

KNOWLEDGE & INFORMATION MANAGEMENT

SALARY SURVEY

2019



Sue Hill & TFPL Publish 2019 Salary Survey Results

Introduction

Welcome to the 2019 Knowledge & Information Management (KIM) Salary survey. The survey generated a huge amount of interest with almost 1,000 KIM professionals responding. We would like to say a huge thank you to CILIP and the IRMS for their support in promoting the survey – their views on the industry can be found later in this survey and are well worth a read.

Over the last two years, KIM has seen a number of significant changes and these have significantly impacted a number of key roles and sectors as a result. While the newspaper headlines have focussed on Brexit, the KIM sector has been focussed on the General Data Protection Regulation (GDPR). Whatever you may think of the GDPR, there can be little doubt that the new regulations have put a spotlight on what data organisations are collecting, why and how they are using it. This has thrown the role of knowledge and information management professionals into the spotlight too.

The GDPR is the result of the technological revolution that has transformed the way we generate and consume information. This will continue to shape the roles that are available and the skills needed by Knowledge and Information Management Professionals.

There are some key issues impacting on our sector including a headline issue of the “gender pay gap” which is of significant interest given the high number of female professionals working in the KIM space and we will be working with our clients and candidates to see how this can be addressed in line with our own commitment to equality and diversity.

New roles and opportunities have been emerging due to changes in GDPR legislation and also digitalisation which is having a significant impact on KIM as a whole. These are again highlighted in the results in each of the relevant sections which we hope you will find insightful when looking at your own organisation or role.

Some interesting key stats based on the survey’s respondent sample:

- 84% of the KIM workforce work full time
- 73% are female
- 57% have a Masters
- Average salary of £39,886

Of course, the average respondent in KIM doesn’t exist – reviewing the responses line by line and working with candidates and KIM teams every day we see an exciting and diverse array of roles and responsibilities depending on the sector, the size of the employer, the organisation’s data needs etc which mean things are changing.

However, the one thing that is common among the vast majority of KIM professionals we are fortunate enough to cross paths with is the passion and commitment in what they do. Their contribution is often unsung, and, in our opinion, it shouldn’t be!



- Steve Brennan, Director of Sue Hill Recruitment & TFPL

The full survey results, together with a number of blogs looking at key trends from the data collected will be available on www.suehill.com and www.tfpl.com.

CILIP & IRMS

Over the years both Sue Hill Recruitment and TFPL have worked closely with CILIP and IRMS and we are delighted that we were able to collaborate with them once again, on this year's Salary Survey.

Below are quotes from the Chair of IRMS Scott Sammons and the CEO of CILIP Nick Poole on their opinions of the results of the survey.

CILIP and IRMS have also written blogs further discussing their views and insights on the industry following the results of the survey. You can find both blogs on the Sue Hill and TFPL websites, www.suehill.com or www.tfpl.com.

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As a professional organisation serving the full spectrum of the knowledge and information management sector, the IRMS is delighted that this year's Salary Survey reflects a growth in the numbers and salaries of a wide range of roles in the wake of the GDPR.

This clearly shows an understanding that the skills required for data protection compliance extend far beyond those of a single DPO, and is recognition of the valuable contribution that information professionals make to their organisations.

We're pleased once again to be supporting the Sue Hill and TFPL Salary Survey, and look forward to sharing and digesting the results with our members. ”

-Scott Sammons, IRMS Chair



CILIP

Championing
information
professionals

“

Each year, the Sue Hill/TFPL salary survey provides a vital insight into the forces that shape the library, information and knowledge profession. This insight is vitally important to CILIP as we work with employers, practitioners and learning providers in more than 20 industry sectors to develop our overall workforce strategy.

There are many important themes emerging from this year's data. For example, we continue to see increased diversification of roles, with information professionals increasingly expected to know about issues like information governance, knowledge management and Data Protection. The findings around Local Authorities and public libraries confirm our experience that this sector in particular (along with school libraries) continue to bear the brunt of 8 years of austerity and cuts. CILIP has been proud to work with the team to promote the survey and we will actively be using it to inform our work with sector employers in the years ahead.

