

Reed  
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Facilities

# Salary guide 2024



# The cost of winning in 2024



The end of 2023 saw slowing inflation, a positive sign for the year ahead. But no matter what happens with the inflation rate, people will still be feeling the pinch of the cost-of-living crisis. Many will be looking for jobs that can offer the salary and benefits they need to stay afloat.

It's the people working in organisations that make the difference, so it is important that companies do all they can to offer the best remuneration packages to attract new, good quality hires and to retain their best people.

Towards the end of last year, we conducted our annual survey of 5,000 workers to provide you with a representative picture of the wants and needs of the UK workforce. You can see an in-depth analysis of the results of the survey further on in this guide, but interestingly, 55% of people are currently looking for, or considering looking for, a new job. The top reasons for looking to leave their current role include pay being insufficient or perceived to be better elsewhere, benefits not being good enough, and a toxic workplace culture.

On top of this, just over half of workers (56%) are happy with the pay they receive, but this does mean that many are not. Of those who aren't satisfied with what they are earning, over half (57%) stated that this is because their salary hasn't risen with the cost of living. Over a third (39%) say it's not enough for them to live the lifestyle they want, and (38%) feel they are unable to save enough money to meet their financial goals.

As a business leader, I know it isn't always possible to increase salaries, especially with rising costs, the burden of overheads and higher business rates looming. However, it's important that if you can, you consider doing so, because even a small amount can make a big difference.

In my experience, the best investment you can make is in people, and in return, you will see improvements to productivity, employee retention, customer satisfaction and ultimately your bottom line. But if there really isn't anything you can do with salary, focus on the benefits you can offer – make your place of work difficult to leave and become a 'star player' when it comes to added value. Our research highlights the disparity between what is being offered and what people really want, so don't be afraid to ask your colleagues what they actually want and keep doing this on a regular basis to ensure you have your finger on the pulse.

This year, our research has also highlighted some significant gender disparities. According to our survey, women are earning on average £10,000 less than their male counterparts. 57% of men feel confident they will achieve their dream salary, as opposed to just 44% of women. Women's mental health is also more likely to be impacted negatively by their current financial situation (40% vs 29% of men). And overall, women are less likely to receive any work benefits (35% vs 25% of men), but when they do get them, they are more likely to prefer flexi time (40% vs 32% of men) and are less likely to get a salary increment (16% vs 20% of men).

These disturbing statistics highlight that there is still much work to be done to close the gender pay gap. According to the Office for National Statistics, the gap in median hourly pay between full-time male and female employees increased to 7.7% in 2023. Organisations should continue to address women's inequality in the workplace and it's certainly something we are working on here at Reed. Addressing gender pay will bring a range of benefits to your business including improved morale, higher retention, increased innovation, improved productivity and lower legal risks.

Not only must we bridge the pay gap, but business leaders also need to ensure that no matter what journey you find your organisations are on in 2024, inclusion and belonging should remain paramount in the workplace. This will ensure you widen your doors to access the best talent available. In an environment where you will need innovative, creative and productive people more than ever, this makes perfect business sense.

Remember, your people are your superpower!

Wishing you all the best for the year ahead.

James Reed CBE  
Chairman and Chief Executive, Reed

# Why use Reed's facilities salary guide?

For both jobseekers and employers alike, Reed's salary guide stands as an invaluable resource, offering unparalleled insights to keep you well-informed and ahead of the curve in 2024.



## Extensive view

This guide covers a wide range of jobs at all seniorities across the facilities sector. Whether you're a seasoned professional or just starting out, you'll find valuable insights to help you succeed.



## Superior insight

Our facilities experts provide key insight into the sector, with Reed's practice specialists discussing the job landscape at a deeper level. This means you'll get a unique perspective on the job market that is not available elsewhere.



## Stay well informed

The data in this guide is based on salaries expected today, so you can use the information to steer your decisions and make informed choices on the salaries you offer your employees or accept yourself. You'll be able to stay up to date on the latest trends and developments in the sector.

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# Business growth continues alongside

## importance in sector



**Chris Murthwaite**  
Facilities Expert, Reed

**Across the UK, the facilities industry continues to experience a period of uncertainty, brought about by the cost-of-living crisis, industrial action, energy supply challenges, rising interest and inflation rates.**

These factors directly and indirectly impact the facilities industry, and with buildings and facilities management services representing up to 25% of total cost for some organisations, it continues to be an ongoing concern. Despite the sector experiencing periods of business growth, cost pressures are causing a major headache for those in the sector.

### ↓ Technological advancements

In the UK, a wave of innovative solutions is ushering in a new era for facility managers, promising unprecedented control and optimisation. Technology will continue to enhance facility services, creating a more holistic approach to support business continuity. From smart sensors that monitor energy consumption to connected HVAC systems and occupancy trackers, these applications are providing real-time insights into facility performance. This data-driven approach allows managers to make informed decisions, pre-emptively address issues, and optimise resource usage, ultimately reducing operational costs and environmental impact.

Machine learning algorithms are being used across the industry to analyse historical data to predict equipment failures, enabling proactive maintenance strategies and contingency plans. This not only minimises downtime but also extends the lifespan of assets, demonstrating a shift from reactive to predictive maintenance models to diagnose and resolve issues swiftly.

The tech-driven future of facilities is not just about innovation. It's about redefining the very essence of how spaces are managed, ensuring a sustainable and intelligent approach to potential challenges.

### ↓ Ongoing challenges

With the need to attract and retain top, diverse talent a priority, there will be a continual battle in 2024 between workplace experience and the need to reduce facility costs. Organisations will be under pressure to spend less but continue to deliver an outstanding employee experience. As a result, we will see investment in the physical office space, but some organisations looking to reduce their overall real estate portfolios.

One of the primary challenges lies in the need for a diverse skill set. Finding candidates with a blend of technical expertise, adaptability, and a commitment to sustainability does, however, pose a significant hurdle. To overcome these challenges, employers must prioritise upskilling and training programmes – investing in the continuous development of their workforce to not only enhance the skill set of existing employees, but to also position the company as an attractive destination for potential hires. As providers in the sector look to expand, in the next year or two there will be a sharp rise in the number of apprentices, graduates and school-leaver programmes designed to develop younger talent to bolster the future workforce.

In the face of intense competition, organisations must differentiate themselves by highlighting their commitment to employee wellbeing. Beyond competitive salaries, professionals seek workplaces that prioritise work-life balance, mental health support, and a positive company

culture. In order to continue to offer an attractive proposition to professionals, employers should include comprehensive wellbeing initiatives, from flexible work arrangements to mental health resources, to help create an environment where employees feel supported and valued.

As environmental concerns take centre stage, professionals across the sector should be well-versed in sustainable practices and regulations, while employers should also illustrate their commitment to the cause by integrating eco-friendly initiatives into their operations and showcasing environmental responsibility.

### ↓ Job opportunities aplenty

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Jobseekers are finding themselves at the forefront of a promising field ripe with diverse opportunities. As organisations increasingly recognise the pivotal role that effective facilities management plays in optimising operations, the demand for skilled professionals in this sector has surged to new heights.

The spectrum of job opportunities within the sector is vast and encompasses roles that span from caretakers and maintenance operatives, to HVAC engineers and project managers. This year, employers will continue to actively seek individuals who can contribute innovative solutions and strategic insights to their organisation.

Professionals have the chance to contribute to the design and implementation of environments that promote wellbeing, collaboration, and productivity. As the UK strives for sustainability and resilience in the face of global challenges, facilities management and associated divisions become a linchpin in achieving these goals. Jobseekers can align their careers with organisations committed to eco-friendly practices and ethical standards, paving the way for a fulfilling and purpose-driven professional journey.



