

Talent *Guide*

“Powering Strategic
Workforce Decisions”

Customer
Experience
edition



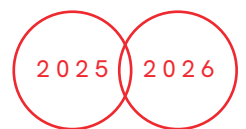
REAL DATA

REAL STRATEGIES

REAL PLANS



talentpath
RECRUITMENT



Introduction

Powering Strategic Workforce Decisions

This guide is your strategic advantage in planning for the future.

In an era where business success is defined by the strength of its people, workforce planning is no longer just a HR initiative, it's a critical business strategy. As decision-makers prepare for the 2025/26 financial year, having real-time, data-driven insights into talent trends, salary benchmarks, and workforce dynamics isn't just helpful, it's essential.

That's where the Talentpath Talent Guide comes in. **Repurposed specifically for recruitment and workforce planning leaders**, this guide transforms raw talent data into actionable intelligence, helping organisations **make smarter, more informed decisions about headcount planning, budget allocation, and workforce investment.**

This resource is designed to offer critical insight into;

- What is driving the talent market and how your strategy and budget allocation connects to your existing and prospective talent.
- What are the essential workforce strategies to attract and retain top talent.
- Developing people strategies that are financially efficient and have a high ROI.

As businesses navigate talent shortages, shifting employee expectations, and economic uncertainty, the ability to budget effectively for the most important asset, your people, has never been more crucial.

We look forward to partnering with you to build a high-performing and resilient workforce.

Talentpath Recruitment Team

Salary Guide

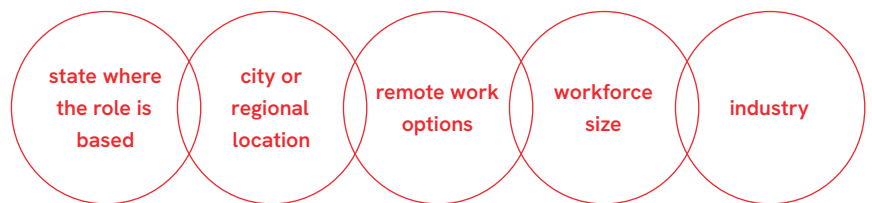
Customer Experience

Custom Experience	24/25
Contact Centre Manager	\$90 - 155k
Customer Experience Manager	\$90 - 140k
Customer Experience Team Lead	\$75 - 100k
Head of Customer Experience	\$130 - 220k
Contact Centre Consultant	\$65 - 72k
Customer Experience Representative	\$55 - 75k

Claims	24/25
Case Manager	\$70 - 95k
Claims Management Officer	\$65 - 80k
Claims Officer	\$65 - 95k

*salary figures are base only - super not included in bands

Our salary banding is based on national data and considers the following factors:



Turning Talent Insights into Strategic Workforce Investment: **A Guide for FY25/26**

As businesses enter planning mode for the 2025/26 financial year, the smartest organisations are taking a people first approach.

These insights aren't just interesting, they're essential to shaping the talent strategies that will set high-performing teams apart in the year ahead.

Based on exclusive insights from Talentpath's 24/25 Talent Guide survey, we've uncovered critical trends across the Customer Experience community that can directly influence how businesses attract, engage, and retain their most valuable asset; their people.

With salaries, workforce development, and retention strategies often making up a significant portion of operational budgets, now is the time to ensure every people decision is informed by real data.

1. *Respect the Boundary, Reap the Benefits*

49%

of CX talent are never contacted outside of work hours and **44% say they've experienced no burnout, fatigue, or motivation issues**, the highest of all divisions.

Strategic action: Use this as a proof point. In your workforce planning, embed contact-hour boundaries and sustainable rostering into CX team design. Protecting personal time is directly linked to performance and wellbeing.

2. *Support Self-Directed Talent Before They Leave*



38% are applying for external roles to grow, yet **56%** say L&D is critical to job satisfaction.

Strategic action: Allocate budget for proactive career development conversations and transparent learning pathways. Don't wait for exit interviews, build your internal mobility and L&D funding strategies to intercept this group before they disengage.

3. Invest in Confidence Where It's Thriving



CX women are more confident than men in expressing ideas, taking risks, and owning mistakes, bucking the trend in other sectors.

Strategic action: Double down on this strength. Invest in peer learning, reverse mentoring, and inclusive leadership to boost female influence and cross-gender confidence. Commit to DEI across the business.

4. Bridge the Visibility Gap in Career Conversations



Only **23%** want access to senior leaders



yet **42%** are calling for mentorship and coaching suggesting CX talent values guidance over exposure.

Strategic action: Prioritise investment in structured mentoring over executive town halls. Fund 1:1 and group coaching initiatives and embed them into succession planning frameworks rather than just ad hoc offerings.