-Nick Poole, CILIP CEO

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Key Insights From The Survey

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

Gender Pay Gap

Women make up 73% of the Knowledge and Information Management workforce (based on our sample) and earn on average 20% less than men. The exception is women employed full time in the private sector who earn fractionally more than their male counterparts.

The difference in salary appears to start early in careers and applies to both full time (17.5% difference) and part time employees (36% difference). We tried removing the top 10% and bottom 10% of male and female salaries to see if that significantly reduced the gap – it didn't, suggesting that the issue is not the result of a small number of outliers. There appears to be a gap in lifestyle choices – 17% of female respondents work part-time compared with 6% of male respondents but as mentioned above, women are still paid almost a fifth less on average when working full time.

We don't believe this is right and, over the next year, will be looking to bring together employers who share our commitment to equal pay so we can better understand the causes of the problem and work together to address it.

GPG Overview

	Average	Full Time Average Salary	Part-time FTE Average Salary	Private Sector	Public Sector
Women	£37,799	£38,697	£31,455	£47,202	£34,262
Men	£45,531	£45,831	£42,819	£45,819	£44,249

The Impact Of GDPR

Although a growing awareness of the value of data in a "knowledge economy" has increased the profile of Knowledge and Information Management over the last five years, it is the General Data Protection Regulation (GDPR) and associated fines that has pushed Knowledge and Information Management onto the board room agenda for many organisations.

Over the last three years organisations of all types and sizes have been grappling with what the Regulation means for them and how they should implement it. Consequently, demand for people with the knowledge and skills to help organisations transition has been high and the average salary for Data Protection Officers in some sectors leaping an incredible 148% to £75,000 since our 2017 survey. With GDPR bedding in and companies increasingly comfortable about their responsibilities, we expect this hyper-wage inflation will stabilise.



One of the most significant pieces of legislation to hit the profession in years with significant rises in salaries associated in delivering results



Daniel Rose, Senior Consultant
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Academic Sector

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

The salaries in the table below combine the results of the 2019 Sue Hill and TFPL Recruitment Salary Survey and the insights of our experienced recruitment consultants.

While we have given indications of average, low and high salaries for all roles, as with any survey, a minority of KIM professionals may find the salaries don't reflect their experience. The scope of roles with the same job title varies considerably in this sector depending on factors such as the size of the organisation, team structure etc.

“ The most significant salary increases were seen for Data Protection Officer roles primarily due to the GDPR legislation coming into effect seeing typical salaries rising from £35,000 in 2017 to an average of £55,000 in 2019 a 57.5% increase. This seems to have stabilised in recent months but with it increases were also noted in Head of Knowledge roles and Conservation and Digitisation Officers.” ”



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Academic Sector			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archives Assistant	£22,000	£18,000	£23,000
Archivist	£31,500	£25,000	£39,000
Assistant Archivist	£32,000	£29,000	£34,000
Assistant Librarian	£29,000	£22,000	£35,000
Chief Knowledge Officer	£65,000	£55,000	£75,000
Conservation/Digitisation Officer	£27,500	£26,000	£30,000
Data Analyst	£38,000	£32,000	£42,000
Data Protection Officer	£55,000	£37,000	£72,000
Deputy Librarian	£53,000	£38,000	£81,000
Digital/Open Access Assistant	£25,000	£23,500	£27,000
Head / Director of Archives	£50,000	£43,500	£54,000
Head / Director of Information	£63,500	£50,000	£84,000
Head / Director of Records	£46,000	£42,000	£50,000
Head/ Director of Library & Information Services	£59,500	£32,500	£93,000
Information & Records Manager	£42,500	£40,000	£45,000
Information Assistant	£22,000	£19,000	£25,000
Information Governance Manager	£52,500	£31,000	£70,000
Information Officer	£32,000	£26,000	£39,500
Librarian- Subject / Liaison / Academic / Research	£33,000	£28,000	£35,000
Library Assistant	£22,000	£19,000	£25,500
Library Manager	£43,000	£35,000	£50,000
Records Manager	£37,000	£26,500	£49,000
Records Officer	£25,000	£23,000	£27,000
Researcher	£40,000	£28,000	£55,000
Senior Information Officer	£35,000	£33,000	£38,000
Senior Library Assistant	£28,500	£26,000	£31,000
Systems Librarian	£32,000	£24,000	£40,000

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Local Authorities & Public Libraries

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

The salaries in the table below combine the results of the 2019 Sue Hill and TFPL Recruitment Salary Survey and the insights of our experienced recruitment consultants.

