYROLL RECRUITMENT MARKET INSIGHTS

“There is still high demand for payroll professionals, meaning that competition for talent will remain high going into 2024 and further salary fluctuations cannot be ruled out.”

In the survey so far, we have pointed to the surge in payroll vacancies and demand for payroll talent in the period 2021-2023 driving steep remuneration increases in the sector. Looking across 2023, we've experienced significant job movement evidenced by over 73% of respondents stating that their business has recruited within the last 6 months, however there are indications that the peaks of salary increases may have reached a point of plateau.

However, with a further 40% of businesses planning to hire in the next 6 months, it affirms that there is still high demand for payroll professionals, meaning that competition for talent will remain high going into 2024 and further salary fluctuations cannot be ruled out.



With payroll legislation ever more complex, advances in technology and payroll departments providing greater business partnering support; recruiting and retaining payroll talent has never been more critical to business performance.

PAYROLL RECRUITMENT MARKET INSIGHTS

“Invest long-term when hiring on a permanent basis; select a shortlist of candidates to interview that tick most of the essential requirements of the role, but focus more on the right aptitude to grow and develop into the role.”

When faced with that immediate need to backfill a crucial role in the department or add additional headcount to manage increased workload, often the immediate reaction for employers is to focus on finding the perfect hire. Someone who is an immediate self-starter, ticking all the boxes of the job description, alongside a perfect company background with experience of the same payroll software - a tall order at the best of times - and then further complicated with strict salary budgets that may not be in-line with the market.

All the above can lead to many teams being short staffed as the search for the perfect candidate continues. My advice to employers is to invest long-term when hiring on a permanent basis; select a shortlist of candidates to interview that tick most of the essential requirements of the role, but focus more on the right aptitude to grow and develop into the role.

Providing career development opportunities adds greater long-term value and navigates the challenges of the market and budget constraints. Businesses need to acknowledge there will be a need to invest time & resource in training and development but appreciate and look to the long-term benefits of investing and upskilling employees as it often leads to greater retention.

Investment in longer term L&D strategies enables employers to showcase their career progression opportunities ahead of competing employers, a key attraction to candidates in the current market. An approach that can be highly effective when focusing on demand skill sets such as EMEA/Global payroll, systems implementation, payroll management or hybrid roles in payroll and reward.

When did you last recruit?

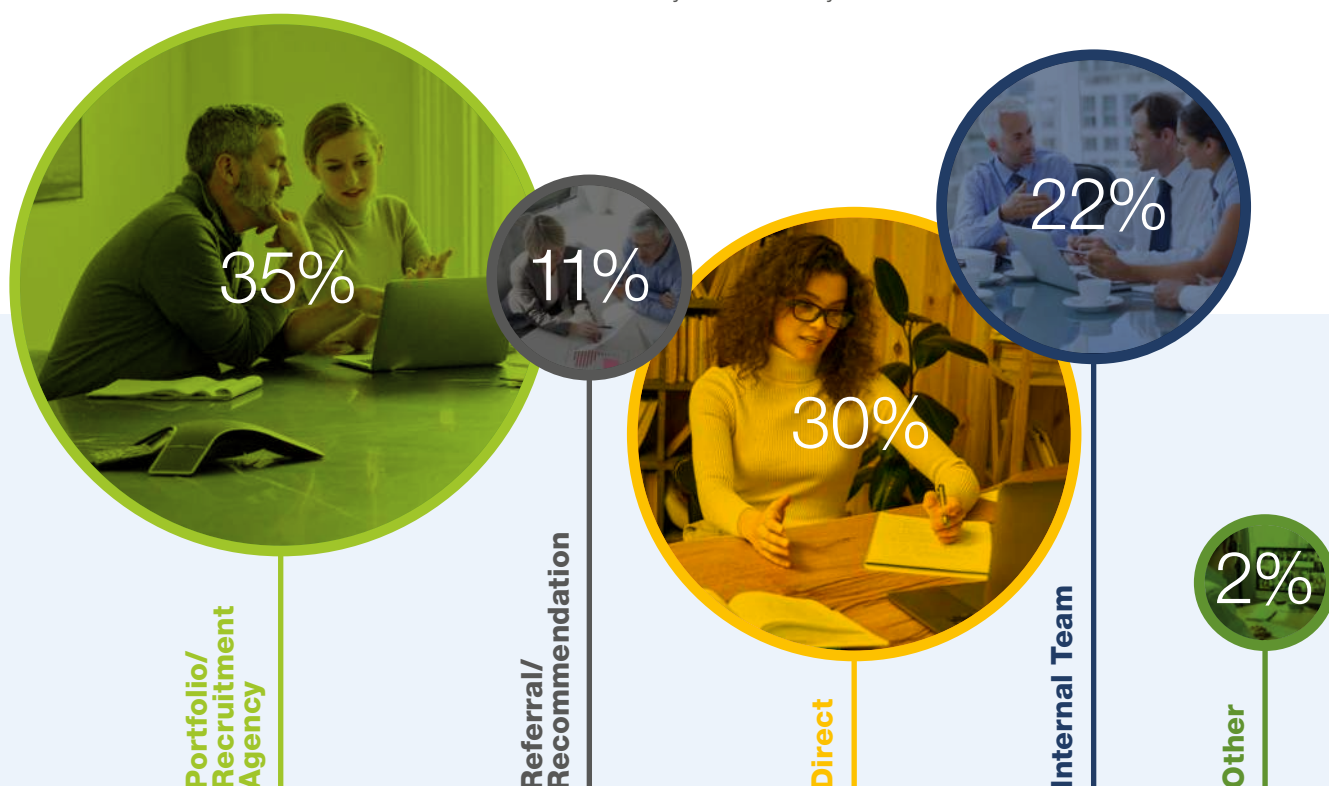




For immediate and urgent hires, look to the interim market where you will benefit from the diverse talent available to provide immediate support for the short-term business peaks, additional cover and specialist projects. Tried and tested temporary payroll consultants are well versed in providing immediate support to business, with experience of a range of systems and available to hit the ground running.

Alongside providing career development opportunities, key factors in attracting talent remain offering flexible/hybrid working alongside shaping a package combining competitive salary & benefits. And whilst for many employers' salary inflation has led to a 'tightening of the purse strings' when making new job offers, we cannot overlook one of the most significant economic factors of recent times, the impact of the cost-of-living crisis. Moreover, in practical terms for many job seekers, with current living costs even a small difference in a salary offer could have a bearing on a candidate being able to accept their dream job. In a recent poll, 62% would consider a lower salary for hybrid working and 19% for additional holiday allowance. As such be competitive, invest in talent that will add value to the payroll team and business long-term and make the most compelling offer you can with your benefits.

Methods used to recruit



THE FUTURE OF FLEXIBLE EMPLOYMENT IS HERE WITH BRIGHTHR

The world of work is evolving, and the demand for flexible working arrangements to achieve a better work-life balance is increasing. As a result, it's essential your business finds the right tools to empower your business with flexibility and keep up with the modern way of working.

Ready to transform the way you approach flexibility in your workplace? Look no further than BrightHR, an award-winning HR software built to simplify your people management and empower your employees with cloud-based software they can use in the office, out of office, on-site, off-site, and on the go!

With BrightHR's time-saving suite of tools, it's easier than ever to create and manage flexible working arrangements that suit all industries and working patterns. So you stay competitive and adaptable in a rapidly evolving world.

Embrace a 'Brighter' tomorrow

Flexibility has become the cornerstone of modern workforce dynamics, and BrightHR is dedicated to making it not just accessible but also efficient and mutually beneficial for both you and your employees.

Let's explore the flexible features that set BrightHR apart...

Seamless management for any working pattern

Our software is designed to improve every aspect of your operations by letting you efficiently manage employee data, absences, staff holidays, shifts and rotas, staff expenses, and training—all in one secure and easy-to-use digital platform. Perfect for modernising your business for flexible working arrangements, thanks to innovative cloud-based software that is secure and accessible from anywhere.

Simplify staff time-tracking

Gone are the days when flexible working meant you had to struggle with manually tracking staff working hours. Blip, our time-tracking web tool, and app makes clocking in and out of shifts a breeze for your staff and hassle-free for you.

