

**SALARIES &
EMPLOYMENT
TRENDS OF
THE GCC
MARKET**

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OFFICE SUPPORT
LEGAL/OIL & GAS

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INTRODUCTION



Chris Greaves, Managing Director, Hays Gulf Region

Welcome to the Hays 2020 Salary and Employment Report for the GCC region. Now in its sixth year of publication the findings in this report are the result of a record number of contributions; over 6,800 of our clients and candidates were good enough to complete detailed questionnaires which told of their experiences in 2019 and set out their expectations for 2020.

I must stress that we at Hays have not tried to second-guess this information – what you read in the following pages is, verbatim, what has been reported to us.

So, what's happening in the world of employment in the GCC as we enter 2020?

Inevitably there is a continuation of trends we have observed in the previous reports, along with some new, or newly observed, developments.

If we start with a continuation of trends two things stand out.

Firstly, our data once again suggests that annual, company-wide salary increases which embrace everyone in the company are not at all common. Fifty-four per cent of our employee respondents reported being on the same salary in November 2019 as they were on in January 2019, 41% reported an increase in salary during the year, and 5% said their salary had actually reduced over the year.

When looking at the reasons for increases of the 41%, the biggest single reason given was moving jobs. So, beware people telling you "Salaries are set to increase in the UAE by 5% in 2020", this could lead to unrealistic expectations.

Secondly, attrition levels continue to nudge 30% and the single biggest reason given by our employee respondents for changing jobs in 2019 was 'career development'. Employees are clearly becoming more intent on gains beyond just salary, not least ways to fulfil their longer-term career aspirations and develop the skills required to remain employable in the future world of work.

The one thing we can then say to employers is that if you are not increasing the pay of your staff and not developing them either, then you are guaranteed to lose your top performers. And as a word of warning on this point 55% of our employee respondents said they saw no room for progression in their current role.

Looking at what's new, or newly measured this year, the obvious highlights are as follows. With over 1,000 combined employer and employee responses from Saudi Arabia we have enough data to form a Kingdom-wide view, and to observe any differences with the rest of the GCC, particularly the UAE.

A slightly larger proportion of the Saudi workforce saw a salary increase in 2019 compared to the UAE, 45% compared to 40%, and they are more bullish about salary prospects in 2020 (+6% compared to UAE). Regrettably the Saudi workforce feels similarly un-invested in terms of career management with 52% seeing no room for personal development in their current role compared to 56% in the UAE. This really is unforgivable given the scale at which many organisations are growing in KSA and the plethora of Saudi Vision 2030 projects which require talented staff at all levels.

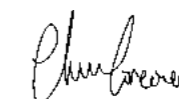
It's also worth noting that 90% of employer respondents in KSA forecast skills shortages in 2020 compared to 75% in the UAE. Both are large numbers and keeping hold of existing staff should be a top HR priority for companies in both countries.

A second noticeable development in the last twelve months has been the ongoing growth of the contractor market, our own contractor numbers have more than doubled over the last year. Nearly one quarter of employer respondents said they were considering hiring contractors in 2020 and although this is similar to the previous two years what we have seen operationally is that this is no longer purely within the domain of Information Technology. We have seen increased demand for contractors in Sales, Finance, General Management, Office Support and HR/Recruitment. Contracting is becoming more mainstream as margin-aware companies try and perfectly align headcount with workload.

Looking ahead, given the nature of the region and the people that are attracted to live and work here, it's not surprising that there's a lot of positivity when looking at 2020. Sixty-seven per cent of Saudi employers and 60% of UAE employers expect their companies fortunes to improve over the twelve months, with 56% of Saudi employers increasing headcount compared to 51% in the UAE.

Let's hope for all our sakes that this comes to pass.

Many thanks to everyone who contributed to this year's report, it's the biggest and best yet.



Chris Greaves
Managing Director, Hays Gulf Region

SURVEY RESULTS EMPLOYEES & EMPLOYERS

The hiring market was steady in 2019 with largely the same number of jobs available as in 2018. The first half of the year was relatively quiet, with business activity slowing during Ramadan and summer. After this period however, the market really picked up. October was one of our busiest months on record for hiring opportunities available in the region and there was much activity right up until the end of the year.

The Technology and Digital sector continues as one of the busiest areas of hiring in the market. This is owing to ongoing digitisation efforts by organisations across all industry sectors who are investing heavily in technology in order to catch up with the competition and compete on a global scale. Various events and initiatives in the GCC, such as Expo 2020, Smart Dubai 2021 and Saudi Vision 2030, to name just a few, also continue to drive focus on technology in an effort to establish the region as one of the future world leaders in technology and innovation.

Contracting and the hiring of workers on a temporary basis is becoming increasingly attractive to employers within the GCC. In 2019 we saw an increase in the number of jobs available to IT contractors – technical specialists hired for their niche expertise as per project requirements and who are let go once all deliverables have been met. Similarly, many businesses hired skilled Finance professionals on a temporary basis to assist with reporting and accounting tasks in the run up to year-end deadlines. Many Sales Managers and Country Managers were employed on short-term contracts by organisations starting up in the region, who want to test the market to identify if there is a demand for their products/services. Temporary Personal Assistants (PAs) and Administrators were also hired by an increasing number of organisations for covering permanent staff while on leave. Demand for all of these roles has been across sector and we anticipate this trend to increase throughout 2020.

Regionally our Emiratisation team, who deals with the recruitment of UAE Nationals, was busy in 2019. Following implementation of policies set by the government, we saw a slight uplift year-on-year in the number of private sector organisations hiring Emiratis in the region. Within the non-private sector in Abu Dhabi, the restructuring of government entity reporting lines – split between The Department of Finance and Abu Dhabi Development Holding Company, also saw an increase in the number of jobs available to UAE Nationals. Many of these roles were in relation to IT and technology thanks to the growing focus on innovation in the region as mentioned above.

Saudi Arabia has presented a growing number of opportunities over the past 12 months and we expect this to increase exponentially over the coming year. In line with Saudi Vision 2030 and the Government's aim to be a leading nation in all aspects, impetus is growing in the Kingdom and a number of business opportunities are opening up. To date, the busiest areas of hiring have been within government sector entities. Mega projects and initiatives including NEOM, Qiddiya, Amaala and The Red Sea Project (to name just a few) have presented a large number of jobs in the Construction and Property sector and these are already having a knock on effect with job numbers across a range of industries including Entertainments, Hospitality, Education, Medical and IT. We expect business activity and job numbers to increase in Saudi Arabia over the next year and beyond, with growing opportunities available across all industries and within both public and private sector organisations.

With all this in mind, the outlook for the GCC hiring market in 2020 is optimistic. Two thirds of employers expect to hire additional staff in the next 12 months and a significant 64% of working professionals feel positive about their career prospects.

“ The outlook for the GCC hiring market in 2020 is optimistic. Two thirds of employers expect to hire additional staff in the next 12 months and a significant 64% of working professionals feel positive about their career prospects. ”

Salaries

Like hiring activity, salaries were relatively steady year-on-year with more than half of our employee respondents salaries (54%) remaining the same in 2019 compared to 2018, 41% increasing and 5% decreasing.

The most common change was an increase of up to 5%, slightly down on the average 5-10% uplift in 2018 but with more increases of over 15%.

Once again, individual performance related pay rises were more common than company-wide pay increases in 2019. This is most likely down to employee engagement strategies, with organisations recognising and rewarding their top performers. In many cases, this approach also saves organisations money by upping the pay for only a select number of employees rather than the workforce at large.

Looking ahead, employee and employer expectations surrounding salaries are largely aligned with 59% of working professionals and 66% of organisations anticipating pay increases in 2020.

Skills

As ever, there exists a vast supply of available talent in the region thanks to the tax-free salaries on offer. However, highly skilled and experienced professionals are less readily available than more junior candidates and are often more difficult for businesses to source. This is evident from the 42% of employers who expect to encounter a 'shortage of suitable candidates' when recruiting staff in 2020. Securing top talent is becoming dependent on a number of attraction factors, not just pay which has been historically the most significant pull factor. While salary is important, career development offerings are of growing precedence to working professionals in the region – this was the number one reason why nearly one third moved to a new employer in 2019 and worryingly, more than half (55%) of professionals feel there is no scope for career progression at their current organisation. 'Child education allowances' and 'Flexible working' also rank as the two most important benefits for professionals when considering a new role and employers should bear these in mind as part of their employee attraction and retention strategies.

From an employee perspective, competition for jobs in the GCC is fierce. Employers look for professionals who are industry qualified, have past work experience, knowledge of the local market and who have the skills and expertise to add value from day one of their employment. Our advice to job seekers in the market is to invest in upskilling at every opportunity, build their industry expertise, develop experience in the local market and always look for ways to demonstrate how they can deliver results.