There have been significant external influences in this particular sector with almost 130 public libraries having closed in the last year in Britain while an extra 3,000 volunteers have been brought in to run remaining services, as the decade's austerity pressures see local authorities continuing to apply swingeing cuts to budgets.

This has impacted on the availability of salaried, full-time roles within local authority libraries and a reduction in salaries and job opportunities in local authorities also.

Nick Poole, chief executive of Cilip, the library and information association, called the figures "a clear wake-up call" and called on the government to use the forthcoming 2019 spending review, announced by chancellor Philip Hammond in October 2018, to invest in libraries once more.

Key Sector Influencers*:

- Average decrease in annual salaries in Library and Records Management roles of around £3,000-£4,000 from 2017 to 2019 with the only area of increase in Information Governance attributable to the implementation of GDPR and the new challenges forced upon local authorities in dealing with this.
- Cipfa calculations show that 10,000 new volunteers have joined Britain's library service over the last three years, increasing from 41,402 in 2014-15 to 51,394 in 2017-18.
- There was a net loss of 127 public libraries in England, Wales and Scotland, while 712 full-time employees lost or left their jobs and volunteer numbers increased by 3,000, to 51,394.

*Stats taken from [theguardian.com/books/2018/dec/07/nearly-130-public-libraries-closed-across-britain-in-the-last-year](https://www.theguardian.com/books/2018/dec/07/nearly-130-public-libraries-closed-across-britain-in-the-last-year)

Local Authorities & Public Libraries			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archivist	£26,500	£21,000	£31,000
Assistant Librarian	£27,000	£25,000	£29,000
Deputy Librarian	£46,000	£37,000	£55,000
Head / Director of Archives	£53,500	£50,000	£56,000
Head / Director of Information	£67,000	£54,500	£83,000
Head/ Director of Library & Information Services	£53,500	£41,000	£63,000
Information & Records Manager	£45,000	£39,000	£50,000
Information Compliance Manager	£52,000	£45,000	£60,000
Information Governance Manager	£43,000	£29,000	£57,000
Information Manager	£40,000	£37,500	£42,000
Information Officer	£36,000	£22,000	£50,000
Librarian- Subject / Liaison / Academic / Research	£30,000	£22,000	£39,000
Library Assistant	£23,000	£17,000	£30,000
Library Manager	£32,000	£27,000	£37,000
Records Manager	£37,000	£29,000	£45,000
Records Officer	£30,000	£22,000	£40,000
Senior Library Assistant	£25,000	£20,500	£30,000
Systems Librarian	£37,000	£33,000	£41,000

While we have given indications of average, low and high salaries for all roles, as with any survey, a minority of KIM professionals may find the salaries don't reflect their experience. The scope of roles with the same job title varies considerably in this sector depending on factors such as the size of the organisation, team structure etc.

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Public Sector

Sue Hill/TFPL Recruitment Knowledge & Information Management Survey 2019

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Public sector			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archivist	£33,500	£29,000	£38,000
Assistant Librarian	£25,500	£23,000	£28,000
Data Protection Officer	£46,000	£26,802	£65,000
Head / Director of Archives	£60,000	£50,000	£72,000
Head / Director of Information / Records	£68,500	£55,000	£80,000
Information & Records Manager	£51,000	£37,000	£65,000
Information Assistant	£24,000	£20,000	£27,500
Information Governance Manager	£34,000	£26,500	£41,500
Information Manager	£51,000	£41,500	£60,000
Information Officer	£28,000	£22,000	£32,500
Librarian- Subject / Liaison / Academic / Research	£28,000	£23,000	£33,800
Library Assistant	£21,000	£17,000	£22,000
Library Manager	£35,000	£27,000	£46,000
Records Manager	£42,000	£28,500	£63,500
Records Officer	£31,000	£23,000	£39,000

