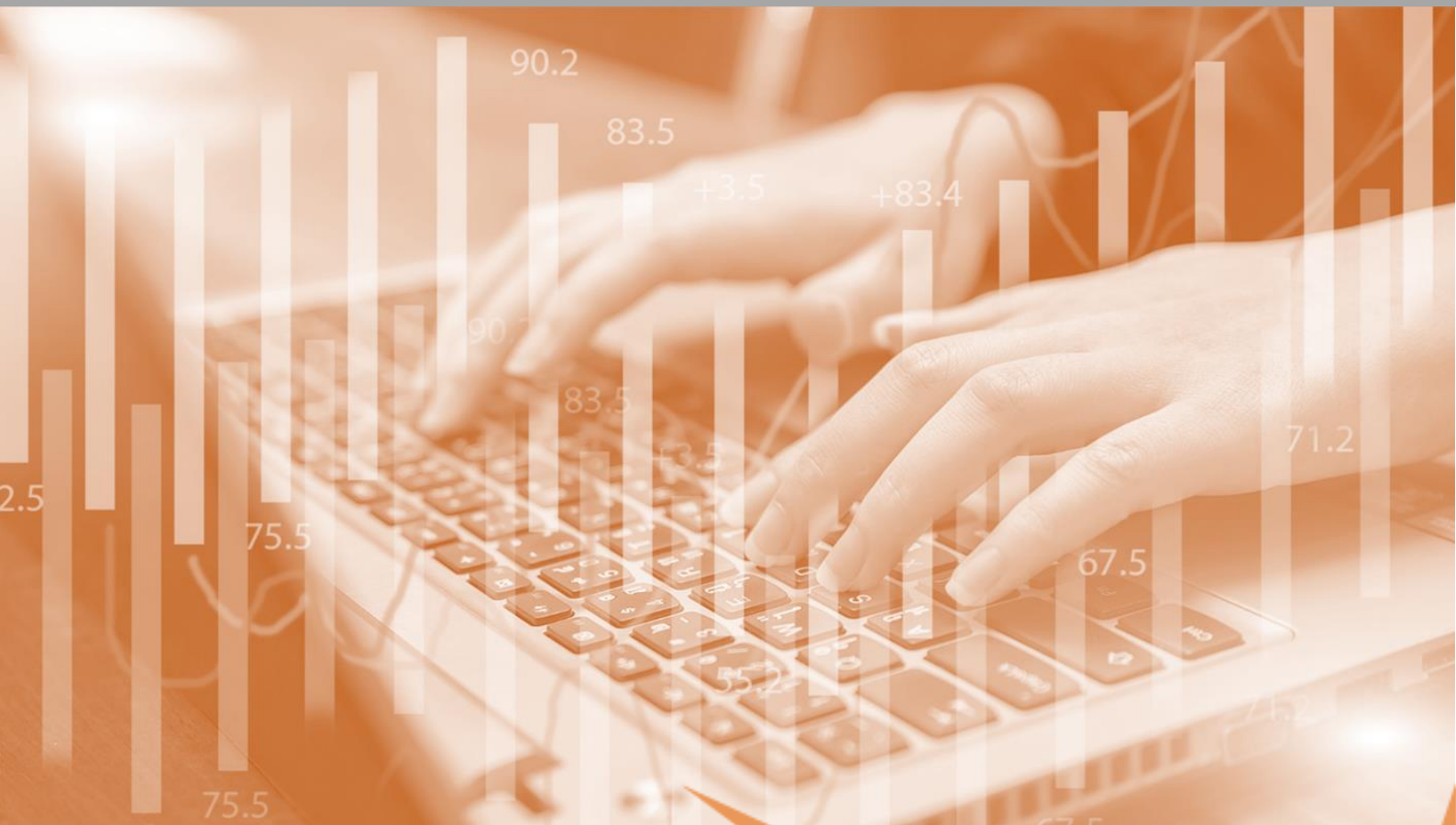


Contact Centres



“Dundee’s people make it
a particularly special place
to be”

- The Metro

Contact Centres

Overview

Dundee's success in contact and financial services is its strategic location, excellent communication links, a strong labour pool – including graduate output from three key Scottish Universities – and a cost effective location, with low property and staff costs.

Workforce

Dundee is a SMART location with one of the highest student to population ratios in Scotland (1:5). The city has two universities within the city centre (The University of Dundee and Abertay University) as well as the Institute for Islamic & Arabic Studies and the award-winning D&A College of further education. The University of St Andrews is only 14 miles (22km) away.

Dundee is geographically the smallest local authority area in Scotland and importantly, the regional catchment area contains more than 555,800 people of working age living within an hour's drive of the city.

The combination of a young resident population, and a higher than Scottish average unemployment rate gives Dundee the potential to easily accommodate and staff new contact centres within the city.

Sector

Contact centres in the city currently employ more than 3,200 staff. The downturn in global markets and the resulting centralisation and cost-cutting in the sector, has reduced the number of jobs in the city over the past decade from a high of more than 5,000. This has resulted in a potential employment pool of around 1800 trained and experienced call centre staff.

Current businesses in the city include: -
BT, HM Revenue & Customs, Jobcentre Plus, Department for Work and Pensions and Tesco.

Communications Infrastructure

Dundee's businesses have access to the latest technology providing high-speed connectivity and guaranteeing world-class levels of access.

Facilities within the city include extensive fibre connectivity infrastructure provided by companies such as Virgin Media, Brightsolid, Fibre City and BT. A host of providers deliver a multitude of services over this infrastructure including 3G, 4G, voice and data services.

The latest review by the Scottish Government suggests that Next Generation Broadband coverage in Dundee is expected to be over 98% - one of the highest levels of coverage in Scotland.

Training & Support

by the Dundee City Council, D&A College, Jobcentre Plus and Careers Scotland work in partnership to promote and support the contact centre industry.

Business support includes:

- 'Ramping up' recruitment campaigns
- Bespoke Training packages
- Pre-recruitment support/training