ABOUT THIS REPORT

The Hays GCC Salary & Employment Report is an annual in-depth analysis of the hiring market and employee salaries within the Gulf Corporation Council (GCC) region. This is the sixth and largest edition produced. In this report we explore the following job categories: Accountancy & Finance, Construction, Property & Engineering, Human Resources, Marketing & Digital Marketing, Office Support, Procurement, Logistics & Supply Chain, Sales and Technology & Digital

This unique report takes a detailed look at salary and hiring trends in 2019 and employee and employer expectations for 2020. We compiled this report by surveying employees and employers registered with Hays, who are currently working or operating across the GCC region. This report can be used as a tool to propel your own career or shape the future of your business.

Methodology

This guide has been compiled using data gathered in Q4 2019 from over 5,900 employees and 850 employers from organisations of all sizes throughout the GCC. We have also used job listings, job offers and candidate registrations with Hays GCC to verify the survey results and give a rounded and detailed analysis of salaries and the employment market.

Thank you

We would like to express our gratitude to all individuals who provided valuable insight and participated in the collection of data for this year's guide.

REGIONAL SNAPSHOT THE UAE & SAUDI ARABIA

EMPLOYER SURVEY RESULTS

90%

of employers anticipate a skills shortage in 2020

22%

of employers anticipate an IT/Technology skills shortage in 2020

Staff retention is the greatest HR challenge facing Saudi Arabia employers

67%

of employers expect their organisations activity to increase in 2020

42%

of employers anticipate a Leadership skills shortage in 2020

56%

of employers expect to hire additional staff in 2020

EMPLOYEE SURVEY RESULTS

68%

of employees feel positive about their career prospects for 2020

63%

of employees expect a pay rise in 2020

45%

of employees' salaries increased in 2019, most commonly by 5-10%

'Salary' is the single biggest factor keeping Saudi Arabia employees with their current employer

52%

of employees feel that there is no scope to progress in their career within their organisation

EMPLOYER SURVEY RESULTS

75%

of employers anticipate a skills shortage in 2020

60%

of employers expect their organisations activity to increase in 2020

Employee engagement is the greatest HR challenge facing UAE employers

51%

of employers expect to hire additional staff in 2020

25%

of employers anticipate a Leadership skills shortage in 2020

11%

of employers anticipate an IT/Technology skills shortage in 2020

EMPLOYEE SURVEY RESULTS

63%

of employees feel positive about their career prospects for 2020

57%

of employees expect a pay rise in 2020

"I am happy in my role" is the single biggest factor keeping UAE employees with their current employer

40%

of employees' salaries increased in 2019, most commonly by less than 5%

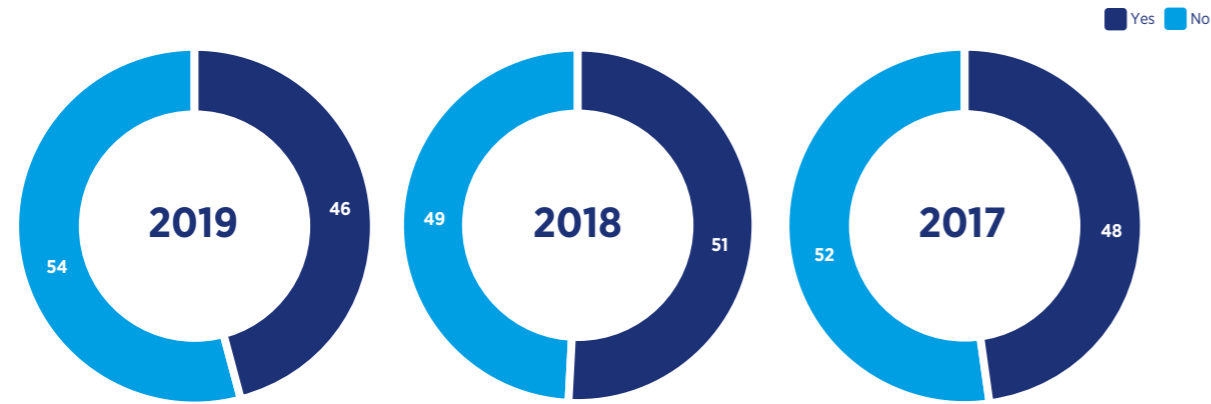
56%

of employees feel that there is no scope to progress in their career within their organisation

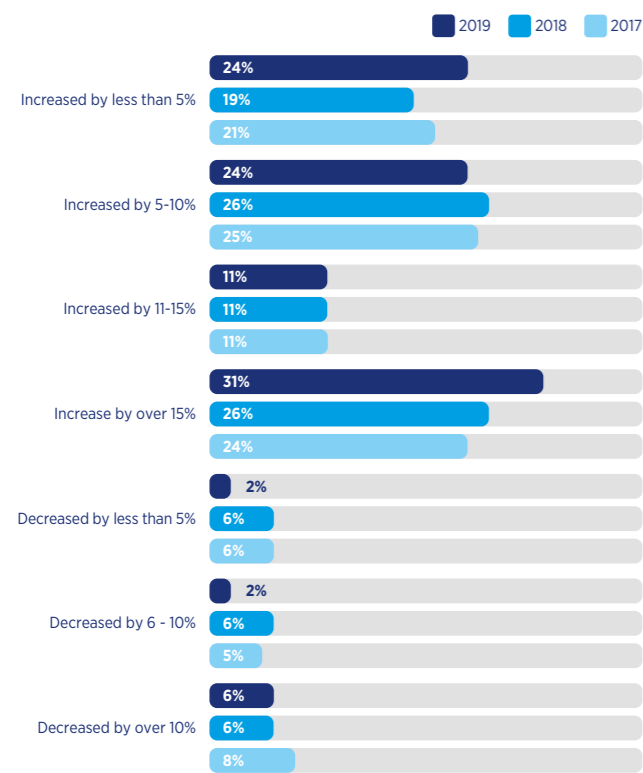
EMPLOYEE SURVEY RESULTS

Salary

Did your salary change (increase or decrease) this year compared to last? (%)



If answered yes, by what percentage did your salary change?

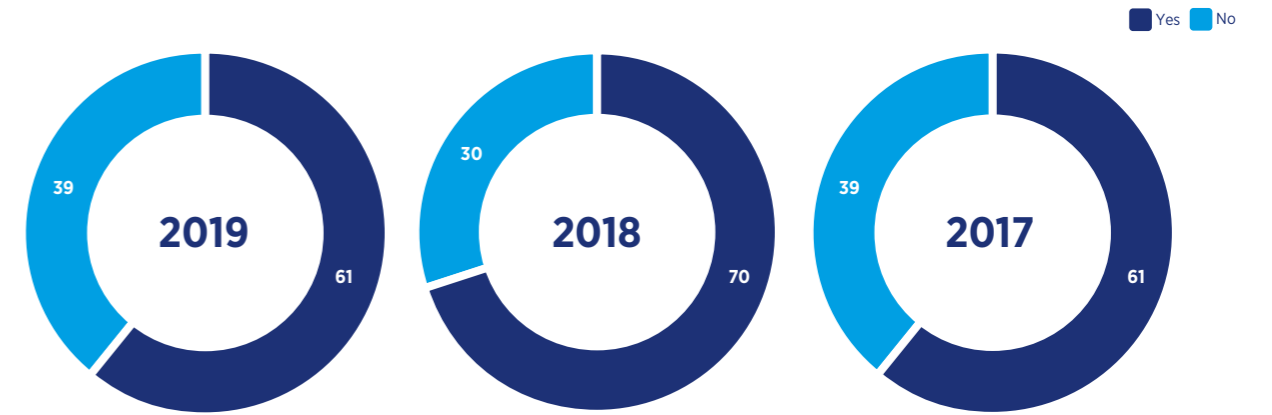


If answered yes, what was your salary change a result of?

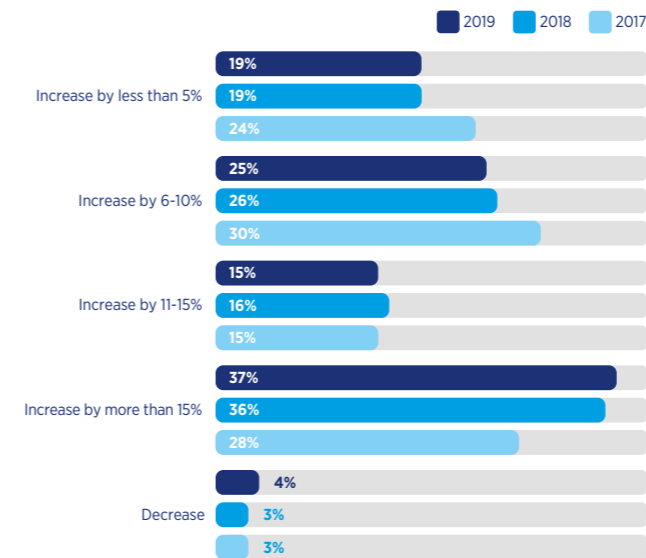


“Salaries were relatively steady year-on-year with more than half (54%) remaining the same in 2019 compared to 2018.”