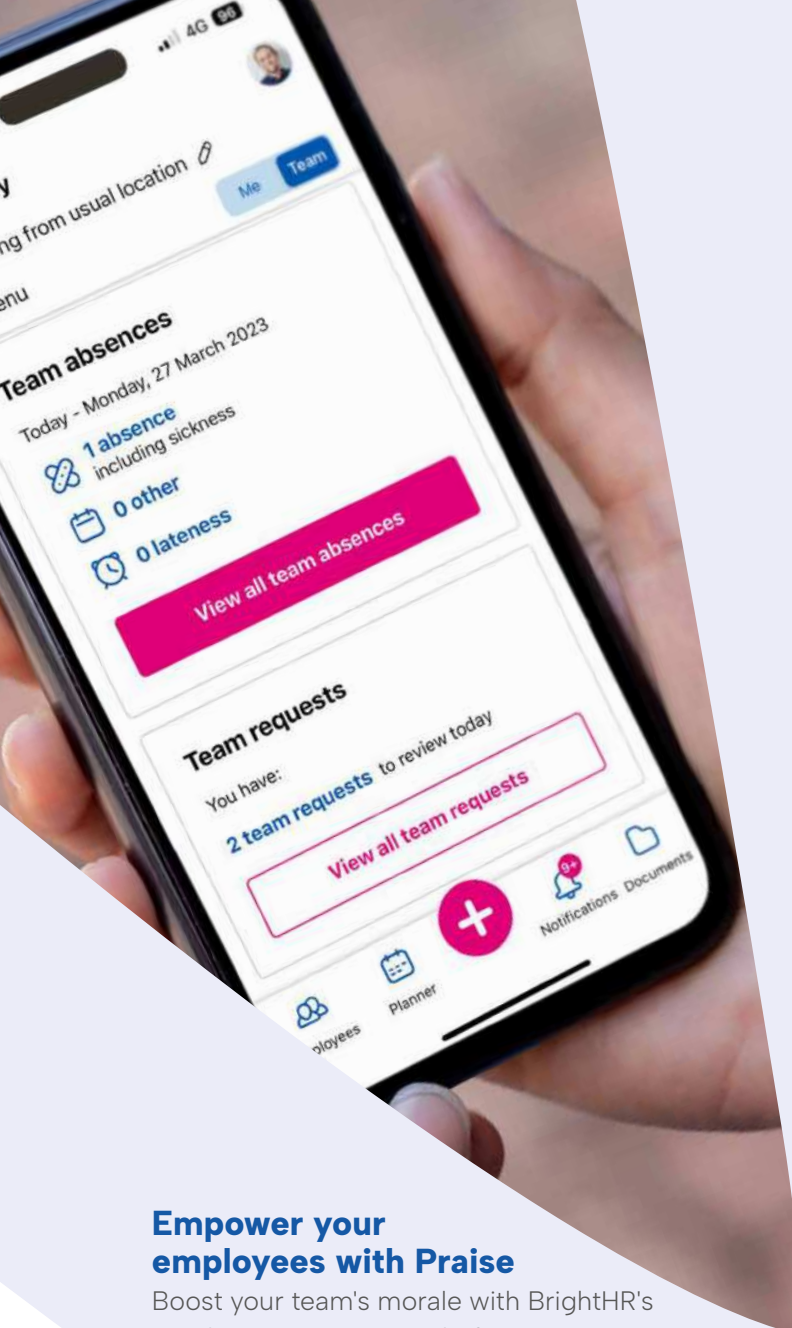
With real-time updates, you can easily see who's on, off, or on a break, and the handy geolocation tracking feature means you always know which of your staff are on-site or working remotely.

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Lighten the load of engaging your staff and meeting legal training requirements with BrightLearn. Enjoy easily digestible, CPD-accredited courses you can assign to staff that they can complete from anywhere, 24/7.

And with a fully integrated Learning Management System and course completion certificates, you and your employees can keep a record of completed courses.





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Boost your team's morale with BrightHR's employee recognition platform, no matter whether they're on-site or anywhere in the world. Celebrate exceptional work, motivate others to excel, and reinforce your company culture with ease. Award points and badges to make recognition even more enjoyable.

Plus, you can access the platform from the palm of your hand—it's that convenient!

24/7 wellbeing support for all

BrightHR's Employee Assistance Programme Bright Wellbeing & Counselling offers 360° team wellbeing and health support—that extends to immediate family too.

Access the UK's leading Employee Assistance Programme, powered by Health Assured and available online or over the phone, 24/7. With it, you get a variety of confidential support services including, but not limited to, leadership coaching, crisis assistance, financial wellbeing resources, and relationship management.

Because, when you prioritise your people and their health and wellbeing, you can maximise team potential, boost morale, increase efficiency, and minimise absenteeism.

Stay compliant and stress-free

Worried about keeping up with your legal responsibilities when it comes to HR and health & safety? We stay vigilant and do the heavy lifting for you, keeping you up to date with the latest employment laws and regulations.

Get access to hundreds of expertly written and legally compliant policies, templates, guides and more with BrightBase— that you can browse, download, and customise on the go.

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Future proof your business

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When it comes to addressing the challenges of small to medium-sized businesses, no other provider ticks the boxes like we do.

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Wellbeing support for all

Boost employee morale, productivity, and reduce staff sickness with 24/7 support.

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PERMANENT SALARIES

Permanent salaries have started to plateau following years of exceptional growth. This growth was a result of payroll becoming more valued and recognised by businesses following their exceptional performance during the pandemic, talent shortages and the cost of living driving up demand. However, it appears that a majority of businesses have now maximised their budgets.

Our salary tables at the junior and professional end of the market have seen little or no change, only notably seeing the lower end of a salary band shifting by 1%-2% or salaries increasing closer towards London levels.

Due to this, it has led both job seekers and companies to be more creative with their demands and job packages. There are now 'added value' elements such as hybrid working & benefits including training & wellbeing which are now significant factors when creating or reviewing payroll opportunities.

We are experiencing more professionals moving sideways to similar roles but in a different company

to achieve the salaries they desire and with packages to suit their circumstances. Many favour roles that are closer to home to save on travel costs and to maintain a healthy work/life balance. The appetite for professional development opportunities remains high with 82% of businesses offering training and a high majority honouring the commitment.

Interestingly, a recent poll found that 62% would consider a lower salary for hybrid working and 19% for additional holiday allowance, however businesses must recognise and appreciate that salaries still need to be competitive and aim to reflect current average market levels.



PERMANENT SALARIES

A newer trend that is actively infiltrating the market is 'pay on demand' (POD) or 'earned wage access', which for many years was only a topic for the future. It is finally being rolled out and some employees can now access their salary once they have worked the apportioned hours before payday. Companies that can offer this solution are attracting talent who favour this method of pay to help manage their finances. Critics of the service however have concerns that this becomes an alternative to payday loans leaving those less financially responsible at risk of poor financial health. It leads onto a wider discussion about how much responsibility a business has to an employee's financial wellbeing and what role the payroll department plays in supporting or managing those in financial difficulty.*

One significant change to the permanent hiring market is the time to hire as streamlined recruitment processes including video interviewing are now the norm. The somewhat cumbersome and lengthy interview processes are now a thing of the past and the recruitment timeline can move as fast as 2-weeks with the average closer to 1-month.

This year, we have added 2 new job titles to our survey to accurately reflect the marketplace: Payroll & Benefits Advisor + Senior Payroll Specialist.