“ The GDPR legislation coming into effect caused the most significant salary increases in this sector for Information and Records Management roles particularly in senior management salaries rising from an average of £37,500 in 2017 to an £51,000 in 2019; a 34.5% increase. Otherwise this sector remained relatively stagnant with a very slight decrease felt in Library roles ”



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Healthcare & NHS Sector

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

Members of the Library and Knowledge services team have an active role in the creation, capture, sharing and adoption of knowledge across the organisations they serve. Significant investment is being promoted through leadership in utilising technology as well as developing communities to enable widespread and accessible knowledge sharing of best practice.

“ This focus on leading the NHS and Healthcare sectors into the future has led to increases in salaries in Head of and Director roles with typical annual salaries rising around 12% from 2017 to 2019 ”

Ioanna Fytilopoulou - Associate Consultant
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Healthcare & NHS Sector

Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archivist	£41,500	£40,000	£43,000
Assistant Librarian	£29,500	£25,000	£34,000
Deputy Librarian	£40,000	£30,000	£50,000
Head / Director of Information	£70,000	£55,000	£85,000
Head / Director of Knowledge	£60,000	£50,000	£70,000
Information Officer	£33,500	£30,000	£37,000
Information Services Manager	£40,500	£35,000	£46,000
Knowledge Officer	£25,500	£22,000	£29,608
Librarian- Subject / Liaison / Academic / Research	£31,000	£29,000	£33,804
Library Assistant	£19,500	£17,500	£20,500
Library Manager	£39,000	£28,000	£50,000
Records Manager	£41,000	£32,000	£50,000
Records Officer	£24,500	£20,000	£29,000
Senior Library Assistant	£22,500	£20,000	£25,000
Systems Librarian	£38,500	£32,000	£45,000

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Third Sector & Not-for-Profits

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

One of the most pressing issues facing charities is how future immigration policy may affect their workforce and volunteers. And it appears these changes are already happening. Between June 2016 and June 2017, while the charity sector workforce grew as a whole, the number of European staff in the sector fell by 20%.

The charity sector receives funding direct from EU institutions so without a deal to continue this or replace it from national funds, charities will have a shortfall and will need to reduce services

At this point, charities should be reviewing their operations – especially people, funding and partnerships – and working out what would happen if the UK exits the EU with no transactional deal. For many charities the impact will be quite limited, for others it could be existential. If you would like to discuss any of the above issues affecting your sector please do not hesitate to contact me.

Third Sector & Not-for-Profits			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archives Assistant	£20,500	£19,000	£22,000
Archivist	£31,000	£28,000	£34,000
Assistant Librarian	£30,000	£22,000	£37,500
Data Analyst	£30,000	£26,500	£33,000
Data Protection Officer	£45,000	£35,000	£55,000
Head/ Director of Library & Information Services	£57,500	£54,000	£61,500
Information Analyst	£36,000	£35,000	£37,000
Information Compliance Manager	£58,000	£56,000	£60,000
Information Governance Manager	£47,000	£35,000	£59,000
Information Manager	£44,000	£42,000	£47,000
Information Officer	£31,000	£29,000	£34,000
Librarian- Subject / Liaison / Academic / Research	£28,000	£22,000	£35,000
Library Assistant	£21,000	£19,000	£23,000
Library Manager	£40,000	£33,000	£48,000
Records Assistant	£25,500	£22,000	£29,000
Records Manager	£40,000	£36,000	£45,000
Records Officer	£32,000	£27,000	£37,000
Senior Information Officer	£44,000	£40,000	£48,000
Systems Librarian	£47,500	£41,000	£54,000

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The Evolving Role Of Knowledge Managers

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

A number of new challenges facing Knowledge and Information Management professionals have crystallised over the last two years. Three of these challenges stand out.