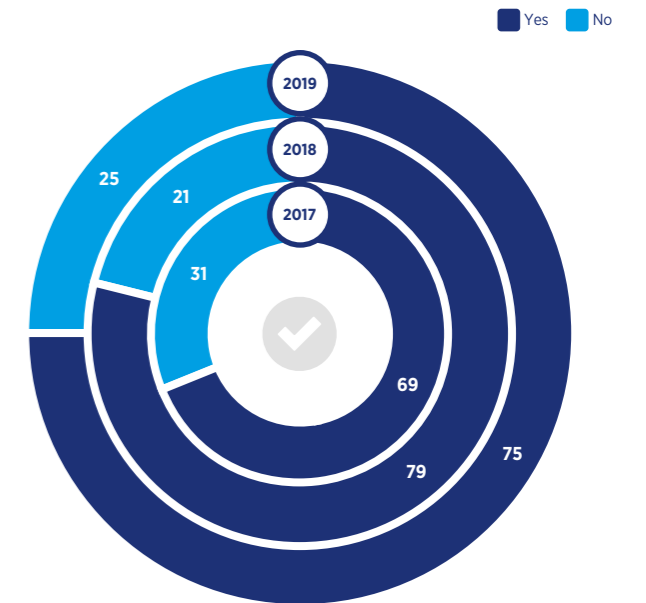
Do you realistically expect your current salary to change in the next 12 months? (%)



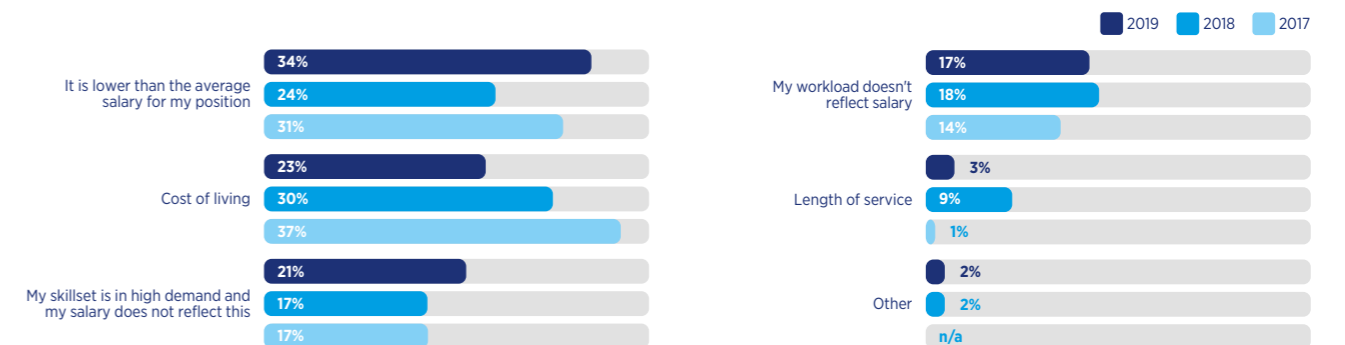
If answered yes, by how much do you realistically expect your salary to change?



Are you happy with this expected salary change? (%)



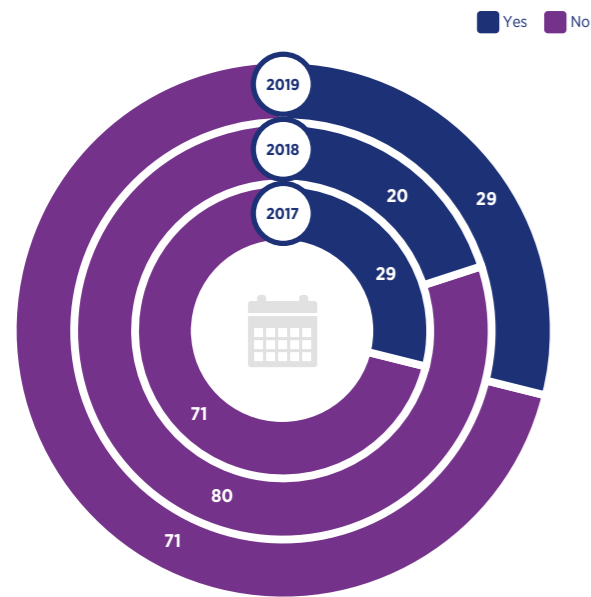
If answered no, what is the reason?



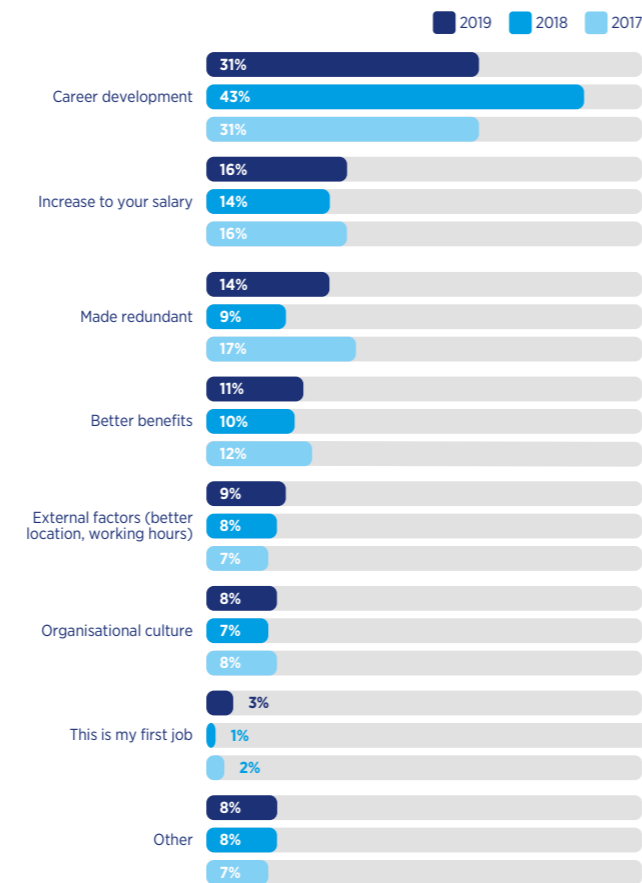
EMPLOYEE SURVEY RESULTS

Career

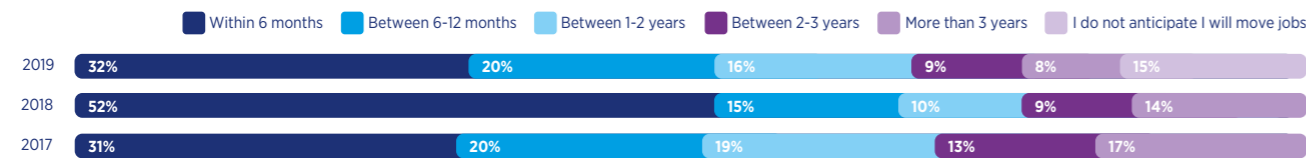
Did you start a new job with a new organisation this year? (%)



If answered yes, what made you move to a new organisation?



When do you anticipate you will next move to a new job with a new organisation?



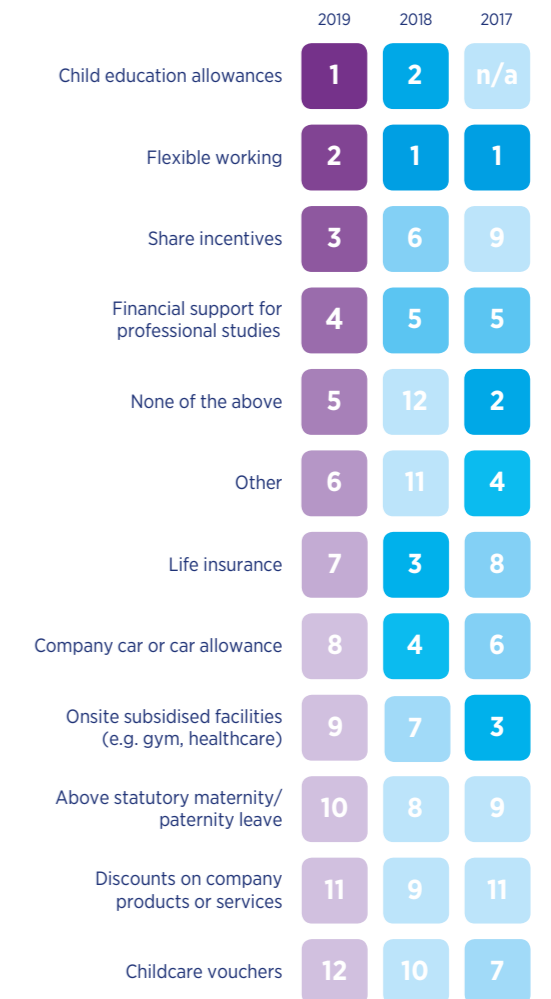
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



When it comes to benefits, which is the most important to you when considering a new role?