* <https://www.acas.org.uk/pay-on-demand-the-payroll-topic-everyones-talking-about>

	LONDON CENTRAL & CITY			GREATER LONDON		
	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£24,000	£27,000	£31,000	£24,000	£26,000	£31,000
Payroll Administrator	£30,000	£35,000	£38,000	£30,000	£33,000	£37,500
Senior Payroll Administrator/Officer	£32,000	£38,000	£42,000	£32,000	£37,000	£40,000
Payroll & Benefits Advisor	£40,000	£42,000	£45,000	£38,000	£40,000	£43,000
Payroll Specialist	£40,000	£43,000	£48,000	£33,000	£41,000	£45,000
Senior Payroll Specialist	£43,000	£45,000	£50,000	£40,000	£42,500	£49,000
Payroll Supervisor / Team Leader	£45,000	£50,000	£55,000	£40,000	£45,000	£51,500
Sole Payroll Professional	£45,000	£47,000	£50,000	£40,000	£42,000	£46,000
Payroll Systems / HRIS Specialist	£42,000	£55,000	£62,000	£35,000	£50,000	£60,000
Payroll Accountant	£48,000	£55,000	£62,000	£40,000	£48,000	£55,000

	HOME COUNTIES			SOUTH EAST		
	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£24,000	£26,000	£31,000	£24,000	£27,500	£28,500
Payroll Administrator	£27,000	£31,500	£33,500	£26,000	£28,000	£32,000
Senior Payroll Administrator/Officer	£30,000	£34,000	£37,000	£30,000	£32,000	£36,000
Payroll & Benefits Advisor	£38,000	£40,000	£42,000	£38,000	£40,000	£42,000
Payroll Specialist	£30,000	£35,000	£40,000	£30,000	£35,000	£42,000
Senior Payroll Specialist	£33,000	£37,000	£42,000	£33,000	£37,000	£42,000
Payroll Supervisor / Team Leader	£34,000	£38,500	£44,000	£30,000	£37,000	£49,000
Sole Payroll Professional	£36,500	£42,000	£45,000	£33,000	£42,000	£46,000
Payroll Systems / HRIS Specialist	£40,000	£42,000	£47,000	£35,000	£40,000	£45,000
Payroll Accountant	£38,000	£43,000	£50,000	£38,000	£43,000	£48,000

East Sussex, Hampshire, Isle of Wight,
Oxfordshire, West Sussex

Buckinghamshire, Surrey, Berkshire,
Essex, Hertfordshire, Kent

WEST MIDLANDS

EAST MIDLANDS

	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£24,000	£26,000	£30,000	£22,000	£24,000	£27,000
Payroll Administrator	£25,000	£27,000	£33,000	£24,000	£26,000	£31,000
Senior Payroll Administrator/Officer	£27,000	£31,500	£37,500	£26,000	£29,000	£35,000
Payroll & Benefits Advisor	£32,000	£34,000	£39,000	£31,000	£34,000	£37,000
Payroll Specialist	£31,000	£34,000	£40,000	£30,000	£32,000	£37,000
Senior Payroll Specialist	£33,000	£35,500	£42,000	£32,000	£34,000	£40,000
Payroll Supervisor / Team Leader	£31,000	£34,500	£42,000	£28,000	£34,000	£40,000
Sole Payroll Professional	£31,000	£35,000	£41,000	£30,000	£34,500	£39,000
Payroll Systems / HRIS Specialist	£33,000	£38,000	£43,000	£32,000	£36,000	£40,000
Payroll Accountant	£35,000	£40,000	£45,000	£34,000	£38,000	£42,000

Herefordshire, Shropshire, Staffordshire,
Warwickshire, West Midlands, Worcestershire

Derbyshire, Nottinghamshire, Lincolnshire,
Leicestershire, Rutland, Northamptonshire

SOUTH WEST

DEVON & CORNWALL

	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£22,000	£24,000	£26,000	£20,000	£21,000	£23,000
Payroll Administrator	£25,000	£26,000	£29,000	£22,000	£25,000	£27,000
Senior Payroll Administrator/Officer	£26,000	£28,000	£33,000	£25,000	£28,000	£30,000
Payroll & Benefits Advisor	£30,000	£33,000	£36,000	£30,000	£32,500	£35,000
Payroll Specialist	£30,000	£33,000	£37,000	£28,000	£30,000	£32,000
Senior Payroll Specialist	£32,000	£35,000	£38,000	£30,000	£33,000	£36,000
Payroll Supervisor / Team Leader	£30,000	£38,000	£40,000	£29,000	£33,000	£38,000
Sole Payroll Professional	£30,000	£35,000	£38,000	£29,000	£32,000	£36,000
Payroll Systems / HRIS Specialist	£36,000	£40,000	£45,000	£34,000	£36,000	£38,000
Payroll Accountant	£34,000	£36,000	£42,000	£32,000	£34,000	£38,000

Bristol, Dorset, Gloucestershire,
Somerset, Wiltshire

WALES

SCOTLAND

	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£20,000	£23,000	£25,000	£20,000	£22,000	£23,000
Payroll Administrator	£23,000	£24,000	£27,000	£22,000	£25,000	£27,000
Senior Payroll Administrator/Officer	£25,000	£27,000	£30,000	£26,000	£28,000	£30,000
Payroll & Benefits Advisor	£30,000	£33,000	£36,000	£26,000	£30,000	£34,000
Payroll Specialist	£30,000	£33,000	£35,000	£27,000	£38,500	£40,000
Senior Payroll Specialist	£32,000	£35,000	£38,000	£31,000	£38,000	£45,000
Payroll Supervisor / Team Leader	£30,000	£32,000	£35,000	£28,000	£30,000	£32,000
Sole Payroll Professional	£30,000	£34,000	£36,000	£32,000	£35,000	£37,000
Payroll Systems / HRIS Specialist	£35,000	£38,000	£40,000	£35,000	£38,000	£40,000
Payroll Accountant	£32,000	£35,000	£40,000	£32,000	£35,000	£40,000



GILLIAN OWEN

Associate Director
Manchester Division

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MANCHESTER & THE NORTH MARKET INSIGHTS

The payroll recruitment market in the North has continued to evolve to meet candidate demands and the changing requirements of payroll teams. However for the first time in years, salaries have begun to stabilise having reached the highest rates on record to date last year.

Where there have been salary changes it's tended to be at the junior-end of the market, where the lowest rates are now above National Minimum Wage salary equivalent and more in-line with the South. In fact, across all payroll roles, we continue to see a positive 'levelling' up of salaries with less regional fluctuations.

Whilst hybrid working continues to be favoured by professionals, we have seen a rise in those returning to the office and although most companies are allowing flexibility, there are some becoming more steadfast in the contractual demands that they will accommodate.

This demonstrates a disconnect between candidate desires and business demands. The clients attempting to take back control of the market where there are regional skills shortages in areas such as the North-

East, Chester, Liverpool, and Leeds, will find that this approach will make recruitment a lot more challenging. This highlights the need for businesses to reassess the market and to tailor their offering by expanding their reward and benefits as an alternative way to attract staff and more crucially, retain talent.

Project and implementation roles continue to be a top priority for businesses post-covid and this has been reflected in the range of skillsets in demand, most notably at the senior end of the market. This is across both permanent & contract, with interim staff used to strengthen up teams while delivering on such projects that are being 'north shored'. Interestingly, more recently we have also seen many acquisition programmes requiring a professional to have more specific skillsets such as TUPE and onboarding too.

“Across all payroll roles, we continue to see a positive ‘levelling’ up of salaries with less regional fluctuations.”

In terms of hiring processes, we are now experiencing a shift back to face-to-face interviews and have noticed a significant improvement in candidate engagement and offer acceptance when accommodated. Whilst we would still recommend a video call in the first instance, subsequent or 1-interview processes should be an in-person interview. This is preferred by candidates and clients alike to make a more comprehensive assessment particularly when it comes to cultural fit and increases employee retention.

As ever, this is an exciting time for the North as there are many more strategic and senior roles being recruited in the northern marketplace. This in turn is generating larger teams with opportunities being created for those at the beginning of their payroll journey, encouraging more to choose payroll as a career.