# Our **survey** says...

At the end of 2023, Reed conducted its annual snap survey of 5,000 professionals. The research asked UK workers about their current and preferred salary and benefits, their organisation's performance and priorities, how they rated their job satisfaction and career prospects, as well as the key recruitment and skills trends they're witnessing. Here's what their answers revealed:



## Salaries

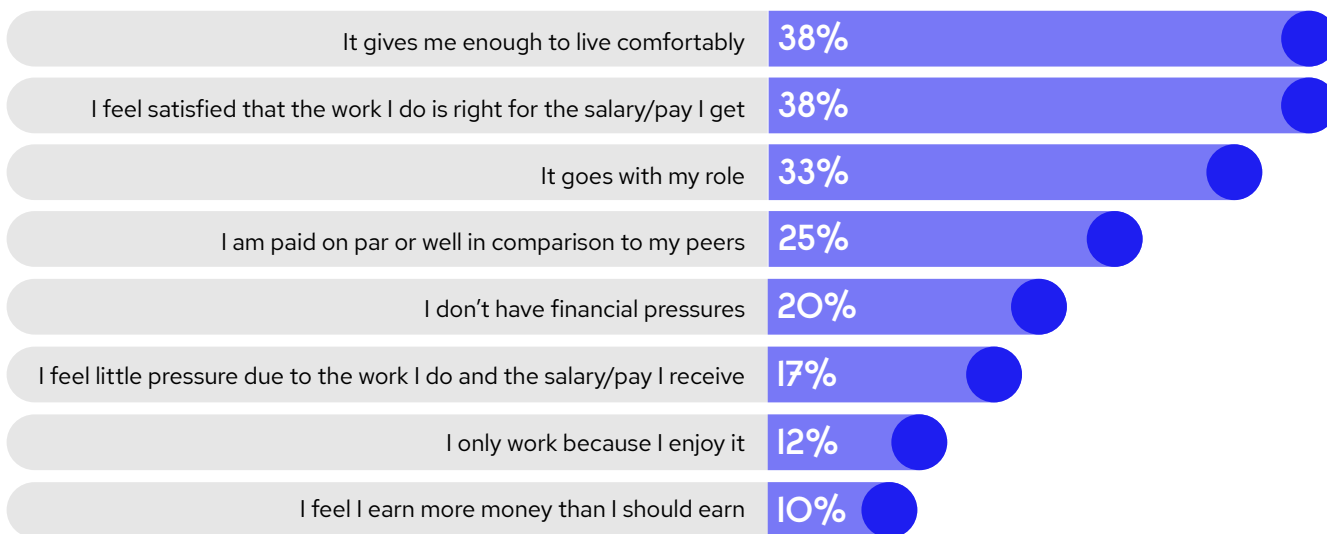
**With ongoing cost-of-living challenges, salaries will continue to be a huge area of discussion in the employment market, for both professionals and businesses.**

As many are feeling the pinch, we've seen more talent move around to secure higher paid roles, with businesses analysing how much they can stretch to get the people they need. Getting professionals' take on their salaries is critical for businesses looking to benchmark what they can offer. Interestingly, the data has also revealed a gulf between men and women when it comes to attitudes to salary.

Currently, over half (56%) of workers are happy with the pay they receive, a slight incline from the previous year (53%). Although, around one-in-four (24%) professionals feel unhappy with their current salary.

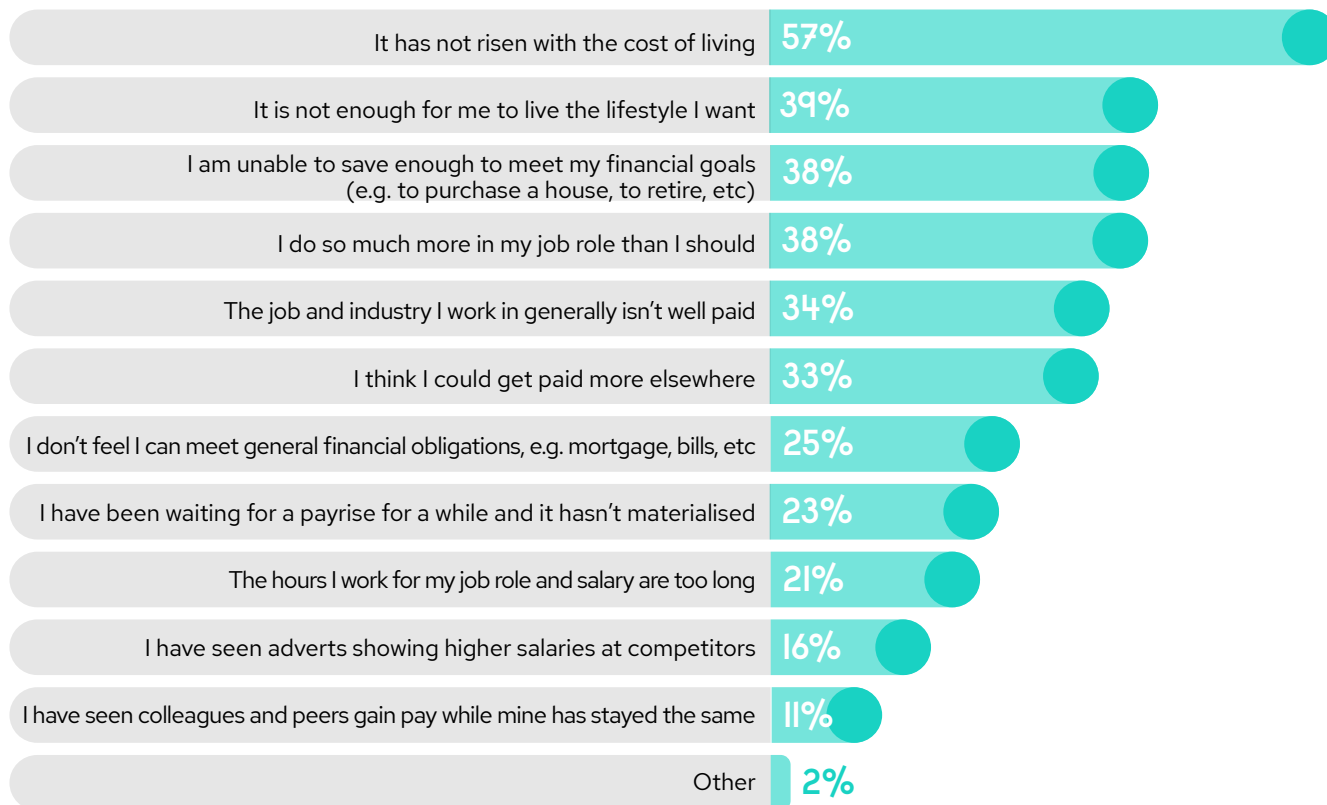
Of those who are happy with their pay, 38% say it's because it's enough for them to live comfortably on, 38% feel satisfied that the work they do is right for the salary they receive, and 33% believe it goes well with their role.

## ↓ Why are workers happy with their current salary/earnings?



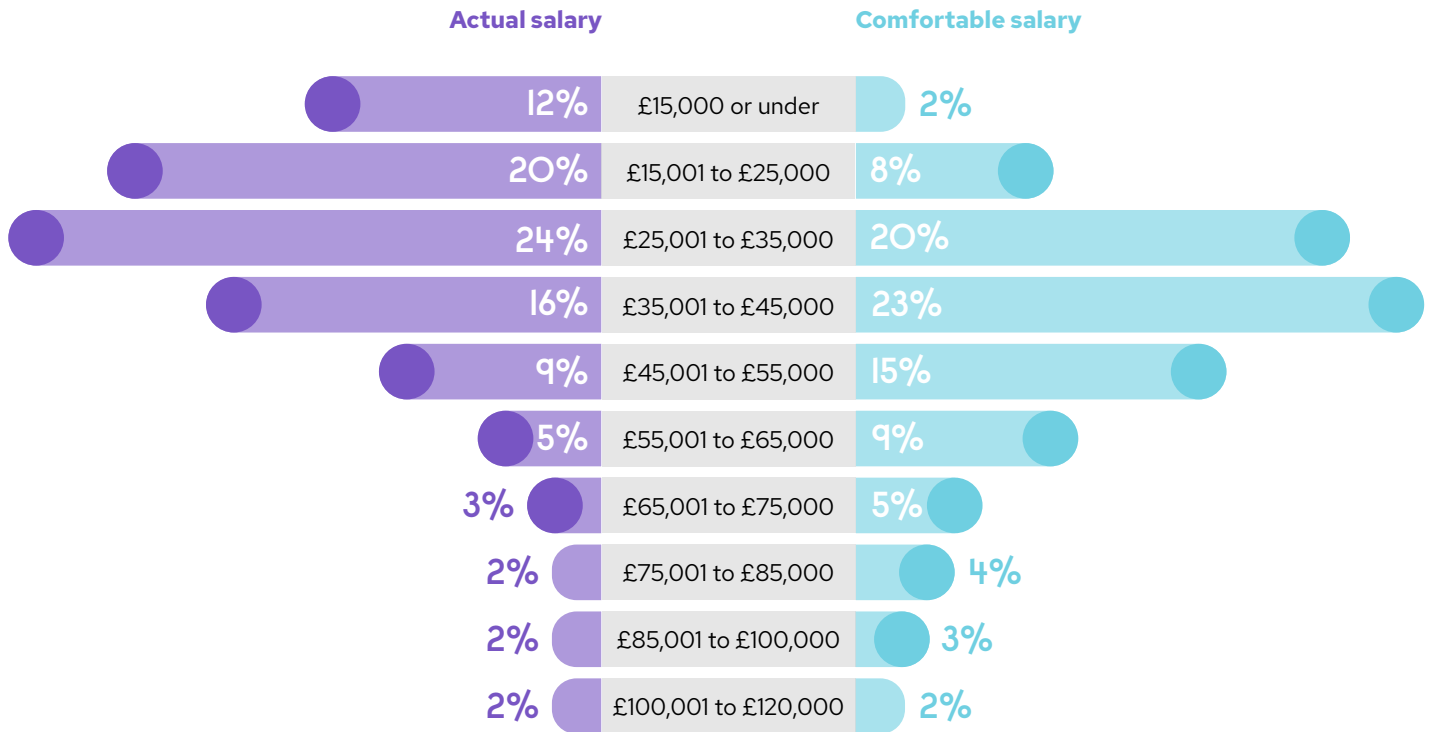
But, as expected, continued increases in inflation and bills have put many under greater financial pressure. Over half (57%) of those who aren't satisfied with their salary shared that this is because it hasn't risen with the cost of living, over a third (39%) say it's not enough for them to live the lifestyle they want, and 38% feel they are unable to save enough money to meet their financial goals.