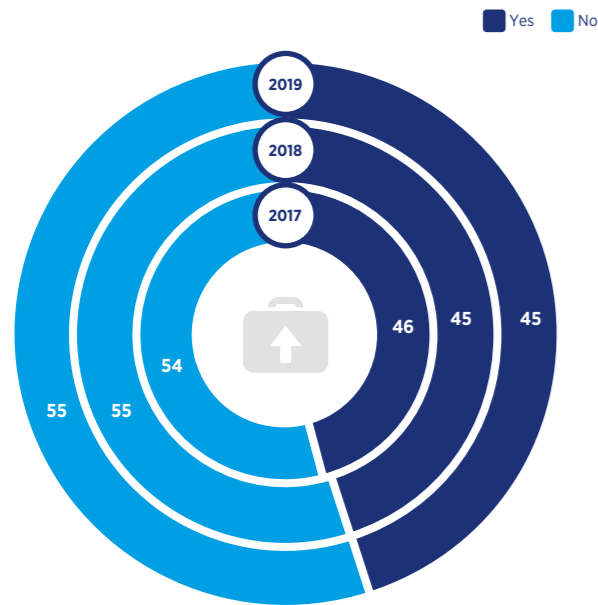
EMPLOYEE SURVEY RESULTS

Career

How do you feel about your career prospects for the next 12 months?



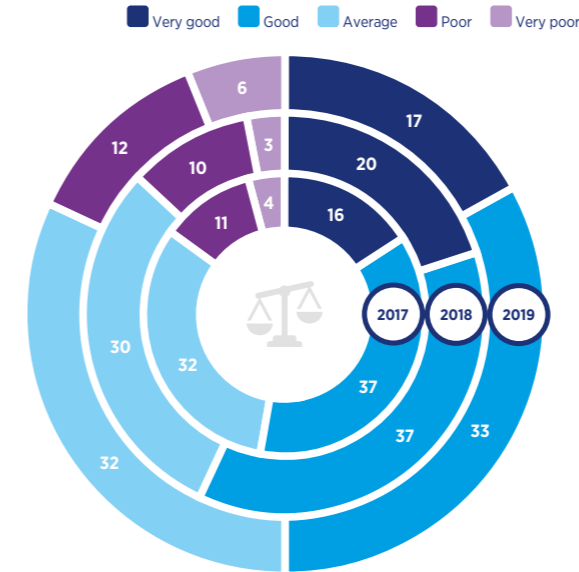
Do you feel that there is scope for career progression within your organisation? (%)



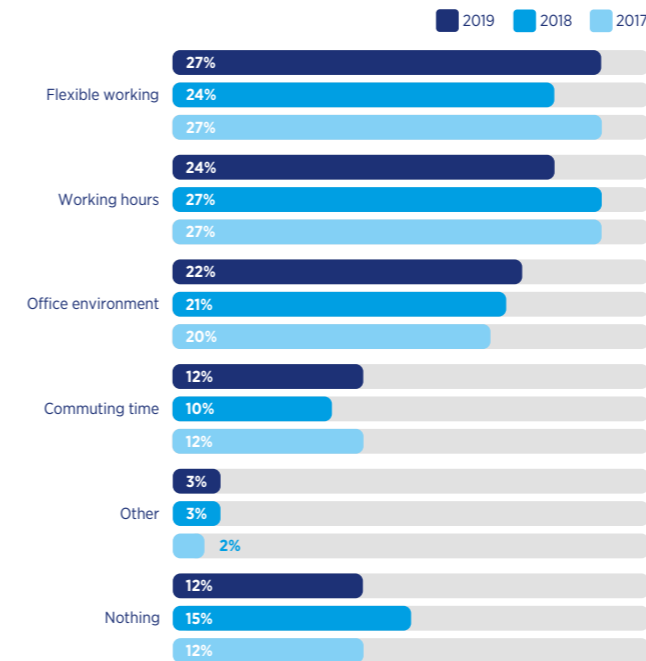
“While salary is important, career development offerings are of growing precedence to working professionals in the region.”

Work-life balance

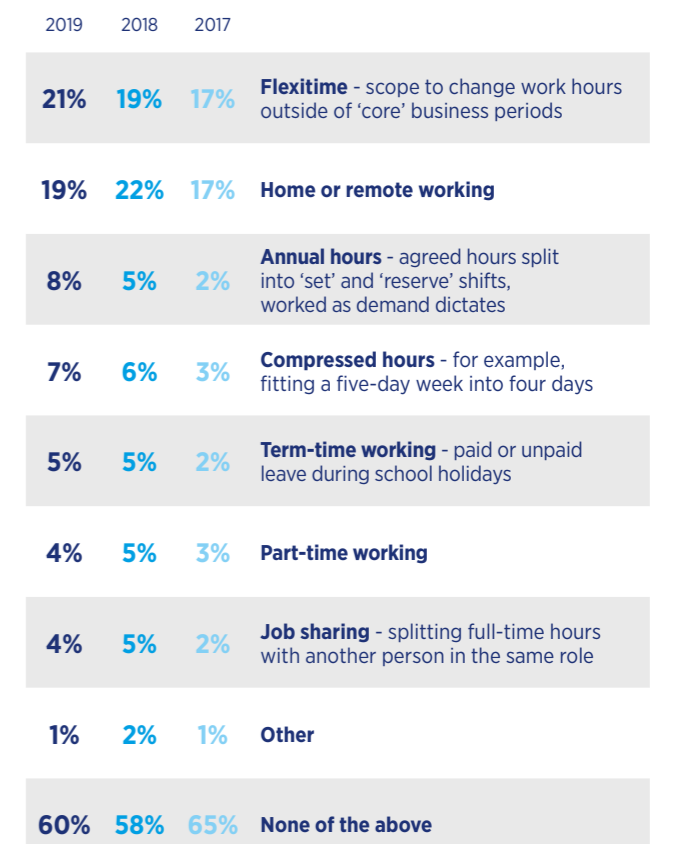
How would you rate your work-life balance? (%)



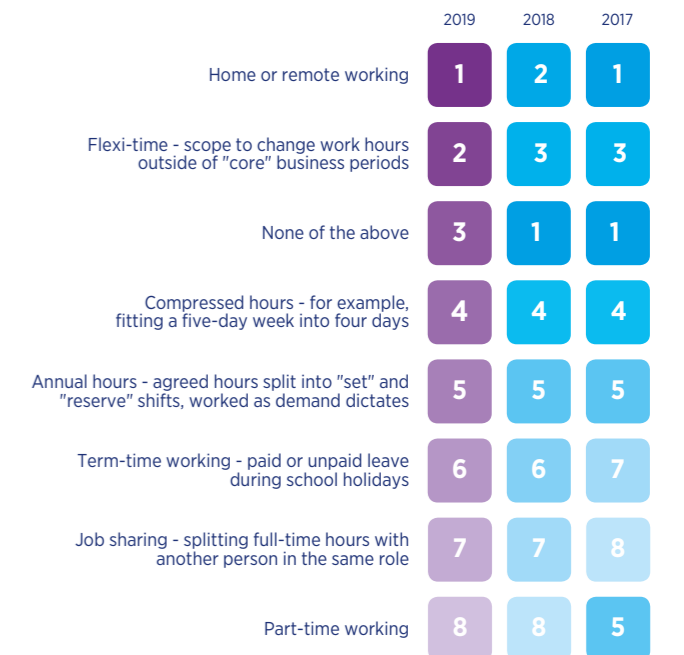
Which of the following would you ideally change to improve your work-life balance?



Do you currently use any of the following flexible working options?