MANCHESTER & THE NORTH MARKET INSIGHTS

	GREATER MANCHESTER			NORTH WEST		
	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£21,000	£23,000	£26,000	£21,000	£22,000	£25,000
Payroll Administrator	£22,000	£24,000	£27,000	£21,000	£25,000	£27,000
Senior Payroll Administrator/Officer	£26,000	£28,000	£33,000	£25,000	£26,500	£30,000
Payroll & Benefits Advisor	£27,000	£34,000	£38,000	£27,000	£34,000	£38,000
Payroll Specialist	£29,000	£33,000	£45,000	£29,000	£33,000	£37,000
Senior Payroll Specialist	£32,000	£43,000	£50,000	£30,000	£43,000	£50,000
Payroll Supervisor / Team Leader	£28,000	£32,000	£36,000	£27,000	£30,000	£35,000
Sole Payroll Professional	£30,000	£32,000	£40,000	£31,000	£32,500	£38,000
Payroll Systems / HRIS Specialist	£30,000	£35,000	£46,000	£29,500	£32,000	£36,000
Payroll Accountant	£33,000	£37,000	£44,000	£34,000	£37,000	£42,000

Cheshire, Cumbria,
Lancashire, Merseyside

	EAST ENGLAND			NORTH EAST		
	Lower	Average	Higher	Lower	Average	Higher
Payroll Clerk	£21,000	£23,000	£28,000	£21,000	£23,000	£25,000
Payroll Administrator	£22,000	£24,000	£29,000	£22,000	£23,000	£25,000
Senior Payroll Administrator/Officer	£25,000	£30,000	£32,000	£23,500	£25,000	£29,000
Payroll & Benefits Advisor	£26,000	£30,000	£34,000	£26,000	£30,000	£34,000
Payroll Specialist	£28,000	£32,000	£35,000	£26,000	£30,000	£37,000
Senior Payroll Specialist	£32,000	£43,000	£50,000	£32,000	£43,000	£50,000
Payroll Supervisor / Team Leader	£27,000	£29,000	£35,000	£26,500	£30,000	£35,000
Sole Payroll Professional	£31,000	£35,000	£40,000	£28,000	£32,000	£36,000
Payroll Systems / HRIS Specialist	£33,500	£36,000	£42,000	£30,000	£35,000	£40,000
Payroll Accountant	£34,000	£38,000	£43,000	£31,000	£36,000	£40,000

Bedfordshire, Cambridgeshire,
Norfolk, Suffolk

Northumberland, Tyne & Wear,
Durham, Yorkshire & the Humber



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EXECUTIVE SALARIES

“The market appears to have levelled out within the payroll landscape, and we are experiencing more clients challenging candidates’ salary demands.”

In the Executive space, we are finally seeing the legacy of the pandemic now embedded into our current world and the new ways of working.

Following years of some steady and some more profound increases in salary rates, the market appears to have levelled out within the payroll landscape, and we are experiencing more clients challenging candidates’ salary demands.

Hybrid working remains one of the top candidate requests and is a core benefit to any remuneration package with 85% of employees now reporting a hybrid/

remote working pattern. Working arrangements are fast-becoming the main driver when accepting a new role; and we are noticing the savvier candidates will use an office-based arrangement to improve their salary offer.

With the extremity of the post pandemic salary rises teamed with hybrid and flexible working patterns becoming non-negotiable, many businesses are finding it difficult to hire in this marketplace.

	LONDON CENTRAL & CITY			GREATER LONDON		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£45,000	£55,000	£60,000	£47,000	£50,000	£55,000
Payroll Manager	£60,000	£67,000	£70,000	£50,000	£60,000	£65,000
Payroll & Benefits Manager	£60,000	£67,000	£75,000	£50,000	£60,000	£72,000
Head of Payroll	£70,000	£78,000	£85,000	£65,000	£74,500	£80,000
HR & Payroll Shared Services Manager	£75,000	£82,000	£85,000	£70,000	£75,000	£80,000
Implementation / Payroll Project Manager	£70,000	£75,000	£80,000	£60,000	£65,000	£70,000

	HOME COUNTIES			SOUTH EAST		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£42,000	£48,000	£52,000	£40,000	£46,000	£50,000
Payroll Manager	£50,000	£58,500	£65,000	£48,000	£52,000	£60,000
Payroll & Benefits Manager	£60,000	£65,000	£71,000	£50,000	£64,000	£71,000
Head of Payroll	£65,000	£72,000	£80,000	£60,000	£66,000	£75,000
HR & Payroll Shared Services Manager	£60,000	£68,000	£70,000	£60,000	£67,500	£70,000
Implementation / Payroll Project Manager	£50,000	£55,000	£60,000	£50,000	£55,000	£60,000

East Sussex, Hampshire, Isle of Wight,
Oxfordshire, West Sussex

Buckinghamshire, Surrey, Berkshire,
Essex, Hertfordshire, Kent

	WEST MIDLANDS			EAST MIDLANDS		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£42,000	£48,000	£52,000	£38,000	£42,000	£45,000
Payroll Manager	£50,000	£55,000	£60,000	£50,000	£53,000	£58,000
Payroll & Benefits Manager	£55,000	£58,000	£65,000	£55,000	£57,000	£62,000
Head of Payroll	£60,000	£65,000	£75,000	£58,000	£62,000	£70,000
HR & Payroll Shared Services Manager	£70,000	£75,000	£80,000	£50,000	£60,000	£75,000
Implementation / Payroll Project Manager	£50,000	£55,000	£60,000	£50,000	£55,000	£60,000

Herefordshire, Shropshire, Staffordshire,
Warwickshire, West Midlands, Worcestershire

Derbyshire, Nottinghamshire, Lincolnshire,
Leicestershire, Rutland, Northamptonshire

Organisations successfully securing talent are those who are not only accepting more flexible working arrangements but also leading the way with their career pathways and learning & development packages. With companies demanding longer & longer 'wish lists' of skills in a market that has visible skills shortages, this approach tackles a long-term issue. Rather than compromising on skillsets, these businesses are accepting experienced professionals and tailoring training programmes to meet any skills gaps. This means they gain loyal employees that are moulded to

their business practices whilst building the senior payroll talent of the future.

This is also effective as it is inevitable that the payroll role will continue to evolve with the advancements of AI. As payroll software decreases human and manual intervention; for example, moving payroll departments from dealing with regular day-to-day queries that are now managed by chat bots to more complex and potentially strategic tasks; these new & developing skillsets can be taught and pioneered inhouse.

EXECUTIVE SALARIES

	SOUTH WEST			DEVON & CORNWALL		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£32,000	£35,000	£40,000	£30,000	£33,000	£35,000
Payroll Manager	£40,000	£48,000	£55,000	£40,000	£43,000	£45,000
Payroll & Benefits Manager	£48,000	£50,000	£55,000	£48,000	£50,000	£52,000
Head of Payroll	£55,000	£58,000	£70,000	£50,000	£53,000	£56,000
HR & Payroll Shared Services Manager	£52,500	£62,000	£65,000	£45,000	£48,000	£58,000
Implementation / Payroll Project Manager	£40,000	£45,000	£50,000	£40,000	£45,000	£50,000

*Bristol, Dorset, Gloucestershire,
Somerset, Wiltshire*

	SCOTLAND			WALES		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£38,000	£40,000	£43,000	£35,000	£36,000	£38,000
Payroll Manager	£42,000	£50,000	£55,000	£40,000	£48,000	£53,000
Payroll & Benefits Manager	£42,000	£50,000	£55,000	£43,000	£50,000	£55,000
Head of Payroll	£55,000	£62,000	£75,000	£50,000	£58,000	£63,000
HR & Payroll Shared Services Manager	£45,000	£52,000	£65,000	£48,000	£62,000	£65,000
Implementation / Payroll Project Manager	£40,000	£43,000	£50,000	£40,000	£44,000	£50,000

	GREATER MANCHESTER			NORTH WEST		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£38,000	£45,000	£55,000	£35,000	£40,000	£48,000
Payroll Manager	£42,000	£50,000	£65,000	£38,000	£42,000	£55,000
Payroll & Benefits Manager	£45,000	£55,000	£70,000	£40,000	£45,000	£60,000
Head of Payroll	£55,000	£68,000	£75,000	£52,000	£58,000	£72,000
HR & Payroll Shared Services Manager	£53,000	£62,000	£70,000	£50,000	£55,000	£66,000
Implementation / Payroll Project Manager	£45,000	£55,000	£67,000	£42,000	£48,000	£60,000

*Cheshire, Cumbria,
Lancashire, Merseyside*

	EAST ENGLAND			NORTH EAST		
	Lower	Average	Higher	Lower	Average	Higher
Sole Payroll Manager	£35,000	£38,000	£42,000	£32,000	£35,000	£45,000
Payroll Manager	£40,000	£45,000	£50,000	£37,000	£42,000	£50,000
Payroll & Benefits Manager	£42,000	£48,000	£52,000	£38,000	£42,000	£52,000
Head of Payroll	£55,000	£58,000	£65,000	£52,000	£58,000	£65,000
HR & Payroll Shared Services Manager	£55,000	£60,000	£70,000	£50,000	£60,000	£70,000
Implementation / Payroll Project Manager	£40,000	£45,000	£55,000	£38,000	£43,000	£55,000

*Bedfordshire, Cambridgeshire,
Norfolk, Suffolk*

*Northumberland, Tyne & Wear,
Durham, Yorkshire & the Humber*



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South Wharf Road, London W2 1BL



PATRICK DAY

Director, Executive Interim Division

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EMEA & INTERNATIONAL SALARIES

Following last years “levelling-up” of salaries across the UK to match London and salary increases for middle management such as EMEA/Global Specialists or Team Leaders of between 12%-20%, it appears that the market has now reached its peak.