## ↓ Why are workers unhappy with their current salary/earnings?



The disparity between the average wage and the salary people would be comfortable with remains quite large. This year, the average ideal salary is **£48,500**, whereas the average wage for survey respondents stands **£13,200** short at **£35,200**. Last year, this gap was **£13,800** – showing a small shift in expectations.

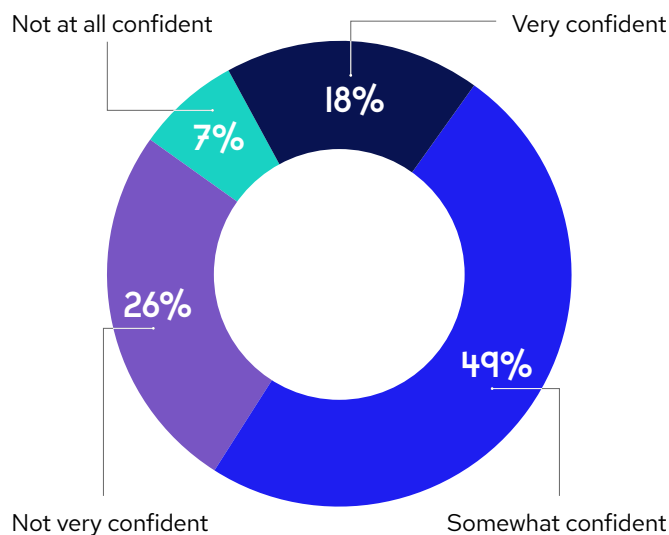
### ↓ Actual vs comfortable salary



Half (50%) feel confident that they will achieve their comfortable salary at some point. Depending on whether you take a glass half empty, or half full approach, this may be an indication that those who wish to earn more may consider moving companies to secure a higher wage.

It's worth noting that there's a difference between men and women. Men have a higher comfortable salary of £52,000 compared to women (£45,000). And more men (57%) feel confident they will hit that salary, compared to less than half of women (44%).

### ↓ Confidence in achieving financial goals in time





As the economy has continued to take its toll on professionals over the past two years, we also asked people how they have been managing their wages, and whether the current financial climate has impacted their financial goals and savings.

On average, people are spending 60% of their monthly wage on essential purchases - including bills, mortgages, food, etc - with the remainder being split evenly between luxury spending and savings. In comparison to 2021, that's an increase of six per cent going to essential purchases and a four per cent drop in luxury items. Additionally, over one-in-five (22%) aren't saving any of their salary because they can't afford to do so, with a third (33%) not feeling confident they will meet their financial saving goals on time. The cost-of-living crisis seems to be taking a heavier toll on women - they are more likely to say they can't afford to save money - 24% compared with 19% for men. They are also less confident in achieving their financial goals: 61% of women feel confident, compared with 75% of men.

Women's mental health is also suffering due to finances. Forty per cent of women say their financial situation is impacting their mental health negatively, compared with 29% of men.

## All about the **benefits**

It seems that offering a higher salary remains the most ideal way to attract and retain employees - but this isn't viable for every business, as they are also battling rising bills and tighter overheads.



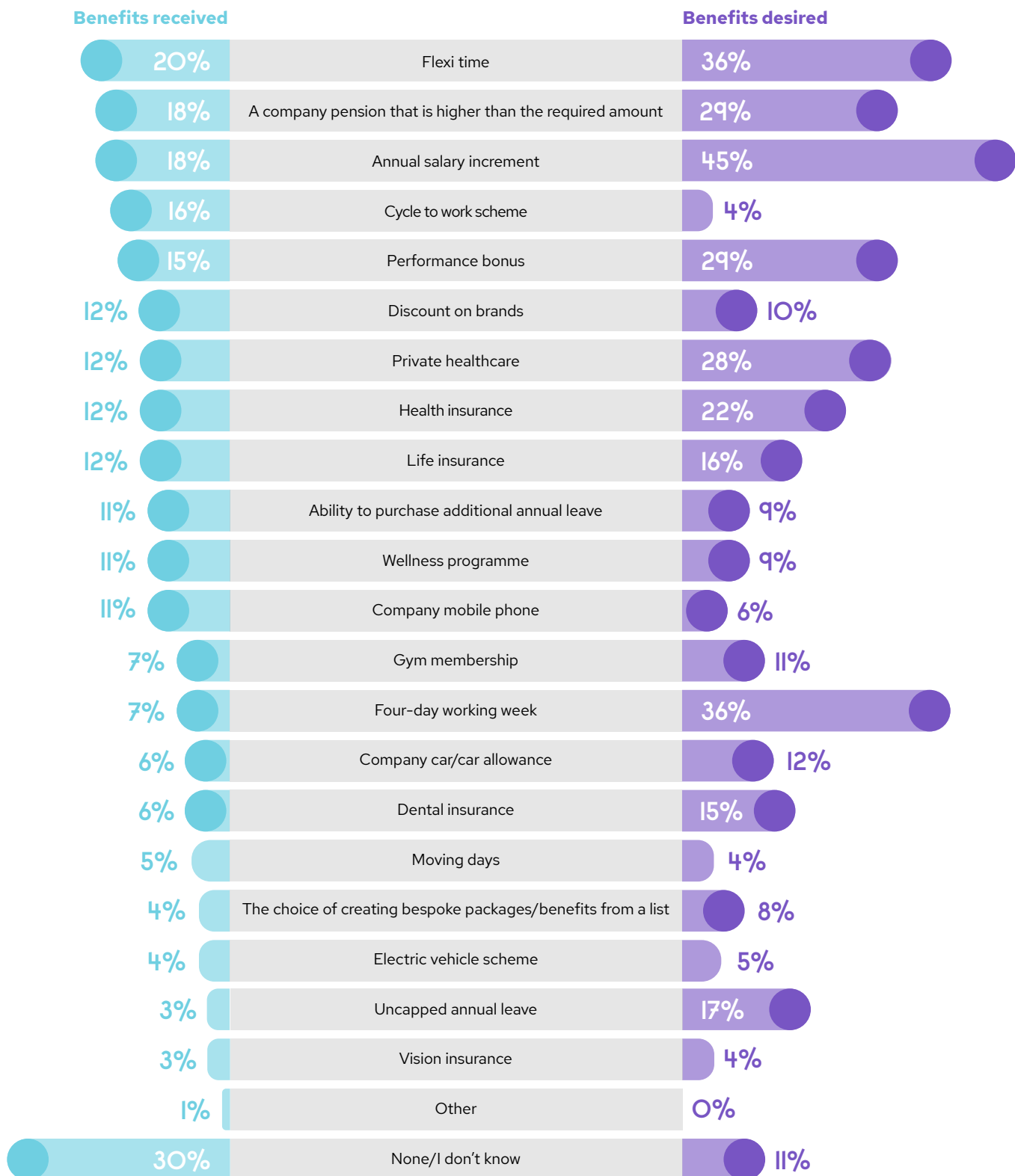
Where raising salaries isn't an option, the benefits businesses offer can potentially tip the balance when people are considering changing jobs. Surprisingly, however, three-in-10 (30%) say they don't receive any workplace benefits at all.

