SALARY

SURV£Y

2017

irms

Sue Hill

tfpl

CONTENTS

Introduction from Scott Sammons, Chair, IRMS

Welcome to the 2017 Salary Survey. I think we can all agree that 2016 was something of a dramatic year and there's no obvious end to the upheaval in sight.

In the records and information management world it's the giant octopus that is the GDPR that is responsible for much of the upheaval (with an honorable mention to the 'B' word, Brexit). It's going to be quite a while before things start to settle down and in the meantime the sector will see a lot of roles and responsibilities changing as adjustments are made to bring current practices into line with GDPR requirements.

We're delighted to have been able to collaborate with Sue Hill and TFPL on this year's Salary Survey and we hope that it will be a useful resource for both IRMS members and the wider knowledge and information management community. In this evolving landscape, next year's survey may well paint a very different picture and I confidently predict that the value of our profession will continue to grow in the years to come.

Scott Sammons CIPP/E, AMIRMS
IRMS Chair

Note from Chris Jones, Managing Director, TFPL and Sue Hill

I am delighted to introduce the third annual TFPL and Sue Hill Knowledge & Information Management Salary Survey.

I've received a lot of positive feedback about the preceding publications. Both Hiring Managers and Human Resource teams have used the guides to benchmark their compensation competitiveness within the industry, whilst for candidates coming on to the job market it gives them a better insight into what remuneration they can expect. However, there is always room for improvement and I believe with this year's survey we've delivered it. Aside from a redesign in the survey question format, we've partnered with the IRMS to gain a wider response and insight into the information world. This is particularly timely given that GDPR is looming ever larger on every company's horizon. The role of Data Protection & Privacy Expert has never been discussed at such length by so many people before.

At the time of the last publication, Brexit had just been voted for. Its effects on employment within the industry have been varied. Whilst we haven't seen the wide-scale meltdown as predicted pre-Brexit by some, there has been some impact on our largest multinational clients with time to hire extending and additional sign offs being sought. Unless we see an incredible upset at the General Election, it looks very much like we are exiting the Single Market and turning the tap off to straightforward access to European talent. If this happens without big changes to the current sponsorship system, there will be major impacts on the hiring plans for some in the industry, especially those who hire large numbers of researchers. It will be interesting to see how this loss of access to a huge talent pool (and therefore increasing skill shortages) will affect salaries over the coming years.

I hope that you find this guide insightful, I look forward to receiving your feedback. On behalf of TFPL and Sue Hill, I would like to thank the IRMS and their members for working in partnership with us and of course to everyone who has taken the time to input into this year's survey.

We are living in uncertain times. And these uncertain times will definitely have an impact upon jobs, but in a positive or negative way? I can't say. But I do know that we need to be future-proofing our skill sets to keep our employability levels high and to keep us in demand.

The World Economic Forum reports that the skills most in demand in 2020 will include complex problem solving, critical thinking, creativity, people management, emotional intelligence, decision making, service orientation and negotiation – all of which easily fit under the heading of 'Soft/Transferable Skills'. These skills are seen as the very core of employability – those qualities which make you a confident, competent, credible and collaborative team player. We mustn't ignore the technical, hard skills which give the knowledge and information professional a real edge. Recently LinkedIn listed the top skills sought by employers as including statistical analysis and data mining, web architecture, information security and storage systems and management. Language ability is becoming increasingly more important. Being faced with the uncertainty of employment rights outside of the UK and impending trade deals will almost certainly shape the language classes of UK school children.

Specific jargon may change from sector to sector but the underlying theme to me is that people who understand how to find, capture, store, analyse, manage and provide access to information in all its forms… well, they are the people who are employable.

Networking is vital as it keeps you visible in your communities and industries and by keeping up to date with trends and initiatives in your particular area of expertise you'll be seen as knowledgeable, as the go-to person who is interested and interesting. And who doesn't want to be thought of like that?!