These roles are still the most remunerative positions within the payroll sector though and remain in high demand due the niche skillset and language requirements.

With our survey identifying that 65% of professionals with an international/global job title have been in the industry over 10 years, and with a 1/3 over 20 years, companies requiring talent at this level may need to consider how they can reduce the skills gap themselves. One option to consider is secondments, where you can skill up internal talent with ‘on-the-job training’ with the knowledge that backfilling their current positions with a contractor may be easier. Another more favourable approach emerging in the market would be to accepting experienced talent that can be formally trained where skills need developing.

As discussed in our previous survey, international expertise requires a higher level of learning & development opportunities to meet demand and the focus when recruiting needs to be considering transferable skills & proposing inventive benefit packages to secure the top talent.

Without a more innovative approach to hiring and retention, businesses will continue to face challenges year-on-year.

	UK WIDE DAILY RATE		LONDON DAILY RATE	
	Lower	Higher	Lower	Higher
EMEA / Ex-Pat International Specialist / Team Leader	£50,000	£55,000	£55,000	£60,000
EMEA/Ex-Pat International Payroll Manager	£70,000	£75,000	£70,000	£75,000
International Head of Payroll / Payroll Director	£80,000	£87,000	£90,000	£95,000



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VICKIE GRAHAM

Business Development Director

—
Chartered Institute of Payroll Professionals (CIPP)

www.cipp.org.uk

Technology continues to change at pace, and this is having a positive impact on payroll professionals.

“With the introduction of more automation and artificial intelligence comes the opportunity to focus on the human role of payroll and develop, implement and communicate payroll strategies which have a positive impact on business performance.”

Strategies such as the implementation of Earned Wage Access (EWA) for example, which has increased in popularity with 4 million UK workers now able to benefit from EWA within their organisations. The CIPP supports the introduction of the EWA Code of Practice which was written in response to a recommendation by the Financial Conduct Authority

(FCA) and sets the common standard for firms providing EWA products to deliver good employee outcomes. Payroll departments who are looking to introduce this within their organisations should review the Code and research providers who demonstrate the standards outlined, whilst also meeting the requirements of their business in terms of operations and cash flow.

Consideration is being given to the future of Cycle to Work Schemes now that more employees can work remotely, or flexibly and many payroll departments are reviewing their payroll software and moving to cloud based solutions so that they can work outside of the office environment.

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Whilst technology is supporting payroll departments being able to process payroll 'at the push of a button' it is important not to lose sight of having an understanding of the complexities associated with what that 'button' is actually doing and how net pay is calculated. The importance of this has been demonstrated over the last 12 months, particularly with an increase in the number of cyber attacks on payroll providers, and third party software attacks, which have resulted in payroll having to be calculated manually as the software has not been available. It is important, therefore, to ensure that you have knowledgeable, trained and educated payroll professionals within organisations, as well as Business Continuity and Disaster Recovery plans which have been put in place, and tested, to ensure that should something happen within your organisation, you are still able to ensure that your employees are paid on time.

We ran National Payroll Week during September and were delighted that the role of payroll professionals was recognised by the Chancellor who provided a letter of thanks and acknowledgement to all payroll professionals, via the CIPP, for their hard work and dedication to the profession.

Finally, it is pleasing to see that as well as recognition within Government, the role of payroll is being recognised by employers and that the salary trends in this report reflect that. The CIPP has been delighted to support this salary survey and report and is working hard on your behalf to continue to raise the profile of payroll and highlight the strategic value it brings to business. I hope that this salary guide supports you in discussing your salary expectations with your employer, thus supporting us in raising the profile and value of the profession.

WORKING ARRANGEMENT INSIGHTS

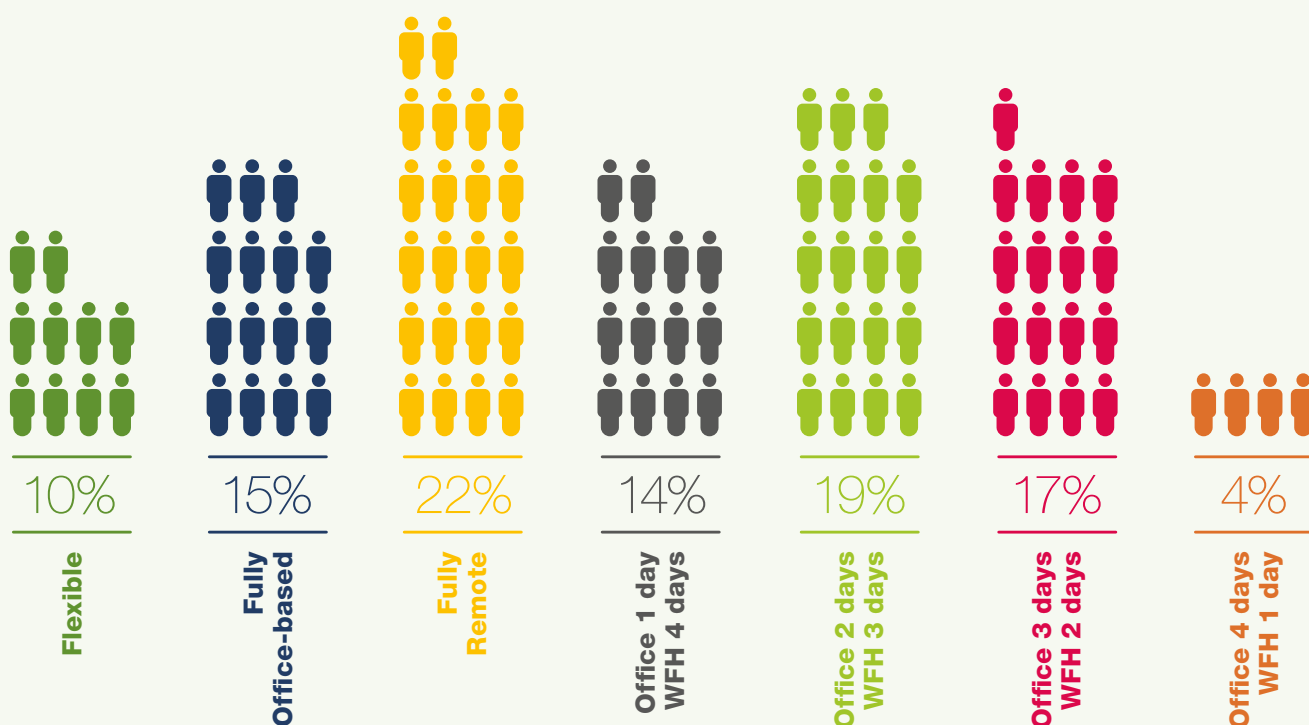
This year, we gained more in-depth insights about working arrangements following requests from our clients and the on-going candidate demand for businesses to offer hybrid working packages.

Our 'deep dive' has revealed some compelling stats in the evolving landscape of remote working debate with over 1/5th of payroll professionals (22%) reporting that they work entirely remotely, and only 15% being fully office-based.

Of those who work fully remote, 39% of professionals hold Senior/Executive level titles however surprisingly when comparing working arrangements overall against role level, it does not have any significant influence on working arrangements. This is highlighted by our entry level respondents as there is only a -3% difference between payrollers who are office based (26%) and those who work from home full time (23%).

Since our last survey, the percentage of workers that work remotely or in a hybrid setting has not changed (85%) and a considerable percentage (84%) feel that their life has changed for the better with a hybrid/remote working environment. This is perhaps unsurprising as we continue to see a trend in recruitment that hybrid working is now a necessary part of a job package with candidates' expectations at an all-time high when looking at new roles. The least popular working arrangement is fully office-based and businesses need to consider that 75% of people want to work at least one day from home. You may find that if your company cannot or won't provide that arrangement, you will struggle to hire professionals.