5. Reframe Job Security as a Culture Strategy



is a top attractor to both ideal role and ideal organisation, more so than growth or innovation.

Strategic action: Make job security a deliberate part of your EVP messaging and internal communications. Build it into recruitment campaigns and retention efforts, especially during restructures, mergers, or major change projects.

6. Future-Proof Your Incentive Strategy

CX talent strongly prefers **1:1 recognition**, with 26% nominating **extra time off** as a top reward.

Strategic action: Personalise your reward systems. Budget for micro-incentives like time-off recognition days, tailored shout-outs, or milestone gifts that align with personal values, these matter more than blanket bonuses in this people-centric workforce.

These insights aren't abstract, they're a blueprint.

Your workforce strategy doesn't just live in your HR team; **it's a line item in your budget, a lever in your growth plan, and a reflection of your values as a business.**

We'd love to help you use these insights not only to plan for the year ahead, but to build a workforce ready for what's next.

Customer Experience

They're the ultimate problem solvers with a heart of gold. Your **Customer Experience** talent have the power to turn unhappy customers into lifelong brand advocates.

With an uncanny ability to connect, adapt and empathise, they navigate challenges with a smile, leaving customers feeling heard and valued. To give them the ultimate experience, lay out a career path that's as clear as their customer service, reward them with salary boosts, bonuses, and promotions, and create a work-life balance so smooth, they'll be thriving both in and out of the office.

“In the last 12 months, has your ability to perform your best in your role been impacted by any of the below?”



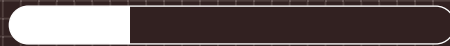
Anxiety (26%)



Burnout (37%)



Fatigue (35%)



Lack of motivation (27%)



None of the above (44%)

49% of Customer Experience talent say they are **never contacted for work purposes outside of their standard hours.**

*This is the highest of all divisions.

Could there be a link between out of hours contact and wellbeing?

Top three factors that contributed to Customer Experience talent **leaving their last role:**

- 1 Lack of career progression
- 2 Feeling unfulfilled
- 3 Salary

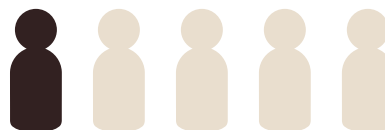
Most common three factors that would attract Customer Experience talent to a **new role:**

- 1 Salary
- 2 Job security
- 3 Clear career pathways

Top three factors that would attract Customer Experience talent to a **new organisation:**

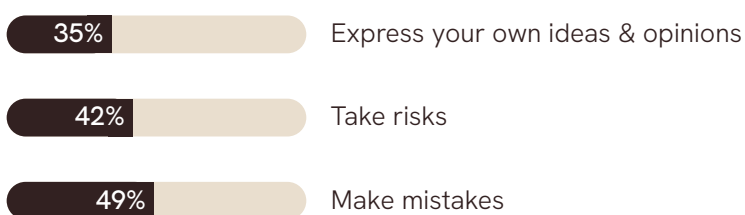
- 1 Culture
- 2 Stability
- 3 Employee benefits

Top three ways Customer Experience talent like to be rewarded for their work:

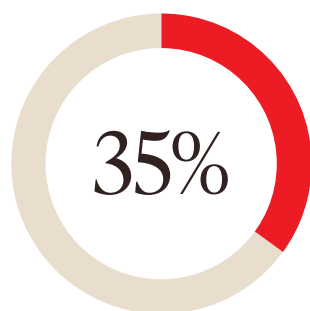


One in five Customer Experience talent say that **verbal one-on-one recognition** is the top way they like to be rewarded for their work.

“Do you feel comfortable in your workplace to do any of the following?”



Customer Experience talent are *twice as likely* to be attracted to professional development and training than incentives.



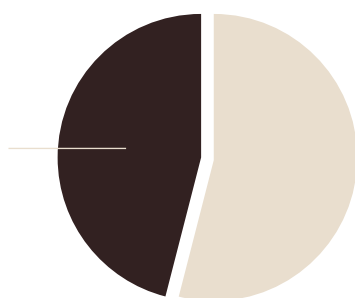
35% of Customer Experience talent are *unsure* if their organisation provides financial support to undertake external study.

*This is the highest of all divisions.



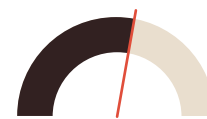
57% of Customer Experience talent expect to **change jobs** in the next year with 35% **currently job hunting**.

46%



of Customer Experience talent feel their direct manager or someone in a leadership position **ALWAYS** genuinely cares about their wellbeing and mental health.

56%



of Customer Experience talent say **professional learning and development opportunities** are very important to their **job satisfaction**.

*This is the highest of all divisions.

40%

of Customer Experience talent **feel supported** and have a clear understanding of their **career pathway**.

Your blueprint to *Budgeting* and *Planning*.