Skills and future-proofing

The people we meet and recruit have skill sets that are ever-changing and constantly developing as they are at the forefront of creating, capturing and curating content, constantly curious about the world through the research they undertake and the customers they serve. Based on conversations with clients and job descriptions we have seen, here is a selection of some interesting skills and competencies sought by employers in a few of the areas we recruit:

GDPR

Good understanding of data security best practices

Ability to translate regulatory requirements in to auditable processes

Leadership and project management experience

Confidentiality, respect, trust and credibility at all levels

Negotiation and influencing skills

Open Access

Excellent communication - to promote services and deliver training

In-depth knowledge of Open Access and research repositories

Experience of metadata

Technical experience of managing repository software

Understanding of copyright and licensing of academic publication

Digital Curation

Confidence in public speaking – outreach and engagement

Be ahead of the digital curve to ensure and enable long-term preservation

Relationship building and clear communication skills

Understanding of copyright and legislation around rights and access

A passion for your collection – caring for it, making it accessible and promoting it

Legal & Business Researchers

Relationship building skills

Stakeholder management & communication skills

Knowledge of sources and effective research strategies

Understanding of the business for context

Current Awareness

Records Managers

Risk Assessment/ Management

Tech/IT savvy

Influencing/negotiation/ communications skills

Knowledge of legal/ regulatory frameworks

Critical thinking skills

Legal

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Chief Librarian/Head of Information	70	100	120	35	57.5	99
Competitive Intelligence Researcher/Analyst	29	33.8	39	25	30	35
Data Analyst	32	35	37	31	33.7	35
Data Protection Officer	32	43	55	32	40	50
Deputy Librarian	38	39.4	43	35	37.5	41
Head of Knowledge	69	79.5	90	65	77.5	88
Head of Research	65	76.5	99	35	58	80
Information Analyst	34	37.7	48	34	45	59
Information Assistant	26	26.3	27	22	22	22
Information Governance Manager	50	60	70	45	55.5	63
Information Manager	45	48	51	26	54.8	119
Information Officer/Researcher	22	35	51	22	27.7	35
KnowHow Officer	42	43	44	30	37.5	45
Knowledge Manager	26	46.5	55	33	45	55
Knowledge Officer	26	37.7	45	26	25.5	26
Librarian/Research Librarian	35	44.3	60	15	23	30
Library Assistant	20	24.5	29	18	18.3	19
Library Manager/LIS Manager	40	48.5	61	25	32.6	36
Records Assistant	27	28	30	22	24.5	27
Records Manager	38	55	70	35	50	65
Research Analyst – Sector specialist	41	41	41	29	29	29
Research Manager	38	40	42	41	48	55
Researcher	35	38.8	39	31	34.5	37
Systems Librarian	37	41	50	25	32.5	40
Web/Content/Database Manager	48	50	52	37	42	46

Most common benefits offered by employers

56%	50%	48%	31%	27%
Pension Contributions (above the statutory minimum)	Season Ticket Loan	Cycle to Work Scheme	Health Insurance	Bonus Scheme
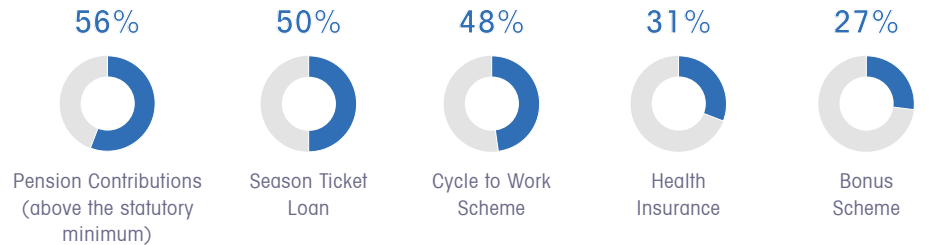
Financial Services