Current Working Arrangements



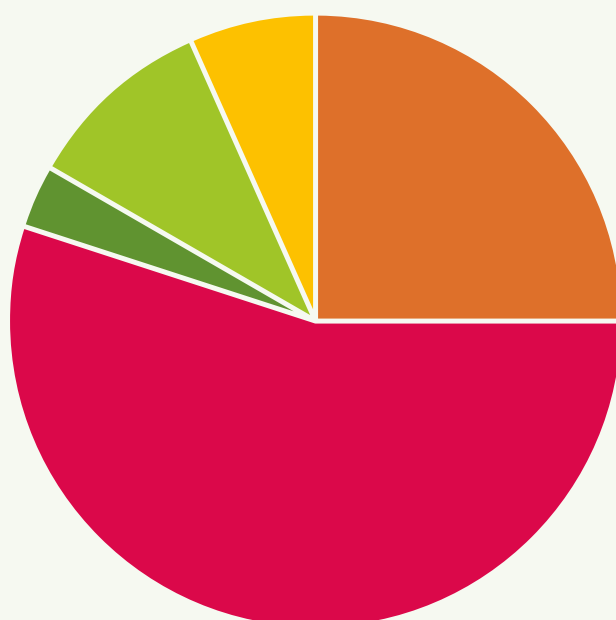
Even more damning is more than half of payroll professionals (55%) who are working a hybrid/work from home pattern have stated they would never choose to work entirely office based ever again. Other than the 55% who would never work entirely in office again, 30% reported that they wanted a hybrid arrangement for a better work/life balance and 10% of respondents would only consider being full time in the office if the role or company was right.

It's important to acknowledge that just under half (47%) of professionals are extremely satisfied with their arrangement and only 2% of people that took the survey are dissatisfied.



These insights begin to explain and describe why candidates are continuing to force this agenda and why businesses should consider these types of working arrangements.

Would you ever consider working 100% office-based in the future?



Maybe 25%

Depends on a variety of factors

Yes 3.5%

If the location was right

Yes 6.5%

If the salary and/or benefits were right

Yes 10%

If the role and/or company was right

No 55%

I'd never choose to work 100% office-based again

WORKING ARRANGEMENT INSIGHTS

Why respondents like a hybrid working pattern

“More flexibility, fewer interruptions, able to have private and confidential conversations without having to find a meeting room, able to work when most productive and efficient.”

— 16% Agree

“Much better work/life balance.”

— 30% Agree

“No commute time.”

— 21% Agree

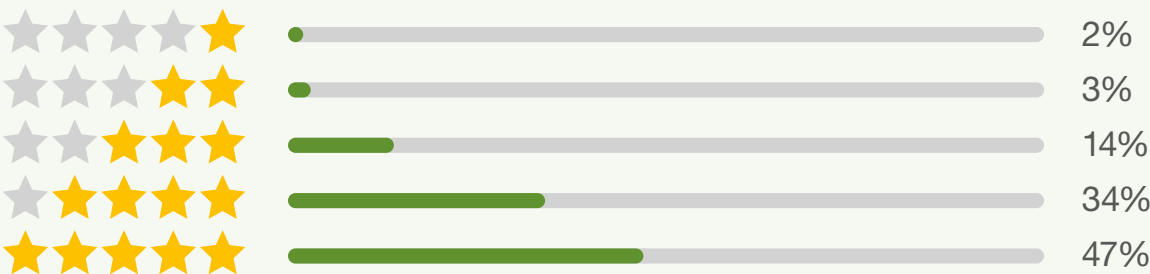
“I have more time to get things done at home in the morning and evenings without commute.”

— 9% Agree

On the other hand, whilst its highly desirable to honour remote working requests, there are beginning to be concerns about the impact this has on your staff wellbeing. There is a possibility that if you're a business that doesn't offer any office space, your employees may suffer from loneliness. Our partner Health Assured details how you can support your employees that work from home in their article on page 38.



In your current role, out of 5 stars (5 being the highest) how satisfied are you with your work arrangement?





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over
15
million lives

45%
reduction in workplace stress

72%
lift in return-to-work rates

DOES WORKING FROM HOME IMPACT MENTAL HEALTH?

Yes
48%

The UK is in the grip of a mental health crisis. The pandemic and rising cost of living are the principal driving forces behind the rising number of Brits experiencing anxiety, depression, and mental health disorders.

At Health Assured, we've seen a 26% increase in calls to our mental health helpline between 2019 and 2022, with a sharp increase in the number of remote workers seeking help.

Research shows that up to 80% of UK workers feel home working has had a negative impact on their mental health. A quarter of those surveyed said they are finding it difficult to cope with the mental challenges of loneliness and isolation from their places of work and 67% felt less connected to their colleagues.

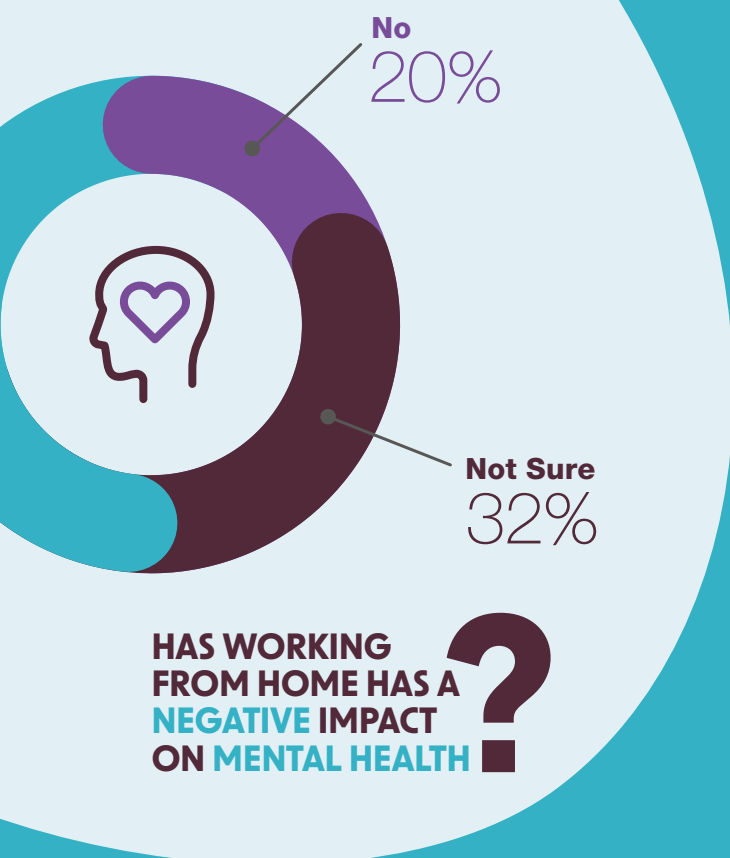
Remote work has been heralded as the best way forward for workers to feel mentally and physically well and as a solution to our fast-paced, pre-pandemic lifestyles. And whilst working from home kept the global economy afloat during the pandemic, our survey results tell a story of isolation and worsening mental health.

Survey results:

- **48.3% out of 5,400 UK organisations surveyed said that working from home has a negative impact on mental health.**
- **Less than 20% believe that homeworking has a positive impact on mental health.**
- **Despite the advantages, working from home can cause problems for employees. Some of the most common downfalls of working from home include isolation and loneliness.**
- **Remote workers often find it hard to stay connected with other people. As a result, these working conditions can often lead to anxiety, disengagement, and poor emotional wellbeing.**

Overall, the results indicate that working from home may be a risk factor for poor mental health therefore organisations must make efforts to preserve the mental health of their employees who have a hybrid or remote working arrangement.

Here are our top tips to help your employees boost connections in the workplace helping to create an environment that fosters connections amongst colleagues – even from home!



Whether company-wide or by department, it could be as simple as ordering lunch together, going out for a meal, hosting an online quiz, or setting weekly challenges to create some friendly competition within the team.

PROVIDE CHARITY DAYS

Volunteering is a great way to feel a sense of meaning and purpose. Contributing to a cause greater than yourself boosts feelings of self-worth and allows you to connect to others. This could include setting your team challenges that can be done at home or the office encouraging sponsorship from family and friends or organising a day out together helping with a community project. Whatever you decide, it offers your employees the opportunity to complete a new activity and to bond over a good cause.