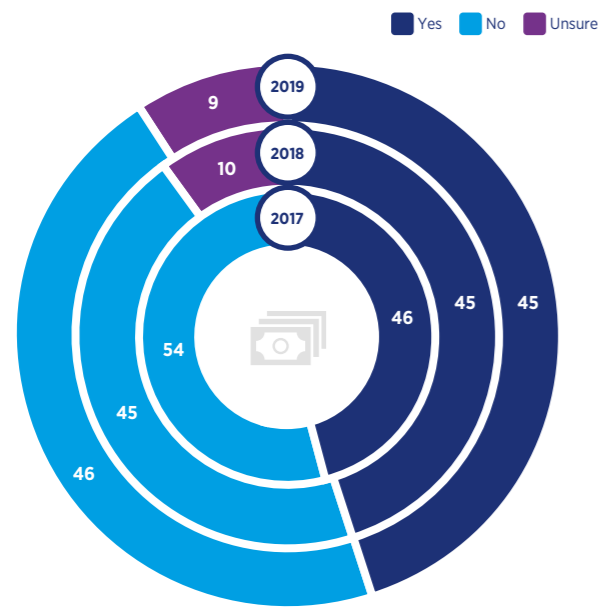
Which of the following flexible working options (if any) is the most important to you when considering a new role?



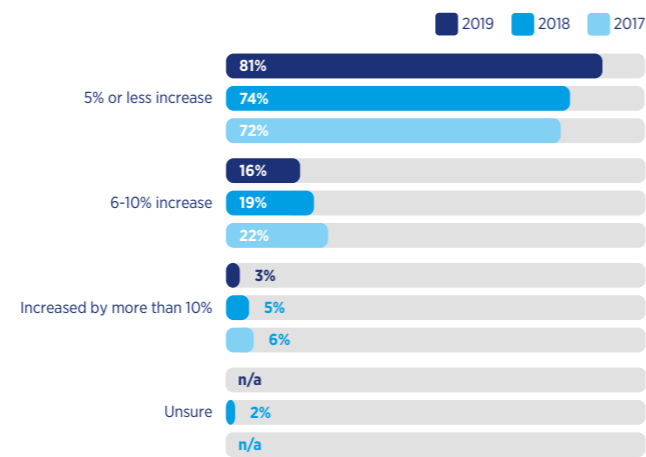
EMPLOYER SURVEY RESULTS

Salary

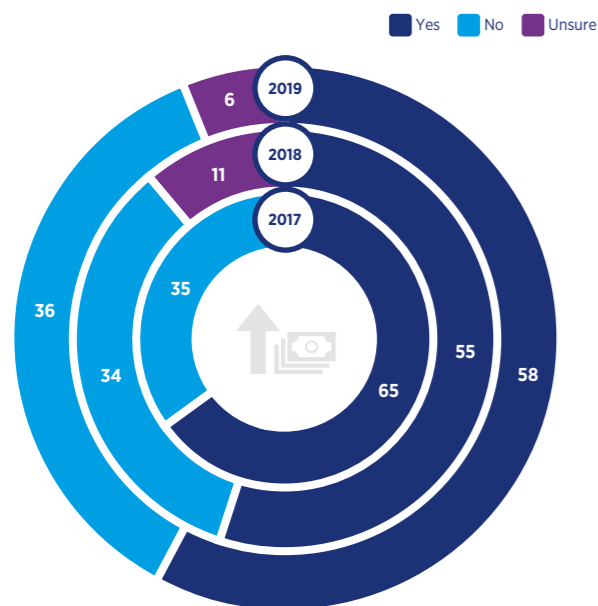
Did your organisation offer a company-wide pay increase this year? (%)



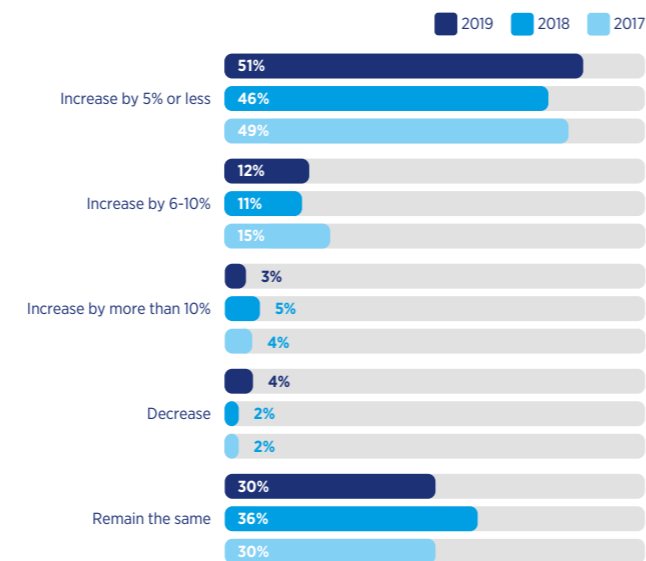
If answered yes, by what percentage did salaries increase by?



If answered no, did your organisation offer a pay increase to individual high performers? (%)

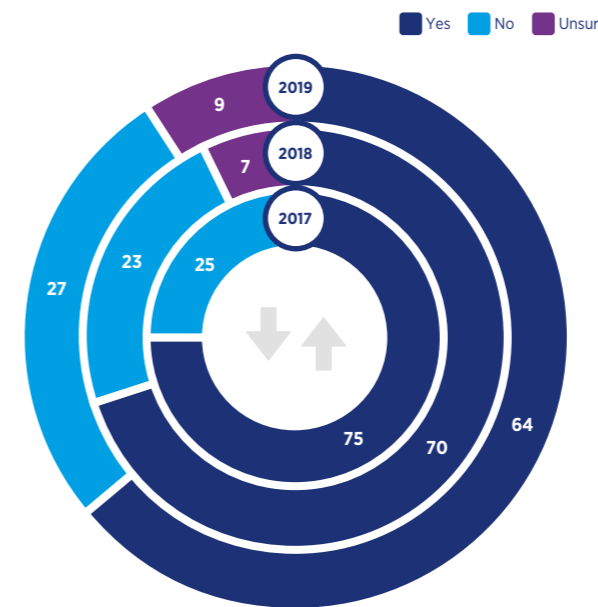


By how much do you expect salaries within your organisation to change in the next year?

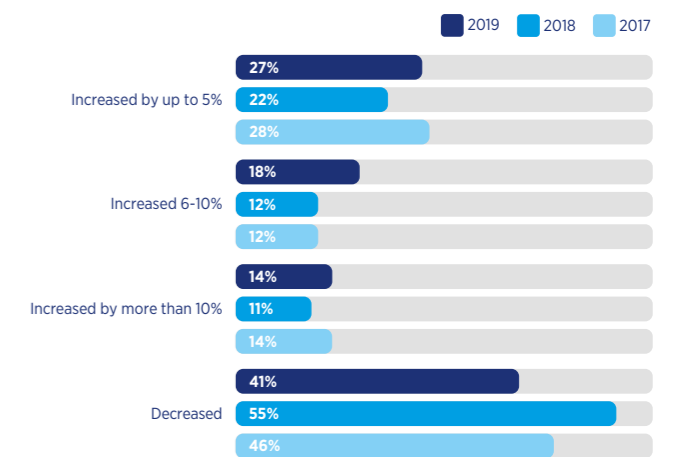


Headcount

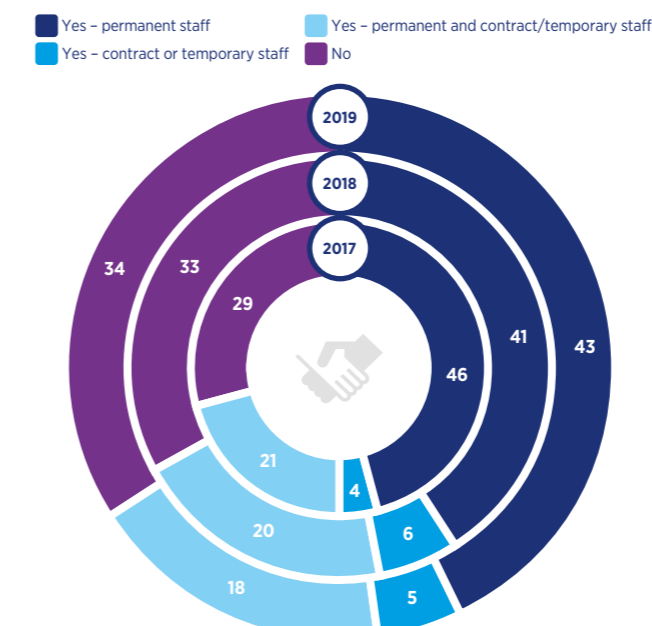
Did your organisation experience a change to staffing levels this year compared to last year? (%)



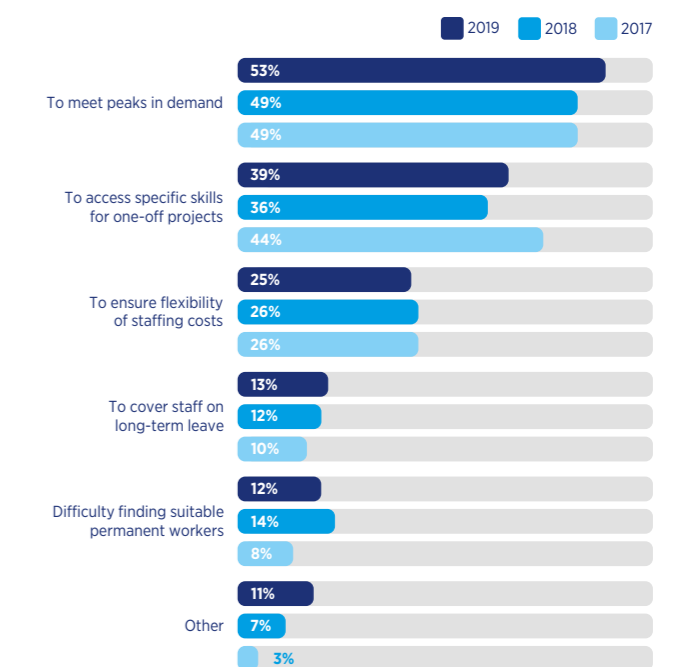
If staffing levels did change, by how much was this?