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Business Analyst	45	52.5	60	45	51	55
Data Analyst	32	40	70	29	30	33
Data Protection Officer	32	55	80	32	42	60
Head of Records/Information	53	86.7	112	55	75	104
Head of Research	60	90	120	50	60	70
Information & Records Manager	85	92	97	82	85	90
Information Manager	32	32	32	43	65.2	88
Information Officer/Specialist	39	50.6	67	28	31.5	33
Information/Research Analyst	35	48	75	30	33.5	45
Knowledge Manager	28	46.5	65	40	47.5	55
Knowledge Officer	37	35	40	25	30	35
Librarian/Research Librarian	32	35.7	40	26	29	31
Library Manager/Deputy Librarian	28	40.8	53	25	28	30
Records Manager	42	47.8	55	35	43	55
Records Officer	28	27.7	28	40	40	40
Research Analyst – Sector specialist	62	61.5	62	43	42.5	43
Research Manager	120	120	120	48	47.5	48
Researcher	42	53.4	60	25	37.5	50

How did you get into the profession?

47%
I knew what I wanted to do and trained specifically

26%
Happy accident

21%
I was working in another field and moved into it
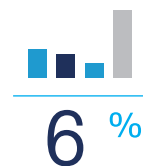
6%
Other

Professional Services

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archivist	26	29.1	32	25	28	55
Assistant Librarian/Information Officer	25	27.5	31	24	25	28
Business Analyst	42	52.5	60	20	50	80
Chief/Head of Information	50	85	100	45	75	85
Competitive Intelligence Researcher/Analyst	30	50	65	30	40.5	45
Head of Archives	38	40	45	36	39.5	42
Head of Knowledge	60	70	80	54	62.5	70
Information Services Manager	55	65	80	45	51	57
Information & Records Manager	34	38.5	45	29	30	42
Information Governance Manager	48	50	60	45	48.5	55
Information Manager	36	43.9	52	28	37.5	42
Information Officer/Researcher	21	32.8	46	21	27	31
Information Officer/Specialist	33	48.1	70	28	31	42
Information/Research Analyst	50	58	65	46	57	62
Knowledge Manager	48	60.8	81	27	55.7	85
Knowledge Officer	38	41	43	25	30	35
Research Analyst	34	38	42	30	32	38
Research Analyst – Sector specialist	30	38	46	30	35	41
Research Manager	45	55	65	41	53	62

Professional Memberships and affiliations

NONE

43%

OF THE 57% WHO DO HAVE A MEMBERSHIP

cilip	information and records management society	ARA	BIALL	SLA Connecting People and Information	ARLIS UK & Ireland Art Libraries Society
44%	12%	9%	8%	2%	1%

Other Commercial

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archivist	25	36	43	28	34.5	41
Assistant Librarian	25	28.3	31	24	25.5	27
Chief/Head of Information	85	87.7	93	70	75	83
Data Analyst	40	42.3	45	26	29	33
Data Protection Officer	30	48.5	52	30	32	45
Head of Information	45	55	65	40	51.5	56
Head of Knowledge	75	75	75	41	103	165
Head of Records/Archives	42	48	78	30	39.3	49
Head of Research	50	70	90	50	62.5	75
Information Analyst	30	37	45	30	35	42
Information Assistant	20	23	35	18	22	25
Information Governance Manager	48	51.5	55	45	48.5	52
Information Manager	41	55.2	65	50	51.5	53
Information Officer/Specialist	26	27.9	30	20	30	40
Knowledge Manager	41	45	49	35	61.3	104
Knowledge Officer	27	32	35	22	26.5	30
Librarian/Research Librarian	29	32	36	25	26	29
Library Assistant	23	25.5	27	22	23.2	24
Library Manager/Deputy Librarian	50	56	60	48	55	60
LIS Manager	47	58	62	48	56.5	61
Records Manager	42	46.5	50	38	44	49
Records Officer	25	27.7	29	24	26	28
Research Analyst	31	34	57	30	33	45
Research Analyst – Sector specialist	60	65	71	45	50	52