REGULAR CHECK-INS

A quick catch-up goes a long way. If your people are segregated from a daily routine that involves human interaction, loneliness is a greater risk. Having regular check-ins, by phone or preferably by video, is the perfect opportunity for your employees to ask questions, open the floor to feedback, and see if there are any issues to be raised. By opening the door to communication, you can start to understand your teams better and keep an eye out for signs they might be struggling with their mental health. These conversations also provide some social interaction for those who might not have much while working from home.

SOCIAL EVENTS

Whether your teams work from opposite ends of the country, or you meet a couple of times a week in the office - it's important to bridge connections where you can. By hosting team social events—whether virtual or online - you open the door for deep, meaningful conversations beyond the everyday small talk to strengthen bonds and build a greater sense of community within your team.

PROVIDE MENTAL HEALTH SUPPORT

One of the most effective tools for combatting loneliness often felt when working remotely is to increase the mental health support you provide in the workplace.

Providing mental health support looks different for every organisation. But an Employee Assistance Programme can be a great way to offer your teams access to the support they need to manage their mental health, without having to pay privately or sign up to a long waiting list.

With mental health support at their fingertips, employees have somewhere to turn to when life's inevitable challenges come their way. When you support your people in this way you make them feel valued, you increase loyalty, and you allow them to show up as their best selves at work.

Contact Health Assured on 0844 892 2493 today to discuss how your organisation can boost productivity and morale, reduce staff turnover, and reduce sickness absences through our EAPs.

BARRIE WREFORD

Associate Director,
Executive Interim Division

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TEMPORARY & CONTRACT SALARIES

With the candidate-driven market within the contract space having over-inflated salaries since the post-pandemic rush, the bubble has finally burst leaving contractors unable to secure the day rates they were becoming accustomed to. While more junior positions are less affected, pay rates have reset with only London-based positions seeing a rate increase. This all being said, there are still lucrative opportunities in the market including an uptrend of more roles outside of IR35 in recent months as businesses become more flexible to attract the right talent.

The temporary market is still extremely busy as it continues to be a lifeline for businesses that require short-term cover for unplanned absences particularly for junior roles and bridges gaps while businesses are hiring permanent positions at the senior end of the market.

Most buoyant within projects and implementation as businesses upgrade processes and implement systems to stay ahead of the technology curve, there is high demand for experts in this space in particular those with experience of fully integrated HR & Payroll systems.

	UK WIDE DAILY RATE		LONDON DAILY RATE	
	Lower	Higher	Lower	Higher
Implementation / Project Manager	£350	£500	£500	£750
Interim Payroll Manager	£200	£300	£200	£300
EMEA / International Payroll Manager	£250	£350	£275	£400
EMEA / International Head of Payroll	£300	£400	£350	£500
Global Payroll Specialist	£175	£200	£200	£300
Global Payroll Manager	£250	£300	£300	£400
Global / International Payroll Project Manager	£300	£400	£350	£550
Payroll Administrator	£13	£15	£14	£20
Senior Payroll Administrator/Officer	£14	£18	£18	£22
Payroll Supervisor / Team Leader	£18	£20	£20	£25
EMEA / International Payroll Specialist	£20	£25	£25	£40



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When recruiting temporary staff, you are looking for experience and often software knowledge so that an individual can hit the ground running to fill in only for short period of time.

Whether it is to cover absences or while hiring a permanent employee, a temporary worker can ease pressures within your Payroll team.



*Scan to Register
your Temporary
Vacancy now!*

Hiring a **TEMPORARY REMOTE WORKER** you'll get:

1. Access to a nationwide network

Hire from a national talent pool, you will match your requirements easier – no matter how niche, without compromise! - combating any talent shortages in your area.

2. Hire Quickly!

Secure experience within only 1-2 days with video/ phone interviews that can be scheduled often at short notice and completed within 24-hours.

3. Immediate starts

Remote workers are experienced at working from home in a remote environment meaning they are much more likely to be set up and ready to start immediately.

All our Temps are tried & tested using our Payroll test written exclusively for Portfolio Payroll by the CIPP and fully referenced.

Or register now! <https://www.portfoliopayroll.com/register-a-vacancy/>

Contact our Temporary Payroll Division to discuss your business needs on:

London: 0207 247 2882 | Manchester: 0161 523 5585



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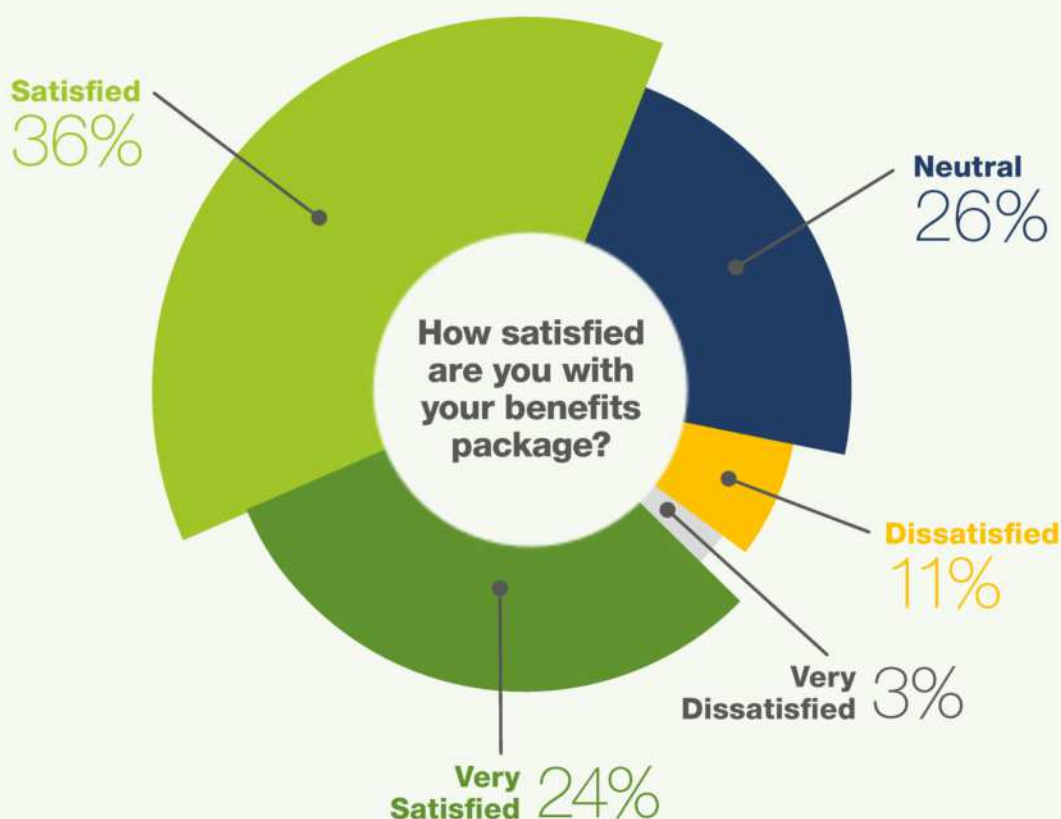
BENEFITS INSIGHTS