There seems to be a more even playing field when it comes to the benefits in demand this year versus the last few years. In 2021, we saw higher demand for health-related benefits, which reflected the stress the pandemic had on workers. Last year, workers were feeling the initial impact of rising energy bills and inflation, which was reflected in their desire for more financial-led benefits, such as salary increments and pensions. This year, however, there's a greater balance between money and flexibility.

There also seems to be some disconnect when it comes to offering workplace benefits. For those that do get workplace benefits, the three most common are: flexi time (20%), a company pension higher than the required amount (18%), and an annual salary increment (18%).

In comparison, the top-three desired benefits are: an annual salary increment (45%), a four-day working week (36%), and flexi time (36%). There's a disparity between what is being offered and what is desired, especially as only seven per cent of workers currently receive the second most demanded benefit - a four-day working week. Women are less likely to receive any work benefits. But the benefits they want vary - and they are most interested in flexi time.

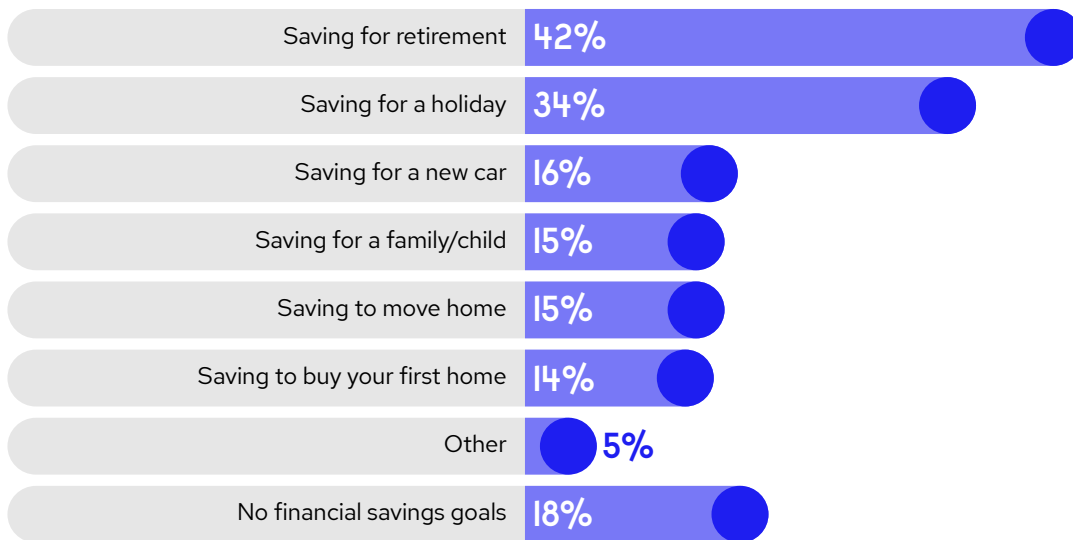
## ↓ Company benefits - received vs desired



Looking into people's savings priorities, we can also pinpoint where businesses may be able to help. The top thing people are saving for is retirement (42%), meaning businesses that offer better pension support can be more attractive – a benefit that only 18% of workers are currently receiving but 29% would prefer.

Another top item people are saving for is a holiday (34%). In such cases, offering a performance bonus may help; a benefit that only 15% receive but, again, 29% would like.

### ↓ What are your financial savings goals?



## In summary

Over half of professionals (55%) are currently looking, or considering looking, for a new job – highlighting a need for businesses to audit what they are offering their current and future talent. Two of the top-five reasons for people looking elsewhere pertain to the salary not being enough or being better elsewhere, with another top reason being that the benefits package isn't sufficient.

There are some areas where businesses could better align their benefits packages to the wishes of candidates. Aside from the four-day working week, the most popular benefits do fall into the top benefits employers offer but aren't as high up in terms of importance when compared with employee preferences.

There are also some areas where companies could save money by removing less popular benefits from their offering. Cycle to work schemes are the fourth most popular benefit supplied by workplaces (16%) but fall into one of the least desired benefits for employees, with only four per cent finding it an attractive add-on. Only 12% receive private healthcare, whereas 28% find it an attractive benefit; the same trend is found in health insurance, with only 12% of businesses offering it, but 22% of employees wanting it.

Businesses should consider evaluating the benefits they offer and whether they appeal to their workers today, as the money they save on removing undesirable benefits could be better spent on more costly rewards that attract and retain top talent.

The gender differences also can't be ignored. Women are less likely to reach their financial goals and be more negatively affected by the cost-of-living crisis.





# Why **Reed?**

We've pioneered specialist recruitment since 1960 and each year we help tens of thousands of businesses find the talent they need to flourish.



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covering 20 sectors



**Longest guarantees** on the market - up to **18 months**



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# Property services

## London

## South East

## South West

Role	Min	Average	Max
Director of Property Services	£66,000	£80,000	£96,000
Chief Engineer	£64,000	£68,300	£72,500
Building/Property Surveyor	£50,000	£58,000	£65,000
Premises Manager	£34,000	£35,600	£37,200
Block Manager	£32,500	£40,500	£48,500
Property Manager	£30,000	£38,000	£48,000
Caretaker	£25,300	£27,800	£34,700
Property Services Co-Ordinator	£25,000	£30,000	£36,000
Handy Person	£24,000	£29,500	£35,000
Estate Caretaker	£22,100	£27,000	£32,500

Min	Average	Max
£60,700	£73,600	£88,300
£58,900	£62,800	£66,700
£46,000	£53,400	£59,800
£31,300	£32,800	£34,200
£29,900	£37,300	£44,600
£27,600	£35,000	£44,200
£23,300	£25,600	£31,900
£23,000	£27,600	£33,100
£22,100	£27,100	£32,200
£21,000	£24,800	£29,900

Min	Average	Max
£59,400	£72,000	£86,400
£57,600	£61,400	£65,300
£45,000	£52,200	£58,500
£30,600	£32,000	£33,500
£29,300	£36,500	£43,700
£27,000	£34,200	£43,200
£22,800	£25,000	£31,200
£22,500	£27,000	£32,400
£21,600	£26,600	£31,500
£21,000	£24,300	£29,300

## Midlands & East

## North East

## North West

Role	Min	Average	Max
Director of Property Services	£58,100	£70,400	£84,500
Chief Engineer	£56,300	£60,100	£63,800
Building/Property Surveyor	£44,000	£51,000	£57,200
Premises Manager	£29,900	£31,300	£32,700
Block Manager	£28,600	£35,600	£42,700
Property Manager	£26,400	£33,400	£42,200
Caretaker	£22,300	£24,500	£30,500
Property Services Co-Ordinator	£22,000	£26,400	£31,700
Handy Person	£21,100	£26,000	£30,800
Estate Caretaker	£21,000	£23,700	£28,600

Min	Average	Max
£57,400	£69,600	£83,500
£55,700	£59,400	£63,100
£43,500	£50,500	£56,600
£29,600	£31,000	£32,400
£28,300	£35,200	£42,200
£26,100	£33,100	£41,800
£22,000	£24,200	£30,200
£21,800	£26,100	£31,300
£21,900	£25,700	£30,500
£21,000	£23,500	£28,300

Min	Average	Max
£58,700	£71,200	£85,400
£57,000	£60,700	£64,500
£44,500	£51,600	£57,900
£30,300	£31,700	£33,100
£28,900	£36,000	£43,200
£26,700	£33,800	£42,700
£22,500	£24,700	£30,900
£22,300	£26,700	£32,000
£21,400	£26,300	£31,200
£21,000	£24,000	£28,900