PROFESSIONAL QUALIFICATIONS

The top 3 professional qualifications among our survey respondents:

14% BA/BSc Library/Information Management

16% PgDip Information Management

31% MA/MSc/MBA/Econ Library/Information Management/Governance
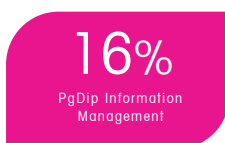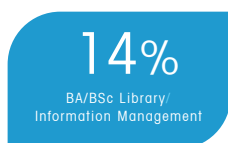
Academic

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archives Assistant	22	24.5	27	15	18.5	21
Archivist	31	36	42	28	30.8	48
Assistant Archivist	30	32	34	20	25.5	28
Assistant Librarian	22	29.5	35	12	25.4	42
Chief/Head Librarian	47	49	76	45	54.8	85
Data Protection Officer	26	35	60	24	32	55
Deputy Librarian	51	57	65	52	56.4	59
Digital/Open Access Assistant	27	27	29	22	22.1	24
Head of Archives	54	53.5	54	35	35	35
Head of Information	56	65	75	55	62	71
Head of LIS	44	55	65	36	50.5	61
Head of Records	44	50	52	40	45	50
Information & Records Manager	40	42.4	45	38	40.5	43
Information Analyst	28	31	33	25	27	30
Information Compliance Manager	37	41.5	45	35	38.5	40
Librarian - Research	26	37	44	16	29	39
Librarian - Subject	28	35.3	48	21	29.5	49
Library Assistant	19	21.5	28	16	18	22
Library Manager	25	37	50	27	35.8	56
LIS Manager	32	43.7	51	23	41.8	54
Records Manager	26	35	40	25	33	41
Researcher	27	40	65	15	42.5	70
Senior Library Assistant	26	28.8	30	20	25.5	31
Systems Librarian	32	38.9	50	15	25.7	38
Web/Content/Database Manager	24	31	35	23	29	33

Biggest employers by sector

Legal
14%

Financial Services
6%

Professional Services
6%

Other Commercial
8%

Academic
32%

Local Authority
+ Public Libraries
10%

Government
9%

Healthcare/NHS
6%

Third Sector/
Other Not-for-Profit
10%

Government

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archivist	32	33	35	25	26.9	30
Assistant Librarian	28	31	35	25	30	35
Data Protection Officer	31	45	65	30	36	58
FoI Officer	33	36	45	30	34	39
Head of Information	60	68	70	51	55	77
Head of Knowledge	48	63.3	79	56	60	75
Head of LIS	55	57	59	41	45	50
Head of Records	69	75	80	43	63.5	72
Information & Records Manager	31	37.8	41	24	29	40
Information Assistant	23	24.5	26	19	21	23
Information Manager	53	56.5	60	30	33.5	45
Information Officer/Specialist	26	30.5	35	23	25.6	30
Knowledge Officer	30	35	38	25	30	35
Librarian/Research Librarian	39	40	41	27	28.4	29
Library Assistant	22	22.5	25	18	21	24
Records Manager	31	35	39	33	35.3	38
Records Officer	29	30	35	29	29.5	32

Healthcare/NHS

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Assistant Librarian	27	34	38	25	25	36
Business Analyst	28	31.5	34	31	31	32
Chief/Head Librarian	85	92	130	80	80	128
Data Protection Officer	32	42	61	31	39	57
Deputy Librarian	32	42.5	54	32	32	35
Head of Knowledge	56	63	72	45	45	65
Head of LIS	58	79	100	56	56	80
Information Officer/Specialist	36	37.3	39	24	24	28
Knowledge Manager	32	45	48	28	28	45
Knowledge Officer	22	26.5	29	21	21	26
Librarian	29	30.5	32	28	28	30
Library Assistant/Information Assistant	20	23.5	29	18	18	24
Library Manager	28	31	43	27	27	41
Medical Records Manager	28	40	44	27	27	38
Records Manager	45	59	67	31	31	65
Records Officer	25	29.5	35	23	23	29