Moral Maze

Organisations are becoming increasingly sophisticated at collecting, consolidating and using data. At the same time implementation of GDPR has changed the landscape about how data can be collected, stored and used. Many Knowledge Managers will find themselves at the intersection between these two factors, responsible for helping the organisation make the most of information and at the same time responsible for ensuring that data is used responsibly. The Facebook-Cambridge Analytica scandal dramatically raised public awareness of what individuals are sharing and their rights to control that data. The result is that Knowledge Management is increasingly in the spotlight and KIM teams' responsibilities are reaching further and further across their organisations.

Managing Volume

According to an article by Bernard Marr published on Forbes' website in 2018, 2.5 quintillion bytes of data are generated every day and 90% of the data in the world was generated in the last two years. There is no reason to think the volumes of data being generated will decrease - it has never been easier to generate, share or access information. For the same reason it is also as hard as it has ever been to manage it, identify relevant information or make sense of it.

Knowledge, Records and Information Management professionals have a vital role to play helping both individuals and organisations control and navigate this swamp of data. While the technology is evolving to help with this, many KIM professionals will find it increasingly important to maintain their training and keep track of best practice.

Communication

The scope of the KIM profession is expanding rapidly. As highlighted by the number of job titles in this survey the range of skills and responsibilities KIM professionals cover is broad.

With KIM teams often responsible for compliance, there is now an imperative for many teams to educate people across their organisation about their responsibilities with regard to data. At the same time there is an opportunity to raise awareness of the opportunities that the knowledge economy offers.

Irrespective of their role, KIM professionals need to communicate the value of what they do in terms that the organisation (or those funding them) can relate to.



“ More roles in Knowledge Management and Legal Information are being created and the breadth of experience required has made this a challenge in recruitment terms to identify versatile skill sets in a candidate short market place. ”

Lee Seymour, Associate Director TFPL KIM
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Financial Services Sector

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Since 2017 the only roles that have seen marginal increase in salaries is for Director and Head of roles perhaps indicating the expertise and strategic direction which is an ongoing focus to manage changes in the industry with regards to regulation, knowledge access, sharing and further digitisation.

Financial Services Sector			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archivist	£48,000	£41,000	£58,000
Data Protection Officer	£59,500	£57,000	£70,000
Head / Director of Records	£65,000	£85,000	£110,000
Head / Director of Research	£61,000	£48,000	£70,000
Information & Records Manager	£63,000	£38,000	£110,000
Information Manager	£50,000	£45,000	£54,000
Knowledge Manager	£55,000	£38,000	£82,000
Library Manager	£54,000	£48,000	£58,000
Market Analyst	£59,000	£53,500	£64,000
Records Assistant	£31,000	£28,000	£33,000
Records Manager	£43,000	£31,000	£55,000
Records Officer	£33,000	£28,500	£36,000
Research Manager	£58,000	£50,000	£66,000
Researcher	£43,000	£36,500	£49,000
Senior Information Officer	£47,000	£35,000	£69,000



Whilst salaries have not seen any real increase in this sector, we have as a team noticed an increase in the breadth of job opportunities across Knowledge Management and Systems orientated roles and more jobs being created particularly at 2nd jobber level.



Kathy Thistlewaite - Resourcer
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Legal Sector

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

This is one of the only sectors to see a marginal drop in average salaries with the exception of roles in Web/Content and Database Management. There has also been a change in more Knowledge and Legal Information roles being created and a decline in traditional Record Management opportunities.

Significant changes we have seen within this sector include a greater breadth of roles now emerging in Knowledge Management and Legal Information Management.

Legal Sector			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Archives Assistant	£28,000	£26,000	£31,000
Archivist	£64,000	£50,000	£70,000
Assistant Librarian	£40,000	£36,000	£41,000
Data Protection Officer	£117,500	£100,000	£125,000
Deputy Librarian	£56,500	£52,000	£62,500
Head / Director of Knowledge	£108,000	£60,000	£145,000
Head/ Director of Library & Information Services	£72,000	£36,000	£90,000
Information Assistant	£26,500	£20,000	£32,000
Information Manager	£43,000	£26,000	£80,000
Information Officer	£33,000	£17,500	£50,000
Information Services Manager	£53,000	£50,000	£54,000
Information/Research Analyst	£38,500	£35,000	£46,000
Knowledge Manager	£51,500	£34,500	£80,000
Knowledge Officer	£35,500	£19,000	£44,500
Librarian- Subject / Liaison / Academic / Research	£38,000	£18,500	£53,000
Library Assistant	£26,500	£24,000	£29,000
Library Manager	£48,000	£24,000	£69,000
Market & Insight Researcher/Analyst	£37,500	£32,000	£40,000
Records Manager	£45,000	£39,000	£50,000
Research Analyst	£55,750	£43,000	£70,000
Research Manager	£43,112	£21,660	£60,000
Researcher	£40,000	£33,500	£46,000
Senior Information Officer	£40,500	£32,000	£50,000
Senior Knowledge Manager	£62,500	£42,000	£80,000
Senior Library Assistant	£32,000	£29,000	£35,000
Web/Content/Database Manager	£41,500	£35,000	£48,000