# Property services

## Northern Ireland

## Scotland

## Wales

Role	Min	Average	Max	Min	Average	Max	Min	Average	Max
Director of Property Services	£56,200	£68,100	£81,700	£56,100	£68,000	£81,600	£56,500	£68,500	£82,200
Chief Engineer	£54,500	£58,100	£61,700	£54,400	£58,000	£61,600	£54,800	£58,400	£62,100
Building/Property Surveyor	£42,600	£49,400	£55,300	£42,500	£49,300	£55,300	£42,800	£49,600	£55,600
Premises Manager	£28,900	£30,300	£31,700	£28,900	£30,300	£31,600	£29,100	£30,500	£31,800
Block Manager	£27,700	£34,500	£41,300	£27,600	£34,400	£41,200	£27,800	£34,700	£41,500
Property Manager	£25,500	£32,300	£40,800	£25,500	£32,300	£40,800	£25,700	£32,500	£41,100
Caretaker	£21,500	£23,700	£29,500	£21,500	£23,600	£29,500	£21,700	£23,800	£29,700
Property Services Co-Ordinator	£21,300	£25,500	£30,600	£21,300	£25,500	£30,600	£21,400	£25,700	£30,800
Handy Person	£21,400	£25,100	£29,800	£21,400	£25,100	£29,800	£21,500	£25,300	£30,000
Estate Caretaker	£21,000	£22,900	£27,700	£21,000	£22,900	£27,600	£21,000	£23,100	£27,800

## Property services insight

**Hannah Green**

Property Services Expert, Reed



Over the past 12 months, we've witnessed the introduction of exciting technologies like smart locks, self-showings, blockchain transactions, and real-time communication with virtual assistants across the property services sector. These technological advancements are helping with day-to-day operations and enhancing customer experiences, while allowing businesses to respond to the evolving demands of the market.

Moving into 2024, companies across the industry are focusing on sustainable practices, leveraging smart technologies, and investing in data-driven decision-making. Technology is changing the way property managers operate. From automated rent collection to virtual tours, property services are becoming more

efficient. Energy-efficient solutions and eco-friendly initiatives are becoming paramount, aligning with broader societal shifts towards environmental awareness.

We're also seeing rising popularity of Property Management as a Service (PMaaS), which allows property managers to offer a range of services to landlords, including maintenance, rent collection, and tenant screening.

To attract and retain top talent, employers are placing a premium on a diverse skill set - professionals with a blend of technical proficiency, adaptability, and strong communication skills. As remote work continues to reshape the employment landscape, companies are also keeping flexible work arrangements open, while investing in employee wellbeing

programmes to keep their workforce engaged and productive.

Jobseekers entering the property services industry can expect a plethora of opportunities across various domains. From proptech specialists driving digital innovation to sustainability experts leading eco-friendly initiatives, the industry demands a diverse range of skill sets. To stand out, jobseekers should showcase a willingness to adapt to technological advancements, a commitment to sustainability, and the ability to collaborate in a dynamic and ever-changing environment. As the industry landscape evolves, the synergy between technological innovation, sustainability, and human capital will define success in property services. //



# Soft services

## London

## South East

## South West

Role	Min	Average	Max
Security Manager	£56,700	£70,900	£85,100
Soft Services Manager	£50,600	£55,100	£59,600
Cleaning Supervisor	£26,000	£26,600	£27,100
Security Guard	£25,400	£26,300	£27,000
FM Help Desk Operator	£25,200	£29,400	£32,600
Conceirge /Front Desk	£24,200	£29,900	£35,700
Stores Operative	£24,000	£28,400	£33,600
Cleaner	£23,900	£24,800	£25,200
Waste Management Operative	£23,600	£32,600	£42,000
Porter	£23,000	£26,300	£32,600
Housekeeper	£22,700	£27,300	£32,600
Postroom	£22,100	£24,200	£29,400

Min	Average	Max
£52,200	£65,200	£78,200
£41,500	£45,100	£48,800
£24,000	£24,400	£24,900
£23,400	£24,200	£24,800
£23,200	£27,000	£29,900
£22,200	£27,500	£32,800
£22,100	£26,100	£30,900
£22,000	£22,800	£23,200
£21,700	£29,900	£38,600
£21,200	£24,200	£29,900
£21,900	£25,100	£29,900
£21,300	£22,200	£27,000

Min	Average	Max
£51,000	£63,800	£76,500
£38,300	£41,700	£45,100
£23,400	£23,900	£24,400
£22,900	£23,600	£24,300
£22,700	£26,500	£29,300
£21,700	£26,900	£32,100
£21,600	£25,500	£30,200
£21,500	£22,300	£22,700
£21,300	£29,300	£37,800
£21,200	£23,600	£29,300
£21,000	£24,600	£29,300
£21,100	£21,700	£26,500

## Midlands & East

## North East

## North West

Role	Min	Average	Max
Security Manager	£49,900	£62,400	£74,800
Soft Services Manager	£29,700	£42,400	£47,700
Cleaning Supervisor	£22,900	£23,400	£23,800
Security Guard	£22,400	£23,100	£23,700
FM Help Desk Operator	£22,200	£25,900	£28,600
Conceirge /Front Desk	£21,300	£26,300	£31,400
Stores Operative	£21,100	£24,900	£29,600
Cleaner	£21,300	£21,800	£22,200
Waste Management Operative	£21,000	£28,600	£37,000
Porter	£21,300	£23,100	£28,600
Housekeeper	£21,000	£24,000	£28,600
Postroom	£21,100	£22,300	£25,900

Min	Average	Max
£49,300	£61,700	£74,000
£34,800	£37,900	£41,000
£22,700	£23,100	£23,600
£22,100	£22,800	£23,500
£21,900	£25,600	£28,300
£21,000	£26,000	£31,100
£21,000	£24,700	£29,200
£21,100	£21,600	£21,900
£21,600	£28,300	£36,500
£21,000	£22,800	£28,300
£21,200	£23,800	£28,300
£21,000	£22,300	£25,600

Min	Average	Max
£50,500	£63,100	£75,700
£37,600	£41,000	£44,300
£23,200	£23,600	£24,100
£22,600	£23,400	£24,000
£22,400	£26,200	£29,000
£21,500	£26,600	£31,800
£21,400	£25,200	£29,900
£21,300	£22,100	£22,400
£21,000	£29,000	£37,400
£21,500	£23,400	£29,000
£21,200	£24,300	£29,000
£21,000	£21,500	£26,200



# Soft services

## Northern Ireland

## Scotland

## Wales

Role	Min	Average	Max	Min	Average	Max	Min	Average	Max
Security Manager	£48,300	£60,300	£72,400	£48,200	£60,200	£72,300	£48,500	£60,700	£72,800
Soft Services Manager	£31,800	£42,400	£47,700	£41,300	£47,200	£53,000	£36,300	£39,500	£42,700
Cleaning Supervisor	£22,200	£22,600	£23,100	£22,100	£22,600	£23,000	£22,300	£22,700	£23,200
Security Guard	£21,600	£22,300	£23,000	£21,600	£22,300	£22,900	£21,800	£22,500	£23,100
FM Help Desk Operator	£21,400	£25,000	£27,700	£21,400	£25,000	£27,700	£21,600	£25,200	£27,900
Conceirge /Front Desk	£21,500	£25,500	£30,400	£21,500	£25,400	£30,300	£21,500	£25,600	£30,600
Stores Operative	£21,300	£24,100	£28,600	£21,300	£24,100	£28,600	£21,300	£24,300	£28,800
Cleaner	£21,000	£21,600	£21,400	£21,000	£21,100	£21,400	£21,000	£21,200	£21,600
Waste Management Operative	£21,100	£27,700	£35,700	£21,100	£27,700	£35,700	£21,100	£27,900	£36,000
Porter	£21,000	£22,300	£27,700	£21,000	£22,300	£27,700	£21,000	£22,500	£27,900
Housekeeper	£21,200	£23,200	£27,700	£21,200	£23,200	£27,700	£21,200	£23,400	£27,900
Postroom	£21,000	£22,600	£25,000	£21,000	£22,100	£25,000	£21,000	£22,700	£25,200

## Soft services insight

Soft services within facilities continues to play a significant role in the day-to-day operations of a business, providing safe, clean, and welcoming environments becomes more important.

Companies at the forefront of soft services are welcoming innovation to meet the evolving needs of their clients. From security solutions to caretaking services and housekeeping, the emphasis is on elevating the quality and efficacy of these essential roles.