Local Authority, Public Libraries and Third Sector – results

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archives Assistant	19	21	24	16	17.5	20
Archivist	28	30.5	34	23	26	32
Assistant Librarian	22	25	32	20	22.5	25
Chief/Head Librarian	43	56.5	68	38	43	58
Data Protection Officer	30	45	65	30	36	58
Deputy Librarian	43	50.5	58	30	35	40
Head of Archives	58	65	75	53	60.6	75
Head of Records/Information	55	68.5	80	40	62.5	75
Information Architect	34	38	37	32	35	37
Information Compliance Manager	52	57	60	48	51	57
Information Governance Manager	32	38.5	41	26	32	38
Information Manager	42	48	52	40	46.1	52
Information Officer	29	31.5	34	27	30	31.5
Librarian	26	35	45	21	32.6	38
Library Assistant/Information Assistant	19	21.5	26	17	19.5	21
Library Manager	33	35.5	38	29	30	47
Records Manager	37	40	45	27	35	40
Records Officer	28	34	40	22	31.2	40
Systems Librarian	38	43.8	50	32	39.5	45

FINANCIAL SERVICES SECTOR HAS THE HIGHEST AVERAGE SALARIES

Academic	£34,421
Financial Services	£53,496
Government	£38,098
Healthcare/NHS	£42,182
Legal	£40,971
Local Authority + Public Libraries	£32,185
Other Commercial	£47,786
Professional Services	£45,981
Third Sector/Other Not-for-Profit	£33,785
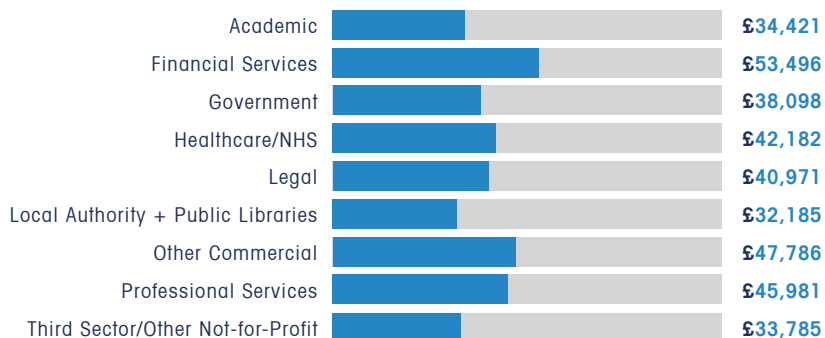
Third Sector

SALARY	LONDON			REST OF UK		
Job title	Min	Average Salary	Max	Min	Average Salary	Max
Archives Assistant	20	22.8	24	19	19.5	22
Archivist	28	31.6	38	27	29.6	32
Assistant Archivist	23	25.5	28	22	23.5	25
Assistant Librarian	23	25.5	28	22	24	26
Chief/Head Librarian	45	62.5	80	23	43.5	55
Head of Information	50	52	57	42	49	52
Conservation/Digitisation Officer	28	29.5	32	23	25	30
Data Protection Officer	30	37	43	25	32	38
Head of Archives	72	75	81	68	72	80
Head of Records	44	76	85	40	68.2	80
Info Services Manager	41	45.4	50	39	42	48
Information Assistant	22	23.5	27	20	22.5	25
Information Governance Manager	35	42.6	48	34	41	45
Information Manager	38	45	53	35	41	47
Information Officer	24	31	36	22	26	34
Knowledge Manager	36	42	45	32	38.5	45
Knowledge Officer	20	22	24	20	21	24
Librarian	23	31.5	41	19	28.7	36
Library Assistant	19	22.3	26	17	20.8	23
Library Manager	33	36	40	29	33	39
Market & Insight Researcher/Analyst	21	33.3	46	20	25	32
Records Manager	33	39.5	46	30	34.5	40
Records Officer	23	25	29	19	23.5	26
Researcher	31	31.8	33	28	30	32

