

2026 Kenya BPO Salary Benchmark Report

Comprehensive salary data across 12 BPO role categories — customer service, technical support, finance, IT, data and management — in Nairobi, Mombasa and secondary cities.



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Executive summary

This report benchmarks gross pay across the roles that make up a Kenyan BPO operation — from entry-level support agents to quality managers — and shows how each compares with the fully-loaded cost of hiring the same role in the UK. Across the board, Kenyan delivery costs **50–65% less than the UK on a fully-loaded basis**.

Salaries are grouped into four families: customer-facing roles, professional and knowledge roles, data and AI roles, and management. For each we give gross monthly pay (in KES and/or USD) and, where the data supports it, annual GBP equivalents for direct comparison with UK budgets. The final section sets out regional pay differences and the full cost build-up so finance teams can model true landed cost.

About the data: Figures are planning benchmarks — not quotes — drawn from PayScale, Remote People, Mercans, KenInvest and the comparative benchmarking dataset, as understood for 2025/26. Kenyan salaries are paid in Kenyan Shillings; USD and GBP equivalents move with exchange rates, so build an FX buffer into multi-year models.



SECTION ONE

How to read these benchmarks

Method, currency and the headline saving.

How to read these benchmarks

Every figure here is a **gross salary benchmark** — the amount paid to the employee before the employer's statutory on-costs and any provider or Employer-of-Record (EOR) fee. To reach a true landed cost, add roughly 4–5% of statutory employer contributions plus the provider fee (covered in Section 5).

Currency and conversions

Kenyan salaries are paid in **Kenyan Shillings (KES)**. Where we show USD or GBP, treat them as indicative conversions for planning only: the underlying KES figure is what is contracted, and exchange-rate movement can shift the GBP cost by several percent year to year. A common discipline is to agree GBP-denominated provider pricing, or to budget with a 5% currency buffer.