Are you planning on recruiting additional staff in the next year? (%)



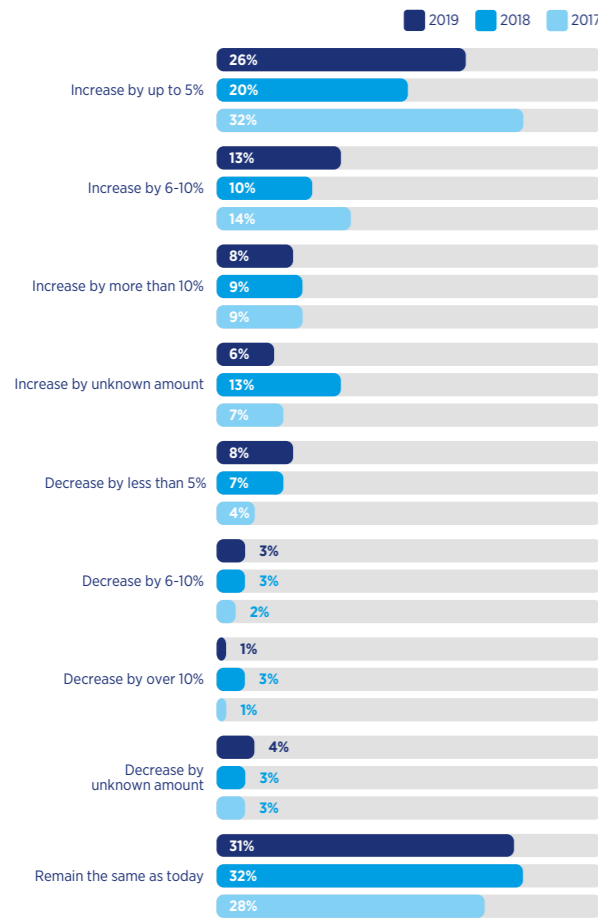
If you expect to recruit contract/temporary staff in the next 12 months, what are the reasons?



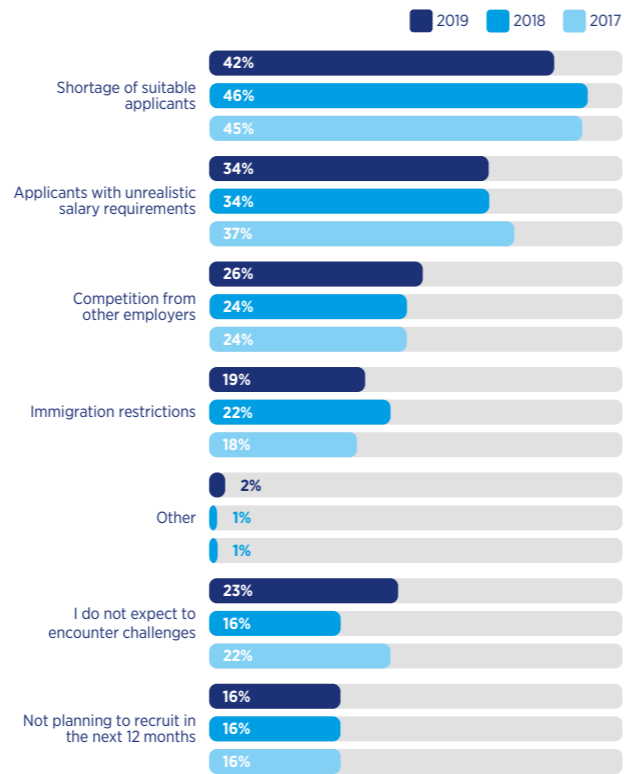
EMPLOYER SURVEY RESULTS

Headcount

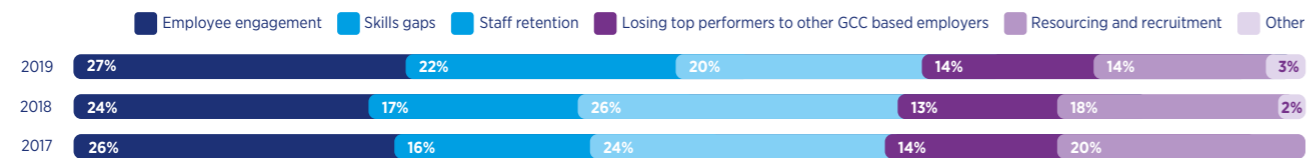
By how much do you expect headcount within your organisation to change in the next year?



Do you expect to encounter any of the following challenges when recruiting staff in the next 12 months?



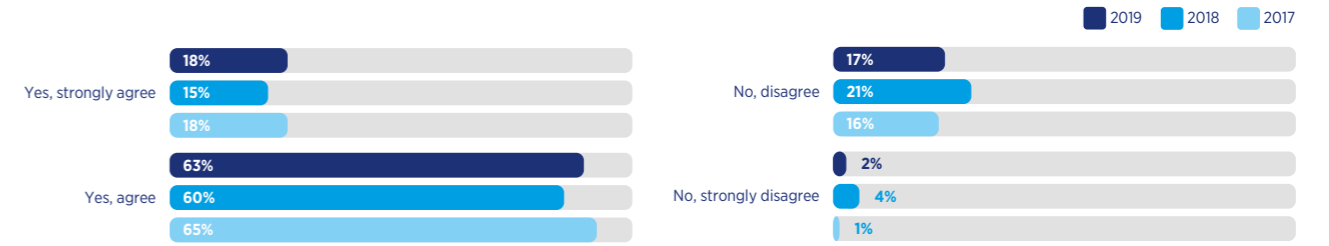
Which HR area do you expect will be the most challenging for your organisation in the next 12 months?



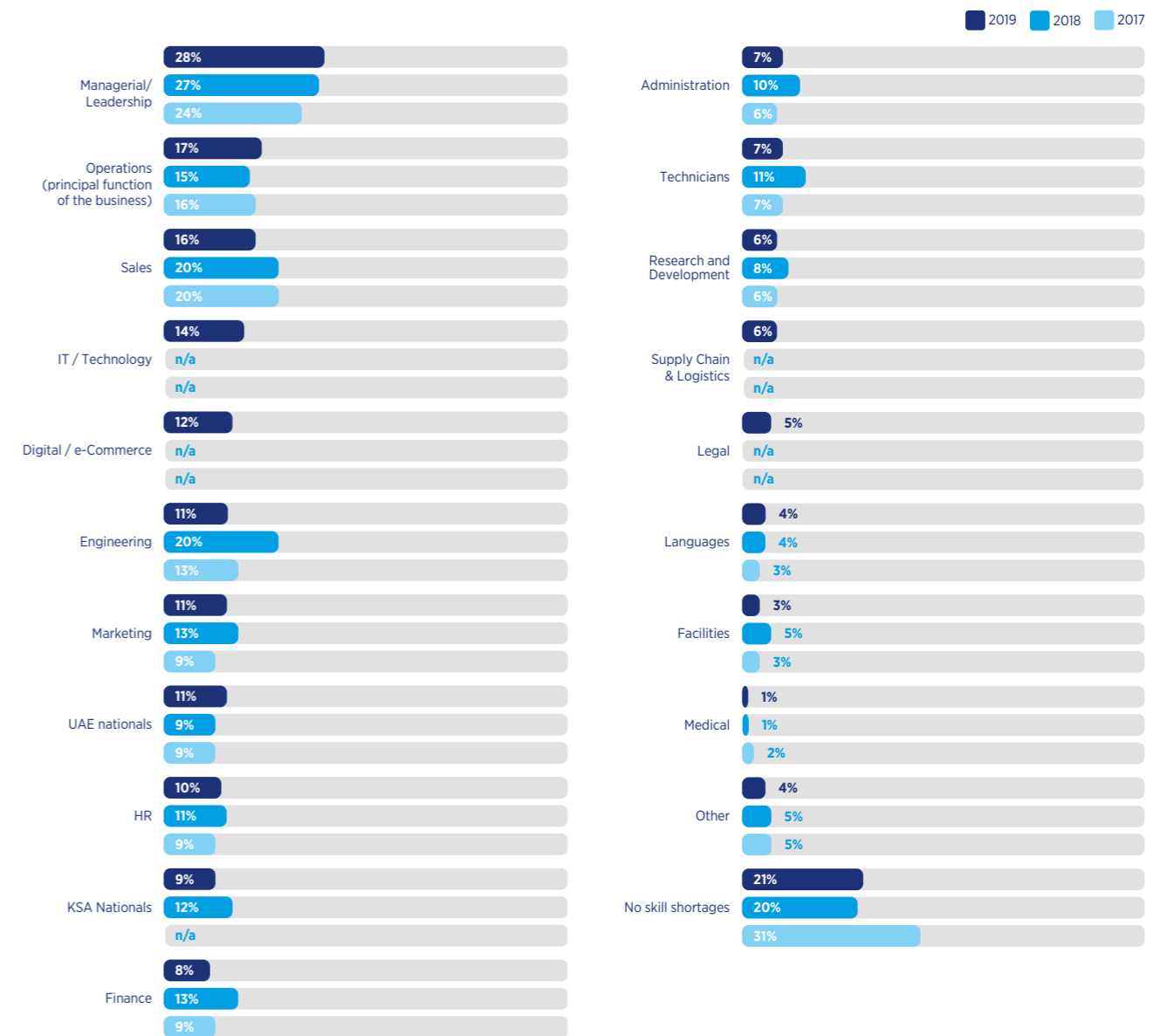
“Highly skilled and experienced professionals are less readily available [in the region] than more junior candidates.”