PROFESSIONAL QUALIFICATIONS BY SECTOR

Those working in Academic libraries are most likely to hold a professional qualification
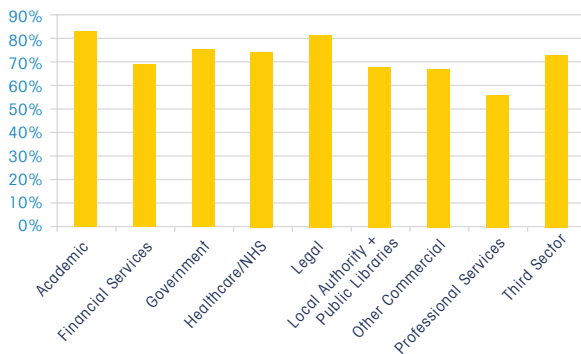
Key elements of employer branding

Company culture

Values & mission

Benefits

Continuous
improvement practices

Management
practices

Audience
(who are you talking to?)

Experience

Employee advocacy

Employer branding – Gemma Wood

In an increasingly competitive marketplace, how do you ensure that your company catches the eye of the right candidates? Is there anything employers can do (besides offering a whacking great salary) to prevent their best staff from slipping through their fingers?

Fortunately, both of the above questions have the same answer: Employer branding. Without wishing to add too much to the reams (or whatever the digital equivalent to a ream is) that have already been written on the topic I'm going to briefly explain what this means and why it matters.

Employer branding is NOT just a fancy word for advertising, nor is it a face that you only show to potential hires. It's as much about what current employees think of the company as it is about attracting new ones (you want to keep hold of your best talent, remember). By the same token you'd better make sure that what you're saying in public matches what goes on behind closed doors, after all, it's not exactly difficult for your staff to spot the differences.

Essentially, employer branding is about what you do, why you do it, how you go about it and how you treat people in the process. In fact, it is basically the same as what we marketers would call 'brand' with the addition of the internal view of your current employees.
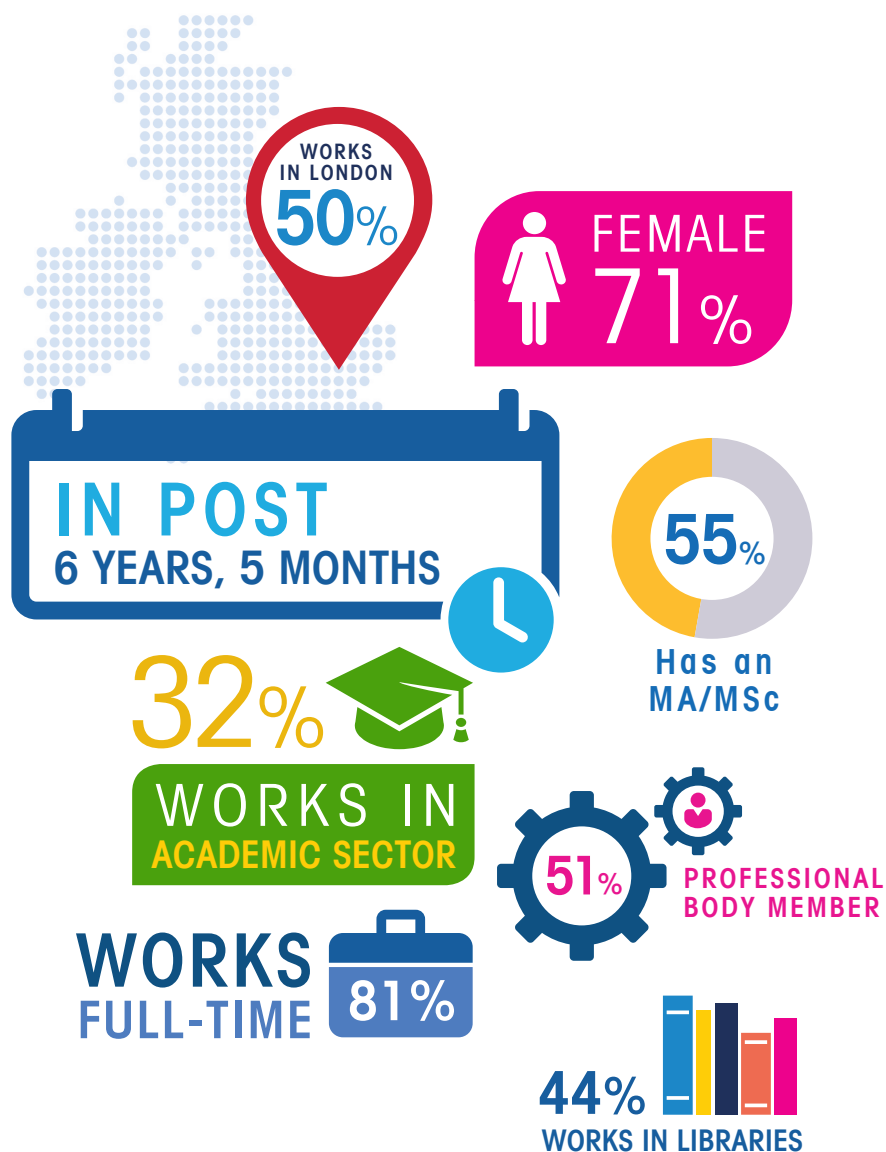
So, why should you care about your employer brand? How do you know if you even have one? Well, even if you're a really small business, if you have more than zero employees, you have an employer brand – even if it's not very well known – at the very least your employees have friends and sometimes they'll talk to their friends about work. Your company is known as an employer among those people, ergo, you have an employer brand.