12

Role categories benchmarked

50–65%

Lower fully-loaded cost vs UK

~4.4%

Employer statutory on-costs

The headline

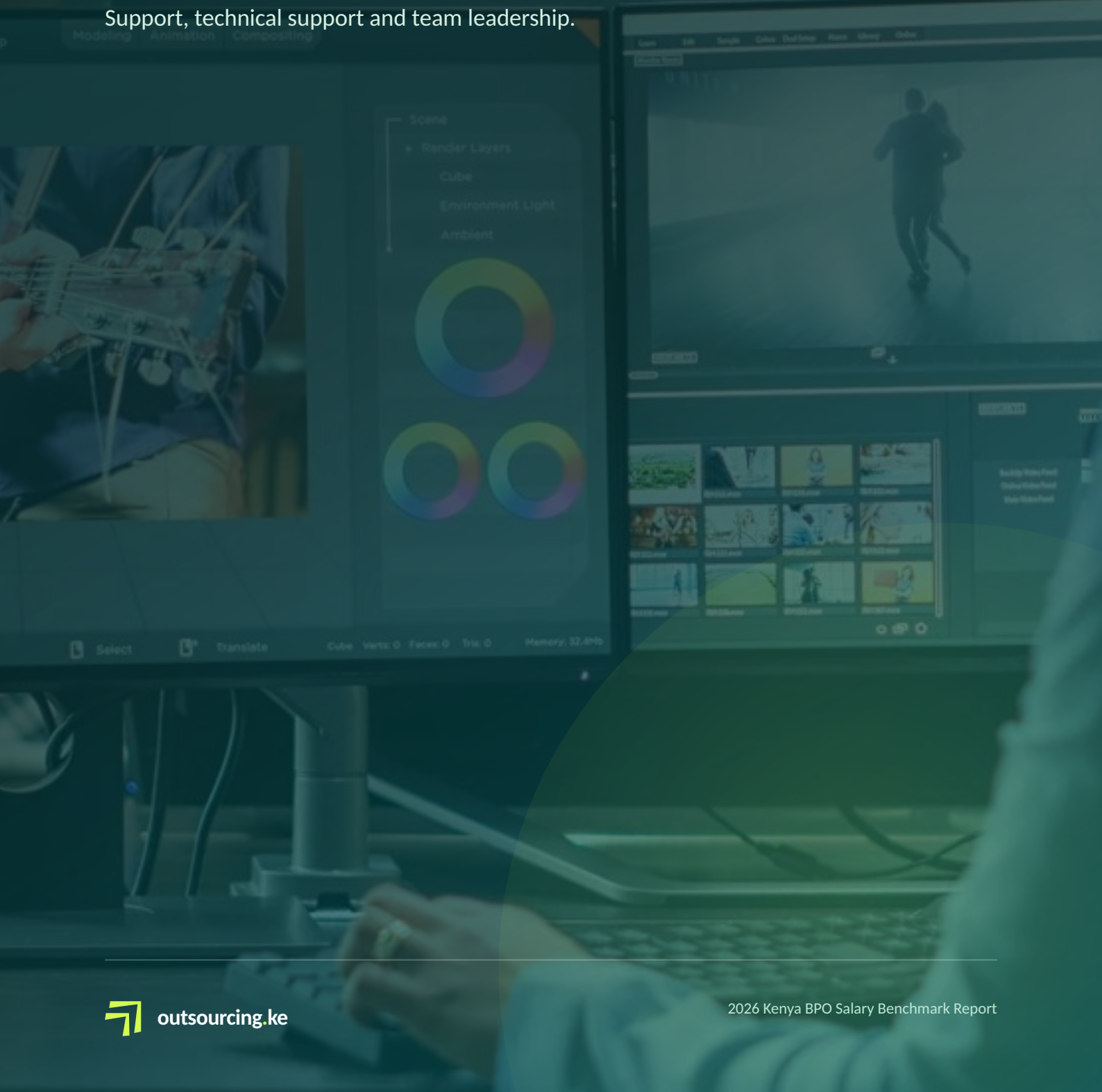
A useful anchor: a mid-level professional role costs a UK employer about **£50,000–£69,000 a year** fully loaded, and can be delivered from Kenya for roughly **£12,000–£20,000**. The saving is widest for routine and entry-level work and narrows — though remains substantial — for specialist KPO roles.



SECTION TWO

Customer-facing roles

Support, technical support and team leadership.



Customer-facing roles

Customer experience is the backbone of Kenyan BPO. Pay rises with complexity — from general support to technical support, then into supervision and quality assurance.

Customer-facing roles — gross monthly

Role	USD/month	KES/month
Entry-level support agent	\$135–\$252	18,000–35,000
Customer support (by complexity)	\$120–\$300	15,000–39,000
Help desk / technical support	~\$316	~41,000
Team leader / supervisor	\$110–\$420	14,000–55,000
Call-centre director	~\$1,680	~225,000

Expressed in annual GBP, the customer-support ladder runs roughly **£9,000–£12,000** for entry agents, **£12,000–£15,000** for mid-level specialists, and **£15,000–£18,000+** for senior staff and team leads. Against a UK contact-centre agent at roughly £28,000–£35,000 base — close to £50,000 fully loaded — the difference is decisive.

Quality assurance

Most operations budget a layer of QA and team-lead oversight at **15–20% of front-line headcount**. These roles sit at the upper end of the supervisor band, and are where Kenya's low attrition (15–20%) pays off — experienced reviewers stay long enough to protect quality on long-running accounts.



SECTION THREE

Professional & knowledge roles

Finance, legal, data and software.

Professional & knowledge roles

Kenya's deep graduate pool supports higher-value knowledge process outsourcing (KPO). Pay scales with qualification — particularly in finance, where IFRS-trained, ICPAK- or ACCA-qualified accountants command a premium.