Employers in this sector face the challenge of attracting and retaining top talent. To succeed, they must prioritise employee wellbeing while offering competitive benefits, and provide avenues for skills development. As the industry demands a diverse skill set, recruiters should focus on hiring professionals with a combination of technical expertise and soft skills, or provide the opportunity for employees to upskill through on-the-job training.

For jobseekers, there are plenty of opportunities in soft services. Positions in security management, reception services, and waste management are not just about routine tasks; they increasingly demand problem-solving skills, adaptability, and a customer-centric mindset. Given the pressures of the cost-of-living crisis, professionals are encouraged to pinpoint what matters to them in a role, irrespective of salary. Do the benefits allow you to be productive at work and help you manage your work-life balance? //

**Melissa Russ**

Soft Services Expert, Reed







# Gardening & grounds

## London

Role	Min	Average	Max
Ground Maintenance Manager	£33,700	£41,400	£51,000
Head Gardener	£32,700	£37,800	£47,000
Hard Landscaping	£31,700	£35,700	£42,900
Gardener	£23,500	£26,000	£31,700
Soft Landscaping	£23,500	£26,500	£32,700
Ground Maintenance Operative	£23,400	£24,500	£33,700

## South East

Min	Average	Max
£31,000	£38,000	£47,000
£30,100	£34,800	£43,200
£29,100	£32,900	£39,500
£21,600	£24,000	£29,100
£21,600	£24,400	£30,100
£21,000	£22,500	£31,000

## South West

Min	Average	Max
£30,300	£37,200	£45,900
£29,400	£34,000	£42,300
£28,500	£32,200	£38,600
£21,100	£23,400	£28,500
£21,100	£23,900	£29,400
£21,000	£22,100	£30,300

## Midlands & East

Role	Min	Average	Max
Ground Maintenance Manager	£29,600	£36,400	£44,900
Head Gardener	£28,800	£33,200	£41,300
Hard Landscaping	£27,900	£31,400	£37,700
Gardener	£21,500	£22,900	£27,900
Soft Landscaping	£21,700	£23,400	£28,800
Ground Maintenance Operative	£21,000	£21,600	£29,600

## North East

Min	Average	Max
£29,300	£36,000	£44,400
£28,400	£32,900	£40,900
£27,500	£31,100	£37,300
£21,400	£22,700	£27,500
£21,200	£23,100	£28,400
£21,000	£21,300	£29,300

## North West

Min	Average	Max
£30,000	£36,800	£45,400
£29,100	£33,600	£41,800
£28,200	£31,800	£38,200
£21,000	£23,200	£28,200
£21,100	£23,600	£29,100
£21,000	£21,800	£30,000

## Northern Ireland

Role	Min	Average	Max
Ground Maintenance Manager	£28,700	£35,200	£43,400
Head Gardener	£27,800	£32,100	£40,000
Hard Landscaping	£26,900	£30,400	£36,500
Gardener	£21,100	£22,200	£26,900
Soft Landscaping	£21,200	£22,600	£27,800
Ground Maintenance Operative	£21,000	£21,900	£28,700

## Scotland

Min	Average	Max
£28,600	£35,100	£43,400
£27,800	£32,100	£39,900
£26,900	£30,400	£36,400
£21,900	£22,100	£26,900
£21,000	£22,600	£27,800
£21,600	£22,800	£28,600

## Wales

Min	Average	Max
£28,800	£35,400	£43,700
£28,000	£32,300	£40,200
£27,100	£30,600	£36,700
£21,800	£22,300	£27,100
£21,100	£22,700	£28,000
£21,000	£21,800	£28,800

# Gardening & grounds insight



**Tracey Ann-Wood**

Gardening and Grounds Expert, Reed

“ The UK is experiencing a shift when it comes to horticulture and grounds services, driven by a combination of technological advancements, sustainability initiatives, and a growing appreciation for outdoor spaces. Companies providing these services are increasingly integrating innovative technologies into their operations, from precision landscaping tools to automated irrigation systems. These advancements not only enhance efficiency but contribute to the industry’s sustainability goals.

Employers across the sector are recognising the importance of attracting and retaining top talent to stay competitive and drive business growth. To appeal to skilled professionals, companies should continue to focus on creating attractive work environments, offering development opportunities and

qualifications, and implementing employee wellbeing initiatives to help combat cost-of-living strains. In an industry where practical skills are paramount, ongoing education and upskilling are becoming key assets for team growth and development. Owing to employee financial concerns brought about by high inflation and interest rates, employers need to offer competitive salaries. When budgets are squeezed, consider other benefits that can help the workforce maintain its productivity and wellbeing.

Job opportunities are expanding, with demand for diverse roles such as gardeners, ground workers, landscapers, and greenkeepers. The industry’s commitment to sustainable practices is driving a need for professionals with expertise in eco-friendly landscaping and organic gardening techniques.

As urban green spaces gain importance, professionals with a creative touch in urban landscaping are also sought after.

For professionals looking to thrive in this industry, showcasing a combination of practical skills and a commitment to sustainability is vital, not to mention enjoyment of working outdoors in all weathers. Companies are increasingly seeking candidates who demonstrate adaptability, creativity, and a passion for environmental matters. When it comes to negotiating salary and benefits, professionals are encouraged to think carefully about benefits beyond salary, such as, working arrangements, training opportunities for formal qualifications, and rewards. Make sure they fit with your career aspirations. //





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**About the role:**

- JOB TITLE\***: HR manager (with a close icon 'x')
- LEVEL OF SENIORITY\***: Head of Department
- INDUSTRY\***: Healthcare
- Soft skills**: Select up to three skills. The selected skills are: ADAPTABILITY, COLLABORATION, COMMERCIAL AWARENESS, and COMMUNICATION.

**Interview questions:**

- Q1: What motivated you to pursue a career in healthcare?
- Q2: How familiar are you with the current market trends in the healthcare industry?
- Q3: Can you describe a project you have led that required you to balance technical expertise with business acumen?
- Q4: How do you prioritise which projects to pursue based on their potential impact on the company's bottom line?

On the right side of the 'Interview questions' section, there is a 'SHARE' button and social media icons for Facebook, LinkedIn, and Twitter.

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# Building services

## London

## South East

## South West

Role	Min	Average	Max
M&E Supervisor	£44,900	£47,800	£50,600
M&E Engineer	£38,000	£45,000	£55,000
HVAC Engineer	£35,000	£38,000	£43,000
Electrician	£41,000	£47,000	£55,000
Plasterer	£36,000	£37,500	£40,000
Maintenance Engineer	£35,000	£38,500	£42,000
MEP Technician	£35,000	£39,000	£43,000
Plumber	£35,000	£38,000	£43,500
Roofer	£32,000	£40,000	£60,000
Multi-Trade Operative	£27,000	£34,000	£38,500
Carpenter	£36,000	£40,000	£47,100
Glazier	£34,000	£39,000	£46,000
Floor Layer	£34,000	£36,000	£40,500
Painter/Decorating	£29,000	£32,000	£36,000

Min	Average	Max
£41,300	£43,900	£46,500
£35,000	£41,400	£50,600
£32,200	£35,000	£39,600
£37,700	£43,200	£50,600
£33,100	£34,500	£36,800
£32,200	£35,400	£38,600
£32,200	£35,900	£39,600
£32,200	£35,000	£40,000
£29,400	£36,800	£55,200
£24,800	£31,300	£35,400
£33,100	£36,800	£43,300
£31,300	£35,900	£42,300
£31,300	£33,100	£37,300
£26,700	£29,400	£33,100

Min	Average	Max
£40,400	£43,000	£45,500
£34,200	£40,500	£49,500
£31,500	£34,200	£38,700
£36,900	£42,300	£49,500
£32,400	£33,800	£36,000
£31,500	£34,700	£37,800
£31,500	£35,100	£38,700
£31,500	£34,200	£39,200
£28,800	£36,000	£54,000
£24,300	£30,600	£34,700
£32,400	£36,000	£42,400
£30,600	£35,100	£41,400
£30,600	£32,400	£36,500
£26,100	£28,800	£32,400