You should care about your employer brand because it directly affects your ability to attract and retain staff. If I told you that 52% of candidates said they would reject a job outright if the company's values weren't in line with their own, would that make you sit up and take notice?

If you're not actively engaging with your current employees, listening to their concerns, promoting company benefits and encouraging best practice, then you have no control over how your company is perceived as an employer. And with the current levels of competition for the best talent, that could be a very dangerous proposition indeed.

The average information professional

WORKS IN LONDON
50%

FEMALE
71%

IN POST
6 YEARS, 5 MONTHS

55%
Has an MA/MSc

32%
WORKS IN
ACADEMIC SECTOR

51%
PROFESSIONAL BODY MEMBER

WORKS
FULL-TIME
81%

44%
WORKS IN LIBRARIES

About

IRMS

The IRMS is the foremost association for all information professionals, with over 1200 members in over 30 countries and territories worldwide, across the public, private and voluntary sectors. Our mission is to provide leadership in records and information management by supporting and promoting activity within the profession and being active in advocacy and collaboration.

With effective information management increasingly recognised as an essential requirement in the digital age, the IRMS allows you to benefit from the shared knowledge and expertise of 1200 members, and stay one step ahead in this exciting and ever-changing sector.

Membership of the Society is open to all and its membership rates are deliberately designed to be accessible to all - with annual individual membership set at under £100 and Corporate Membership a modest £350. Students and retired professionals receive concessions on these fees.
You can find out more about the IRMS here: http://www.irms.org.uk or contact info@irms.org.uk if you're interested in finding out more about membership.

TFPL & Sue Hill
We are the global market leaders in recruitment to the Knowledge and Information Management Industry. Through our combined expertise we offer a seamless recruitment service across Information, Knowledge, Market Research, Insight, Analytics, Big Data, Records and Project & Programme Management.

We have placed over 8,000 professionals in the last 10 years

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Cyber Essentials Plus Certified

Consultants with over 50 years' experience in the industry

Our interim workforce has completed over 17,000 bookings in the last 10 years

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