

HR02 – Grade Confirmation & Variable Pay Benchmark Data

Business Area: Business Roadside – Branded Services - Renault UK

Role ID	Job Title	Know How		Problem Solving		Accountability		Total	Short Profile
		Slot	Units	Slot	Units	Slot	Units		
1295	SMR Contact Centre Learning & Development Specialist	DI2	152	C3- (29%)	43	CNIII-	33	228	A2

Tower Watson Benchmarking

Role No	Job Title	Function	Career Level	Median	Upper Quartile
1295	SMR Contact Centre Learning & Development Specialist	AMS090 – Customer Contact Centre Training/Coaching	AMS090- P2-09	£31,261	£33,673

RAC Confirmed Grade & Governance

Grade	Starting Salary	Median	Maximum
C	£28,800	£31,200	£33,600

- Salary should be based on the successful candidate’s competences.
- Max salary represents highly experienced professional that meets all the key skills/experience or/& a temporary resource required for critical expertise.
- Role to be advertised no higher than confirmed grade & salary.
- Salary based on external benchmark and internal salary equality.

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Authorisation Date	Completed by
March 2025	L Williamson