## Midlands & East

## North East

## North West

Role	Min	Average	Max
M&E Supervisor	£39,600	£42,000	£44,500
M&E Engineer	£33,400	£39,600	£48,400
HVAC Engineer	£30,800	£33,400	£37,800
Electrician	£36,100	£41,400	£48,400
Plasterer	£31,700	£33,000	£35,200
Maintenance Engineer	£30,800	£33,900	£37,000
MEP Technician	£30,800	£34,300	£37,800
Plumber	£30,800	£33,400	£38,300
Roofer	£28,200	£35,200	£52,800
Multi-Trade Operative	£23,800	£29,900	£33,900
Carpenter	£31,700	£35,200	£41,500
Glazier	£29,900	£34,300	£40,500
Floor Layer	£29,900	£31,700	£35,600
Painter/Decorating	£25,500	£28,200	£31,700

Min	Average	Max
£39,100	£41,500	£44,000
£33,100	£39,200	£47,900
£30,500	£33,100	£37,400
£35,700	£40,900	£47,900
£31,300	£32,600	£34,800
£30,500	£33,500	£36,500
£30,500	£33,900	£37,400
£30,500	£33,100	£37,800
£27,800	£34,800	£52,200
£23,500	£29,600	£33,500
£31,300	£34,800	£41,000
£29,600	£33,900	£40,000
£29,600	£31,300	£35,200
£25,200	£27,800	£31,300

Min	Average	Max
£40,000	£42,500	£45,000
£33,800	£40,100	£49,000
£31,200	£33,800	£38,300
£36,500	£41,800	£49,000
£32,000	£33,400	£35,600
£31,200	£34,300	£37,400
£31,200	£34,700	£38,300
£31,200	£33,800	£38,700
£28,500	£35,600	£53,400
£24,000	£30,300	£34,300
£32,000	£35,600	£41,900
£30,300	£34,700	£40,900
£30,300	£32,000	£36,000
£25,800	£28,500	£32,000



# Building services

## Northern Ireland

## Scotland

## Wales

Role	Min	Average	Max
M&E Supervisor	£38,200	£40,600	£43,000
M&E Engineer	£32,300	£38,300	£46,800
HVAC Engineer	£29,800	£32,300	£36,600
Electrician	£34,900	£40,000	£46,800
Plasterer	£30,600	£31,900	£34,000
Maintenance Engineer	£29,800	£32,800	£35,700
MEP Technician	£29,800	£33,200	£36,600
Plumber	£29,800	£32,300	£37,000
Rofer	£27,200	£34,000	£51,100
Multi-Trade Operative	£23,000	£28,900	£32,800
Carpenter	£30,600	£34,000	£40,100
Glazier	£28,900	£33,200	£39,100
Floor Layer	£28,900	£30,600	£34,500
Painter/Decorating	£24,700	£27,200	£30,600

Min	Average	Max
£38,200	£40,600	£43,000
£32,300	£38,300	£46,800
£29,800	£32,300	£36,600
£34,900	£40,000	£46,800
£30,600	£31,900	£34,000
£29,800	£32,700	£35,700
£29,800	£33,200	£36,600
£29,800	£32,300	£37,000
£27,200	£34,000	£51,000
£23,000	£28,900	£32,700
£30,600	£34,000	£40,000
£28,900	£33,200	£39,100
£28,900	£30,600	£34,400
£24,700	£27,200	£30,600

Min	Average	Max
£38,500	£40,900	£43,300
£32,500	£38,500	£47,100
£30,000	£32,500	£36,800
£35,100	£40,200	£47,100
£30,800	£32,100	£34,200
£30,000	£33,000	£36,000
£30,000	£33,400	£36,800
£30,000	£32,500	£37,200
£27,400	£34,200	£51,400
£23,100	£29,100	£33,000
£30,800	£34,200	£40,300
£29,100	£33,400	£39,400
£29,100	£30,800	£34,700
£24,800	£27,400	£30,800

# Building services insight

**Sarah Stanyer**

Building Services Expert, Reed



“ As we venture into 2024, the building services industry is undergoing constant change, marked by innovative developments and a heightened focus on sustainability. Building service companies are at the forefront of embracing cutting-edge technologies, with the ability to enhance efficiency and reduce environmental impact. Smart building systems, energy-efficient solutions, and advanced automation are becoming integral to the sector’s evolution, and we expect this to continue to enhance the UK’s wider business offerings.

In a bid to stay competitive and meet the demands of clients, building service companies are increasingly investing in the upskilling of their workforce. Training programmes and accredited certifications

through the Secure Access Service Edge (SASEF) Framework in areas such as gas installation, heating and ventilation, and plumbing – alongside sustainable practices – are being prioritised. Employers need to continue to recognise that attracting and, just as importantly, retaining top talent is crucial for success, while a culture of continuous learning will help bring about success and further enhance employee engagement.

For employers across the industry, creating an attractive workplace involves more than just competitive salaries. Companies need to create collaborative and inclusive environments, providing opportunities for career growth for their employees, and championing a commitment to sustainability for business reputation.

Jobseekers, on the other hand, have a wealth of opportunities available to them. Positions in building engineering and sustainable design are in high demand. A degree in building services engineering or completion of an apprenticeship is advantageous when exploring the jobs market, as too are soft skills in communication and planning.

To stand out, professionals are encouraged to build a personal brand that aligns with the industry’s values and keep tabs on the latest trends – proving an interest and enthusiasm for ongoing changes in the sector. For those looking to progress to more senior positions, now is the time to show that desire and take advantage of skill shortages. //





# Facilities management

## London

## South East

## South West

Role	Min	Average	Max
Commercial Manager	£84,300	£106,700	£129,200
Engineering Manager	£84,300	£98,900	£146,100
Head of Facilities	£58,300	£68,900	£79,500
Account Manager	£56,200	£67,400	£78,700
Facilities Manager	£42,400	£53,000	£63,600
Assistant Facilities Manager	£37,100	£42,400	£47,700
Electrical Project Manager	£67,400	£73,000	£78,700
Electrical Site Manager	£56,200	£59,000	£64,600
Electrical Supervisor	£44,900	£47,800	£50,600
Electrical Tester	£37,100	£42,700	£50,600
Electrician	£33,700	£40,400	£49,400
Plumbing Project Manager	£67,400	£73,000	£78,700
Plumbing Site Manager	£56,200	£59,000	£64,600
Plumbing Supervisor	£44,900	£47,800	£50,600
Plumber	£33,700	£40,400	£49,400
M&E Project Manager	£67,400	£73,000	£78,700
M&E Site Manager	£56,200	£59,000	£64,600
M&E Supervisor	£44,900	£47,800	£50,600

Min	Average	Max
£69,100	£87,500	£106,000
£69,100	£81,100	£119,800
£47,800	£56,500	£65,200
£46,100	£55,300	£64,500
£34,800	£43,500	£52,200
£30,400	£34,800	£39,100
£55,300	£59,900	£64,500
£46,100	£48,400	£53,000
£36,900	£39,200	£41,500
£30,400	£35,000	£41,500
£27,600	£33,200	£40,500
£55,300	£59,900	£64,500
£46,100	£48,400	£53,000
£36,900	£39,200	£41,500
£27,600	£33,200	£40,500
£55,300	£59,900	£64,500
£46,100	£48,400	£53,000
£36,900	£39,200	£41,500

Min	Average	Max
£63,800	£80,800	£97,900
£63,800	£74,900	£110,600
£44,200	£52,200	£60,200
£42,500	£51,100	£59,600
£32,100	£40,100	£48,200
£28,100	£32,100	£36,100
£51,100	£55,300	£59,600
£42,500	£44,700	£48,900
£34,000	£36,200	£38,300
£28,100	£32,300	£38,300
£25,500	£30,600	£37,400
£51,100	£55,300	£59,600
£42,500	£44,700	£48,900
£34,000	£36,200	£38,300
£25,500	£30,600	£37,400
£51,100	£55,300	£59,600
£42,500	£44,700	£48,900
£34,000	£36,200	£38,300



# Facilities management

## Midlands & East

## North East

## North West

Role	Min	Average	Max
Commercial Manager	£63,600	£71,000	£79,500
Engineering Manager	£53,000	£63,600	£79,500
Head of Facilities	£47,700	£53,000	£63,600
Account Manager	£29,700	£42,400	£47,700
Facilities Manager	£35,000	£38,700	£42,400
Assistant Facilities Manager	£29,700	£32,300	£35,000
Electrical Project Manager	£58,300	£63,600	£68,900
Electrical Site Manager	£37,100	£42,400	£53,000
Electrical Supervisor	£34,500	£37,100	£39,800
Electrical Tester	£31,800	£35,000	£37,100
Electrician	£28,600	£31,800	£33,900
Plumbing Project Manager	£58,300	£63,600	£68,900
Plumbing Site Manager	£37,100	£42,400	£53,000
Plumbing Supervisor	£34,500	£37,100	£39,800
Plumber	£28,600	£31,800	£33,900
M&E Project Manager	£58,300	£63,600	£68,900
M&E Site Manager	£42,400	£47,700	£53,000
M&E Supervisor	£37,100	£39,800	£42,400

