

Customer Service Career Steps and Progression routes

The average salary for a role within customer service ranges from £20,250 to £26,545.

Upon completion of your Customer Service apprenticeship and with experience in this sector, you could progress into other department like quality, product control, logistics, complaints. Customer service covers a wide spectrum and with your transferrable skills will be able to work across multiple sectors.

With further training, you could specialise in an area like management, travel and tourism, hospitality and many more.

Please see further details on some of these progression routes below:



Customer Service Manager

Average salary

Ranges from £21,000 to £50,000

You can get into this job through:

- A university course
- Further education/ enhanced qualification
- working towards this role
- training with a professional body

University

You could do a foundation degree, higher national diploma or degree then apply for a graduate management trainee scheme.

You can apply for graduate trainee schemes with almost any degree. Some employers may prefer you to have a degree in a subject relevant to the sector you want to work in, for example:

- business management
- retail management
- tourism and hospitality
- financial services

College

It may help to complete a Level 3 or Level 4 Diploma in Customer Services.

Apprenticeship

You could do a customer service specialist advanced apprenticeship. After finishing, you could take further training to become a manager.

You may be able to do a specific higher or degree apprenticeship for your industry. For example, management apprenticeships are available in:

- marketing
- retail
- hospitality
- passenger transport

Career path and progression

You could start as a customer service adviser and train on the job to become a team supervisor, team leader then manager. There are many customer service training courses, and your employer would suggest the ones most relevant to the industry you work in.

If you are already working as a customer service assistant, you could become customer services manager through company training and promotion.

Look at progression in this role and similar opportunities.

You could:

- move into a more senior position
- take on responsibility for customer service across a region
- become a customer service director for a whole organisation
- work in business development, business finance or compliance

Marketing Executive

Average salary

Ranges from £20,000 to £50,000

Marketing Executives promote a company's product, services, or brand. You can get into this job through:

- a college course
- an apprenticeship
- University
- applying directly
- specialist courses run by a professional body
- Working towards this role

College

You could take a course to help you get into trainee marketing executive roles. These include:

- Level 2 Certificate in the Principles of Marketing
- Level 3 Certificate in Digital Marketing and Analytics
- T Level in Digital Production, Design and Development

An apprenticeship

You may be able to get into this role through the following apprenticeships:

- marketing assistant advanced apprenticeship
- digital marketer advanced apprenticeship
- marketing executive higher apprenticeship
- digital marketer degree apprenticeship

Travel Agent

Average salary

Ranges from £18,000 to £27,000

You can get into this job through:

College

You could do a Level 3 Diploma in Travel and Tourism.

An apprenticeship

You could do a travel consultant advanced apprenticeship.

Career Tips:

It may help if you have customer service experience and can speak a second language.

Career path and progression

With training and experience, there may be opportunities to progress into senior roles like:

- branch or call centre manager
- operations director
- regional director

You could also move into other roles in the travel sector, like tour operating.

National Careers Service

A skills assessment can be helpful at any stage of your career, like when you:

- start your career
- return to work
- progress your career

Transferable skills are a set of skills that you're good at. You can build them up over time, through work, volunteering, education and life. You can apply these skills to a range of jobs. You may want to take an assessment to help you:

- find out what interests and motivates you
- identify your skills
- find out what you can do with the skills you have

Discover your skills and careers

Understanding yourself can help you work out what careers you may enjoy working in.

Please click [HERE](#) to take a skills assessment

This assessment:

- contains fewer than 50 multiple-choice questions
- takes 5 to 10 minutes to complete

When you finish, you will see some suggestions of roles you may enjoy based on your answers. You may want to [explore careers](#) based on these recommendations. You can compare different careers to see what interests you.

Employment Agencies

Employment agencies give you the opportunity to register your intention to look for employment and will often screen your area of expertise and provide you with current opportunities

There are a number of Employment Agencies available to register with, some are generic in employment areas and others are more specific to the sector.

[Reed](#)

[Adecco](#)

[Indeed](#)