Professional roles — gross monthly

Role	KES/month	USD/month
Data analyst	~105,000	~\$787
IT developer (junior)	45,000–85,000	\$335–\$635
Software developer (avg)	~152,000	~\$1,136
Legal associate (entry)	40,000–70,000	\$300–\$525
Finance / accounting graduate	35,000–60,000	\$260–\$450

Accountants by level

Level	KES/month	Approx. annual GBP*
Junior / part-qualified	41,251–92,802	£3,100–£7,000
Qualified / chartered	71,900–212,000	£5,400–£16,000
Senior accountant	100,000–199,000	£7,500–£15,000

*Indicative conversions for planning, not quotes.

Kenya has **40,000+ ICPAK-certified accountants** (1,200+ working abroad) and is among ACCA's most active sub-Saharan markets, all reporting to **IFRS** — so a qualified accountant at KES 111,000–212,000 a month (about £8,000–£16,000 a year) replaces a UK equivalent costing £45,000–£65,000 fully loaded.



SECTION FOUR

Data, AI & emerging roles

Annotation, content moderation and transcription.

Data, AI & emerging roles

Kenya has become a hub for the human-in-the-loop work behind AI — data annotation, content moderation and transcription — ranking in Africa's top five for AI-skills growth. These roles are typically priced in annual GBP by international buyers.

AI data annotation — gross annual (GBP)

Level	Annual GBP	Experience
Junior annotator	£7,500–£10,500	0–1 yrs
Annotator	£9,000–£13,500	1–3 yrs
Senior annotator	£13,500–£18,000	3+ yrs
Team lead	£18,000–£27,000	5+ yrs
Quality manager	£22,500–£36,000	7+ yrs

Content moderation and medical/legal transcription sit within Kenya's broad professional band of **£9,000–£18,000 a year**, with transcription priced toward the lower end and specialist clinical or legal work toward the middle. Data-entry clerks earn **KES 22,000–32,600 (about \$165–\$245) a month**.

Total cost of ownership: for annotation programmes, the blended fully-loaded cost runs about **£16,300 in Kenya against £48,200 in the UK — a 66% saving** — once QA oversight (15–20% of headcount) and EOR infrastructure fees are included.



SECTION FIVE

Regional pay & the loaded cost

City differences and the all-in cost build-up.

Regional pay & the fully-loaded cost

Regional pay

Nairobi concentrates the deepest talent pool and the highest pay — the accountant average of about **KES 111,000** is a Nairobi figure. Mombasa (a submarine-cable landing point) and secondary cities such as Kisumu, Nakuru and Eldoret offer growing pools at modestly lower cost, though specialist depth and infrastructure are strongest in Nairobi. The statutory floor everywhere is a minimum wage of **KES 16,113.75 a month** in the major cities.

The fully-loaded build-up

Statutory employer on-costs

Component	Value
NSSF (employer, capped)	KES 4,320/month
Affordable Housing Levy (employer)	1.5% of gross
SHIF (employee; employer remits)	2.75% of gross
UK employer NI (comparator)	13.8%

For an employee on KES 150,000 a month, employer statutory cost is about **KES 6,570** — **roughly 4.4% on top of gross**. Add a provider/EOR fee of **£4,000–£7,000 a year**, which bundles office, equipment, recruitment and compliance, and the landed cost still lands 50–65% below the UK equivalent.

£ Mid-level role — UK vs Kenya (annual)

Gross salary	UK £38–50k • Kenya £8–13k
Employer on-costs	UK £6–9k • Kenya in fee
Office, equipment, recruitment	UK £6–10k • Kenya in fee
Provider / EOR fee	Kenya £4–7k
Indicative total	UK £50–69k • Kenya £12–20k

Model your own roles

Outsourcing.ke maintains current salary and cost data for Kenyan hiring across every BPO function. Explore the full dataset at outsourcing.ke.



[Learn more at outsourcing.ke](https://outsourcing.ke)

All figures are planning benchmarks, not quotes, understood to be current for 2025/26. Regional differentials outside Nairobi are indicative; confirm live figures and exchange rates with providers before budgeting.



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Kenya outsourcing market intelligence — salary and cost data for UK businesses building offshore teams.