Min	Average	Max
£58,100	£73,600	£89,000
£58,100	£68,100	£100,600
£40,200	£47,500	£54,800
£38,700	£46,500	£54,200
£29,200	£36,500	£43,800
£25,600	£29,200	£32,900
£46,500	£50,300	£54,200
£38,700	£40,600	£44,500
£31,000	£32,900	£34,800
£25,500	£29,400	£34,800
£23,200	£27,900	£34,100
£46,500	£50,300	£54,200
£38,700	£40,600	£44,500
£31,000	£32,900	£34,800
£23,200	£27,900	£34,100
£46,500	£50,300	£54,200
£38,700	£40,600	£44,500
£31,000	£32,900	£34,800

Min	Average	Max
£62,700	£79,400	£96,200
£62,700	£73,600	£108,700
£43,400	£51,300	£59,200
£41,800	£50,200	£58,500
£31,600	£39,400	£47,300
£27,600	£31,600	£35,500
£50,200	£54,400	£58,500
£41,800	£43,900	£48,100
£33,400	£35,500	£37,600
£27,600	£31,800	£37,600
£25,100	£30,100	£36,800
£50,200	£54,400	£58,500
£41,800	£43,900	£48,100
£33,400	£35,500	£37,600
£25,100	£30,100	£36,800
£50,200	£54,400	£58,500
£41,800	£43,900	£48,100
£33,400	£35,500	£37,600





# Facilities management

## Northern Ireland

## Scotland

## Wales

Role	Min	Average	Max
Commercial Manager	£47,700	£63,600	£79,500
Engineering Manager	£53,000	£63,600	£74,200
Head of Facilities	£42,400	£58,300	£63,600
Account Manager	£29,700	£42,400	£47,700
Facilities Manager	£35,000	£39,800	£44,500
Assistant Facilities Manager	£31,800	£36,000	£40,300
Electrical Project Manager	£47,000	£50,900	£54,900
Electrical Site Manager	£39,200	£41,100	£45,100
Electrical Supervisor	£31,400	£33,300	£35,300
Electrical Tester	£25,900	£29,800	£35,300
Electrician	£23,500	£28,200	£34,500
Plumbing Project Manager	£47,000	£50,900	£54,900
Plumbing Site Manager	£39,200	£41,100	£45,100
Plumbing Supervisor	£31,400	£33,300	£35,300
Plumber	£23,500	£28,200	£34,500
M&E Project Manager	£47,000	£50,900	£54,900
M&E Site Manager	£39,200	£41,100	£45,100
M&E Supervisor	£31,400	£33,300	£35,300

Min	Average	Max
£53,000	£63,600	£74,200
£53,000	£66,300	£79,500
£42,400	£58,300	£63,600
£28,600	£35,000	£42,400
£29,700	£31,800	£33,900
£24,400	£27,000	£29,700
£52,400	£56,800	£61,200
£43,700	£45,900	£50,300
£35,000	£37,100	£39,300
£28,800	£33,200	£39,300
£26,200	£31,500	£38,500
£52,400	£56,800	£61,200
£43,700	£45,900	£50,300
£35,000	£37,100	£39,300
£26,200	£31,500	£38,500
£52,400	£56,800	£61,200
£43,700	£45,900	£50,300
£35,000	£37,100	£39,300

Min	Average	Max
£60,500	£76,600	£92,700
£60,500	£70,900	£104,800
£41,800	£49,400	£57,000
£40,300	£48,400	£56,400
£30,400	£38,000	£45,600
£26,600	£30,400	£34,200
£48,400	£52,400	£56,400
£40,300	£42,300	£46,400
£32,200	£34,300	£36,300
£26,600	£30,600	£36,300
£24,200	£29,000	£35,500
£48,400	£52,400	£56,400
£40,300	£42,300	£46,400
£32,200	£34,300	£36,300
£24,200	£29,000	£35,500
£48,400	£52,400	£56,400
£40,300	£42,300	£46,400
£32,200	£34,300	£36,300

# Facilities management insight



**Danielle Gillen**

Facilities Management Expert, Reed

“ The facilities management industry is set to face a pivotal year, marked by wider economic trends and innovative strategies that are changing the focus of operations. The sector continues to adapt, bearing the brunt of the cost-of-living crisis, industrial action, energy supply challenges, rising interest and inflation rates, as well as the lingering effects of the pandemic.

Facilities management firms are increasingly integrating advanced technologies such as AI-driven analytics and smart building solutions to optimise resource allocation, reduce energy consumption, and improve overall facility performance. Despite industry growth, cost pressures remain a huge challenge for organisations.

This year, companies across the sector are placing a strong emphasis on talent

acquisition and retention. Those entering the industry as facilities managers require new skills and tools to meet changing client demands. The competition for skilled professionals in this field is already fierce, prompting employers to offer competitive salaries and enhanced career development opportunities. Companies are also investing in initiatives to promote equality and create an environment that promotes collaboration and efficiency.

Employers looking to attract and retain top talent must not only provide competitive salaries, but prioritise employee wellbeing. This involves offering flexible work arrangements, promoting a healthy work-life balance, and embracing sustainable practices within the workplace. With those in the labour market placing a premium on corporate social responsibility,

companies that align their values with those of potential employees will be able to build a more engaged and committed workforce.

For those seeking their next role in the sector, there are plenty of opportunities. Beyond technical expertise, employers are seeking candidates with strong communication skills, adaptability, and a proactive approach to problem solving. Businesses are looking for better-quality data to support decision-making, those professionals who understand the latest industry trends, acquire certifications in emerging technologies, and demonstrate a commitment to ongoing professional development, will be head and shoulders above the rest. ”



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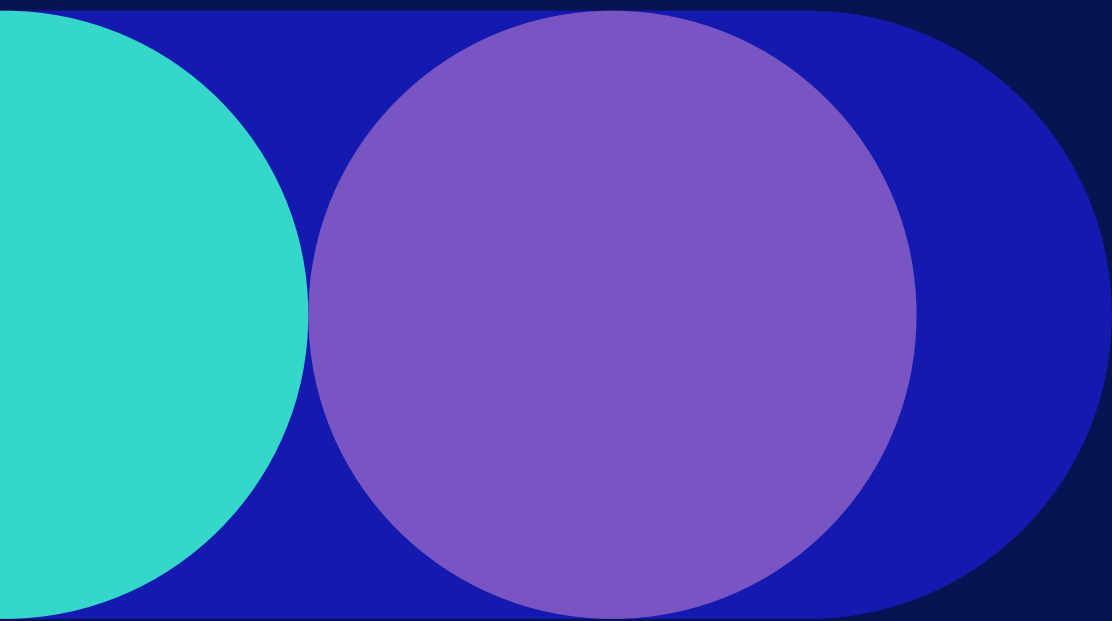
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