Skills

Do you think your organisation has the talent needed to achieve its objectives for the next year?



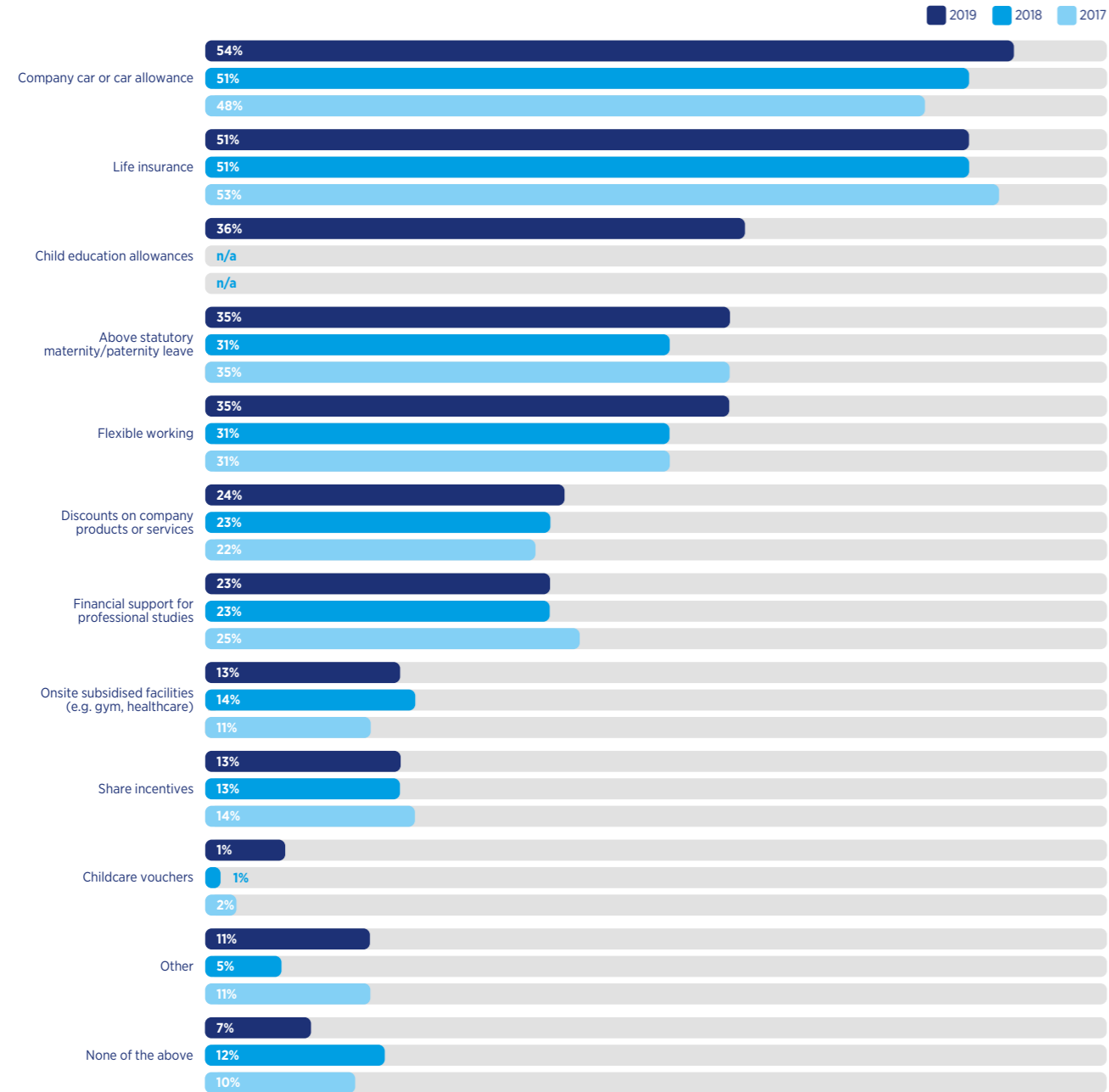
What skills shortages do you expect to experience in the next 12 months?



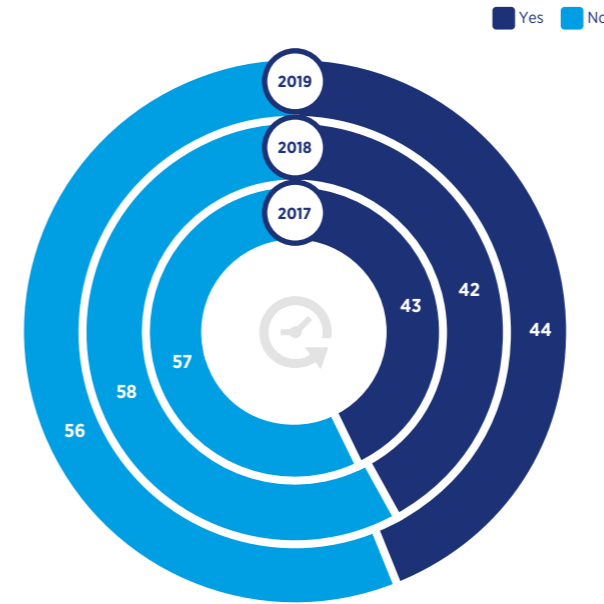
EMPLOYER SURVEY RESULTS

Employment contract

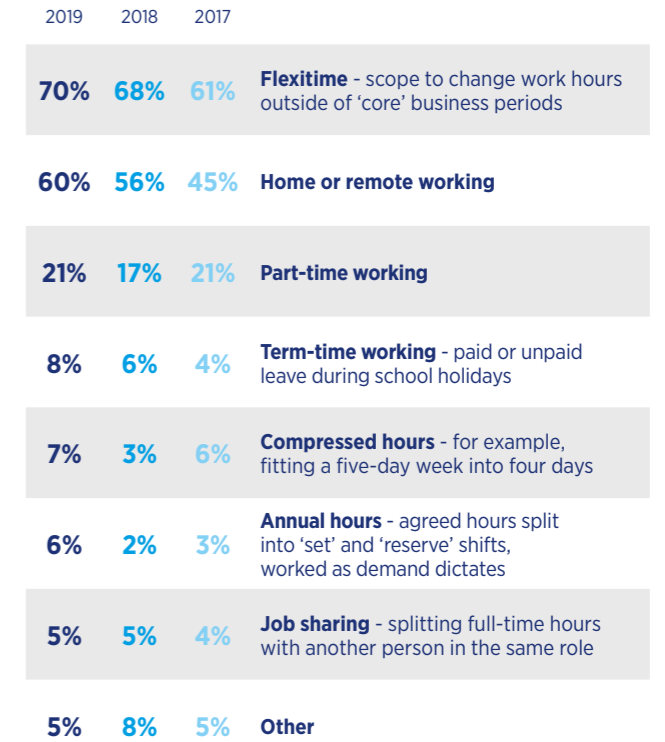
Which of the following benefits does your organisation offer employees as part of a standard employment package?