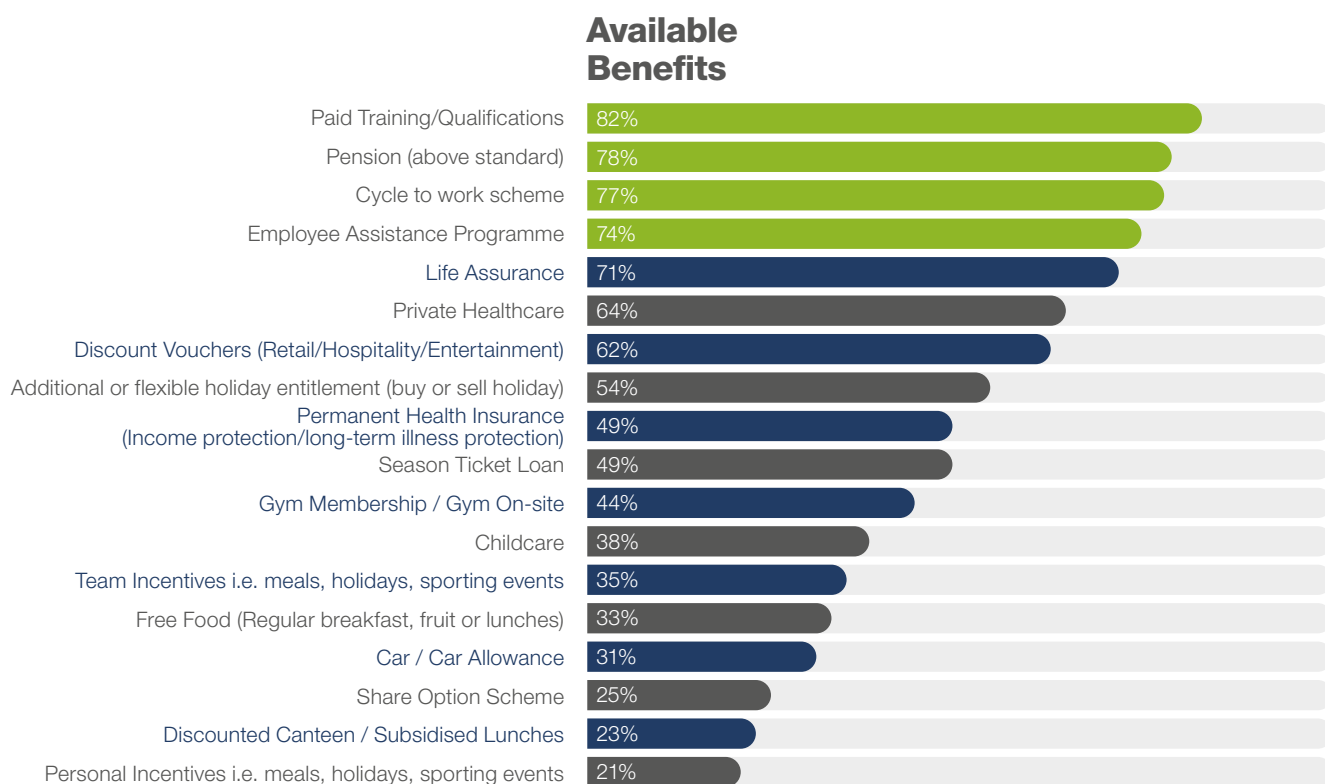
For this year's benefit insights, we decided that working arrangements such as remote/hybrid/flexible working would be reported on separately due to them now being a core component of a job package in their own right. Read more insights on working arrangements on page 34.

Benefits remain a vital element of a job package, but only 68% are happy with their current package with 9% reporting feeling dissatisfied and 22% of people feeling neutral about what their company offers.

Reviewing annual leave, the most common holiday entitlement is 20-25 days with almost half of payrollers (47%) recording this option, whereas 41% of respondents are entitled to over 26 days, of which 53% of those are in senior or executive positions.

Of the 18 benefits we reported on, 15 of them saw an increase in availability for payroll professionals. The benefits with the largest incline year-on-year include: discounted vouchers (+14%), free food (+12%), private healthcare (+11%), additional or flexible holiday entitlement (+10%) and personal incentives like meals, holidays abroad and sporting events (+9%). There are however desired perks that are still under-offered, free food and personal incentives remain at the top of the list, however both were in the top 5 that had more professionals reporting that they are now available.





Paid training and extra qualifications prevail as the top available benefit to employees (82%) however there was no change to the % reporting its availability. We found in a separate poll, of those who have training available to them, the majority participate with over half (52%) claiming they would attend monthly/quarterly. Only a mere 7% claim they never use it, despite the offering.

Whilst it is encouraging that it's a core element of a package, creating a comprehensive learning & development programme with a clear career pathway will aide in attracting & retaining talent in a marketplace with high expectations of candidates and a continuing skills shortage.

38% reported that childcare was offered to them but 89% of professionals claim they haven't used this particular benefit. It can be assumed that the reason we saw a -5% decrease in companies that offered it this year is due of the low level of people taking advantage. Anecdotal evidence suggests that hybrid/remote working arrangements have also eased the pressure on requiring formal childcare settings.

Top 4 Most under-valued/ utilised benefits:



Childcare Assistance
89%



Cycle to work
84%

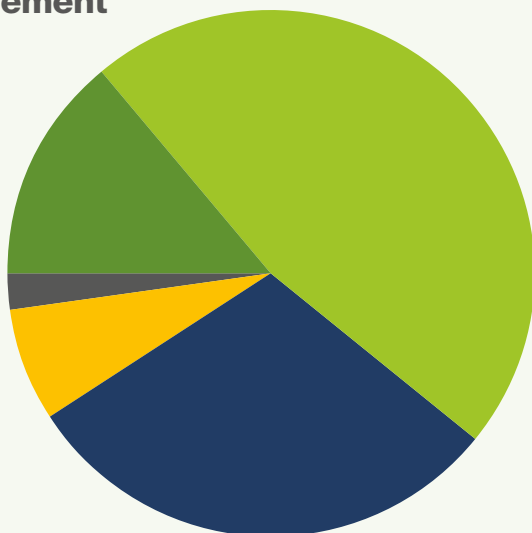


Season Ticket Loan
78%



Employee Assistance Programme
58%

Holiday entitlement



20-22 days 14%

23-25 days 47%

26-30 days 30%

36+ days 2%

31-35 days 7%

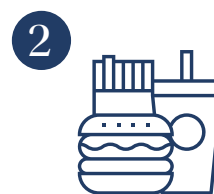
When it comes to using benefits for travelling to work, the cycle-to-work scheme remains the most reportedly available (77%) yet is significantly under-utilised, with 89% not taking advantage of this component of their job package. Similarly, 78% of professionals are offered season ticket loans but don't use them, with one respondent commenting that "[Season ticket loans] are not 'fit for purpose'" and they would prefer subsidised/ discounted travel. Another commented that a company car or car allowance is also 'unfair' and if businesses expect you in the office, there should be a travel allowance for all modes of transport. Interestingly we have experienced that candidates will demand; and more likely will accept an offer that includes office-working if a higher salary is offered to support travel costs.

Concerningly, over half stated that they had an employee assistance programme (EAP) but have never used it. Whilst every business is striving for a motivated & happy workforce, it is unlikely that this is the case all the time and with the increasing concern of employees suffering from loneliness with remote working arrangements, we would hope that more businesses are proactively promoting the advantages of an EAP and encouraging more employees to use it. For more information on improving engagement visit our website. Turn to page 38 in this survey for advice on combatting loneliness when remote working.

Most Desired / Under-offered Benefits:



Personal Incentives
45%



Free Food
45%

With rewards & benefits becoming more critical, dual roles within the payroll sector continue to emerge which gives payroll departments the platform to be actively involved in their creation. Every business needs to reviewing and benchmarking remuneration packages that are so heavily valued by employees. By using those findings – including those in this survey – you can be creative with your selection, tailoring it to your business to make you stand out against the competition. This not only entices new talent but is a core element of retention strategies.



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Benefit from working with Portfolio HR & Reward: A specialist in HR, Compensation, Benefits and Reward recruitment.

Our HR & Reward Division offers an in-depth understanding of the HR market and whether you are a HR professional seeking a new challenge, or a recruiter seeking to attract the best HR talent for your team, Portfolio HR & Reward can help.

We have a successful track record in sourcing HR talent for a range of roles across the HR & Reward specialisms for companies nationwide and working in conjunction with our specialist Payroll division, we are able to support the hiring of hybrid positions across Payroll and Reward or Benefit too.

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Portfolio Payroll is part of The Portfolio Group. Our payroll division is not only the market-leader in the UK, we also have an office based in Toronto, Canada for your international Canadian payroll recruitment needs.

Within the UK; our group also consists of three other specialist divisions; Credit Control, HR & Reward and Procurement.



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“
Very happy with the service and quality of the candidates they have provided us with on such a short notice. We managed to get someone in post that it's a great fit for the team on a very quick turnaround.
”

“
They truly care for the people and that's something special that make Portfolio Payroll amazing at recruiting. They've always followed up after the interviewing stages to make sure the jobs were the right fit. Chapeau!
”

“
I have worked in partnership with Portfolio for 20 years or more and in roles without an internal Recruitment function I have had them as a preferred supplier. Whether permanent vacancies, temporary or contingent workers, their success is based on building relationships and fully understanding the client's needs.
”



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