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Professional Services

Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

Across the Private Sector KIM salaries have only really seen an increase in more senior positions such as Head of Knowledge/Information since 2017.

“ Influencing and relationship building skills have never been more important as KIM teams seek to increase their scope of responsibilities and visibility across the organisation. ”



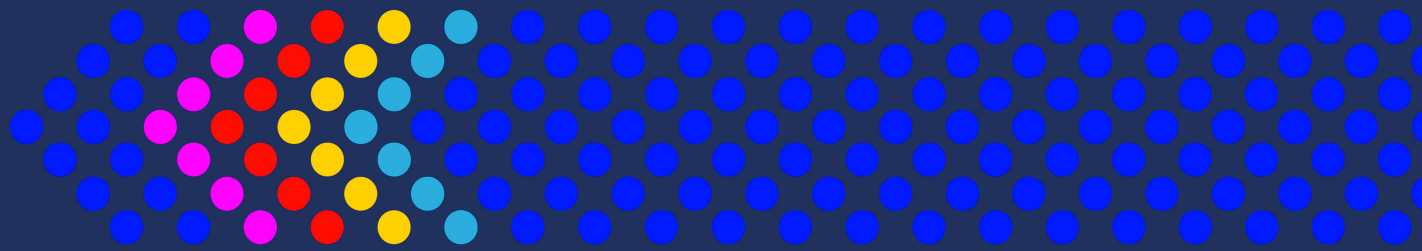
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Professional Services			
Job Title	Average of Current Salary:	Min of Current Salary:	Max of Current Salary:
Assistant Librarian	£32,000	£25,000	£35,000
Data Analyst	£31,000	£28,000	£34,000
Head / Director of Information	£83,500	£80,000	£87,000
Head / Director of Knowledge	£140,000	£120,000	£160,000
Head / Director of Research	£76,500	£57,500	£100,000
Head/ Director of Library & Information Services	£55,000	£50,000	£59,500
Information Manager	£46,000	£44,000	£48,000
Information Officer	£28,000	£28,000	£28,000
Information Services Manager	£49,500	£39,500	£71,500
Information/Research Analyst	£36,000	£33,500	£40,000
Knowledge Manager	£48,000	£37,000	£62,000
Knowledge Officer	£39,000	£30,000	£58,000
Librarian- Subject / Liaison / Academic / Research	£30,500	£27,000	£34,000
Library / Information Assistant	£25,500	£23,500	£27,000
Library Manager	£31,000	£27,000	£37,000
Market & Insight Researcher/Analyst	£45,000	£39,000	£50,000
Records Assistant	£29,000	£28,000	£30,000
Records Manager	£50,000	£45,000	£55,000
Research Manager	£70,000	£65,000	£90,000
Senior Knowledge Manager	£66,500	£62,000	£74,000
Web/Content/Database Assistant	£28,000	£25,000	£29,500

The salaries in the table below combine the results of the 2019 Sue Hill and TFPL Recruitment Salary Survey and the insights of our experienced recruitment consultants.

While we have given indications of average, low and high salaries for all roles, as with any survey, a minority of KIM professionals may find the salaries don't reflect their experience. The scope of roles with the same job title varies considerably in this sector depending on factors such as the size of the organisation, team structure etc.

The full survey results, together with a number of blogs looking at key trends from the data collected will be available on www.suehill.com and www.tfpl.com



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