Is flexible working available in your organisation? (%)

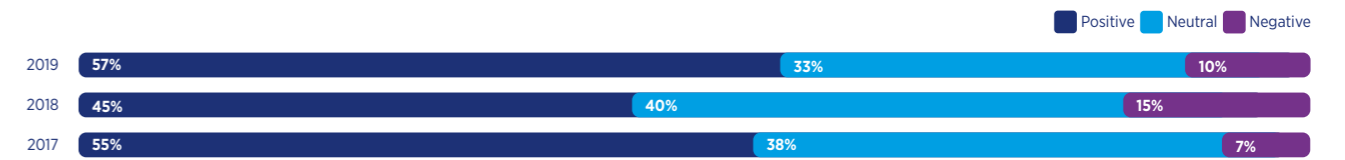


If answered yes, which of the following flexible working options does your organisation offer?



Business outlook

How would you describe the outlook for your business in the next year?



In the next 12 months, do you expect your organisation's activity to increase, remain the same or decrease?





SALARY GUIDE

Insights, survey findings & salary brackets

ACCOUNTANCY & FINANCE

The hiring market for the Accountancy & Finance profession remained stable year-on-year in 2019, with the same number of jobs available as in 2018. The first half of the year was quieter than the second, with an uplift in hiring activity after Ramadan and the summer months.

General sentiment is that there is growing confidence and opportunity in the market as evident from the demand for Accountancy & Finance professionals across a broad range of industries. The busiest areas for hiring in 2019 were Legal, Financial Services, Insurance and Education sectors. Added demand also came from the Manufacturing and Logistics industry thanks to increasingly established import/export trades in the region from non-oil revenue streams. Moreover, the stabilisation of energy prices has increased demand for Accountancy & Finance professionals within the Oil & Gas and Engineering sectors.

In contrast to these busy areas, Retail and FMCG industries have been quieter in terms of hiring activity. We have noticed many organisations within these to have already established finance departments who require no additional resource.

Overall the outlook for 2020 is positive, with 67% of Accountancy & Finance professionals feeling optimistic about their career prospects. We anticipate demand to continue across a range of industry sectors much as it has over the past few months.

Salaries

The positive sentiment is echoed by the salary trends of 2019. The majority (51%) of Accountancy & Finance professionals salaries remained the same year-on-year, 45% increased and 4% decreased – a marked improvement on the 12% who experienced a pay cut in 2018.

Of those salaries that changed in 2019, the most common was an increase of 5-10%, a more significant uplift than the prior year and a greater proportion also increased by more than 15%.

The optimism continues for 2020 with 61% of Accountancy & Finance professionals expecting a pay increase, the majority once again by 5-10%.

In Demand

Roles most in demand across the range of industry sectors mentioned above include Accounts Assistants, Senior Accountants, Credit Controllers, Compliance Officers and Finance Managers. As confidence grows within the market, we are also noticing an increasing number of Director-level roles becoming available as organisations look to expand their operations and require a competent finance leader to enable success of this.

As with previous years, industry qualified, Big 4 experience and knowledge of the local market are essential criteria employers look for when hiring Accountancy & Finance professionals. Strong communication skills are also critical – professionals must be able to integrate with the organisation at large, acting as a key strategic business partner and overall success enabler.

Thanks to the attractive tax-free salary, there is no shortage of talent in the region. Career development opportunities are however becoming an increasingly important consideration for Accountancy & Finance professionals when looking for employment. This was the number one reason why those who moved organisation in 2019 did so and it is clear that organisations must address their career development offerings in order to attract top Accountancy & Finance talent over the competition.

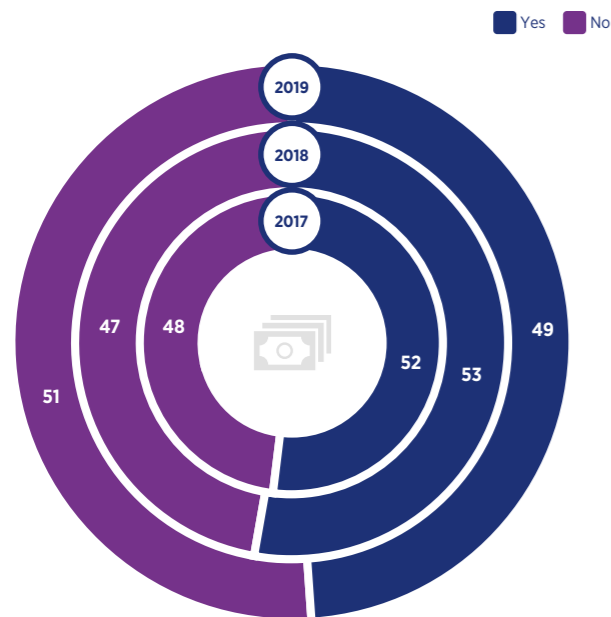
“ General sentiment is that there is growing confidence and opportunity in the market as evident from the demand for Accountancy & Finance professionals across a broad range of industries. ”



ACCOUNTANCY & FINANCE EMPLOYEE SURVEY HIGHLIGHTS

Salary

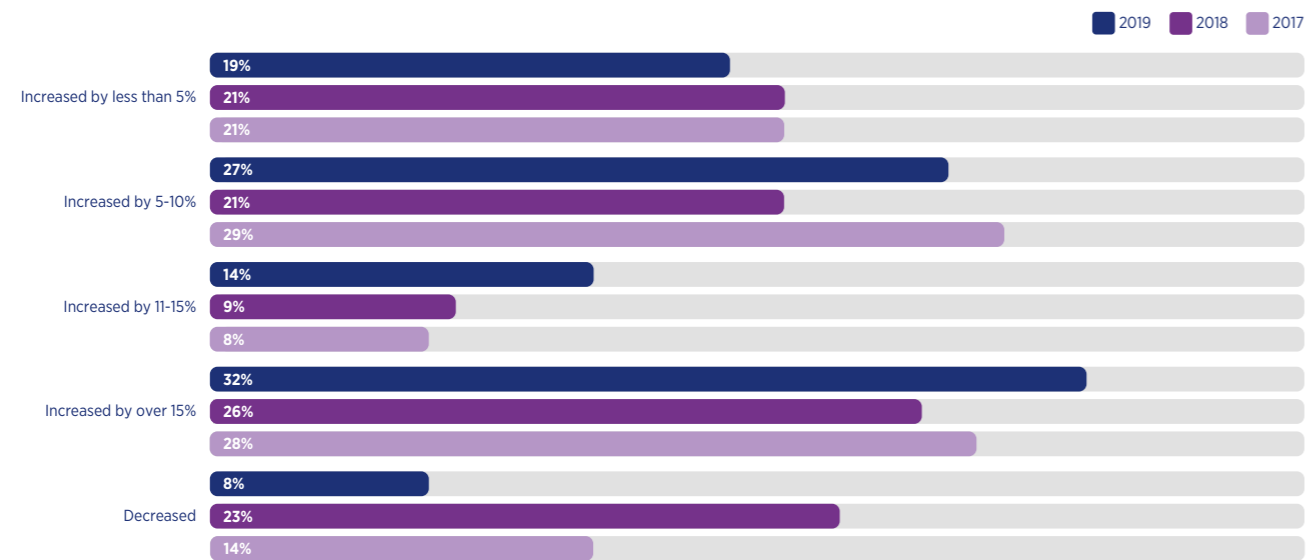
Did your salary change (increase or decrease) this year compared to last year? (%)



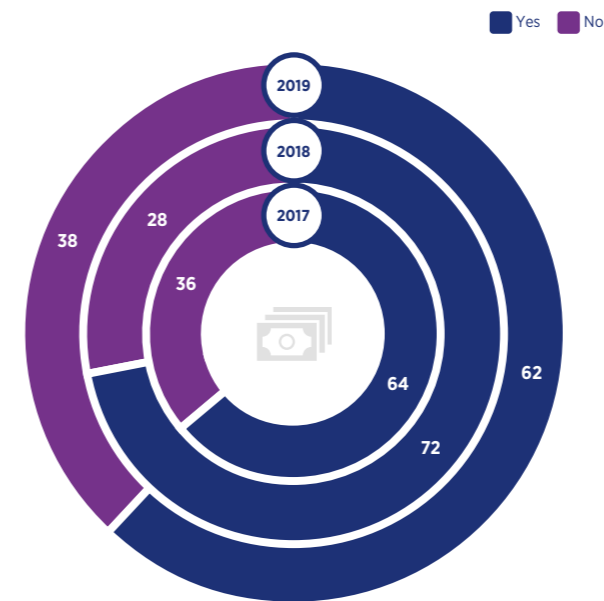
If answered yes, what was your salary change a result of?

	2019	2018	2017
A new job with a new company	1	1	2
Individual performance related pay increase	2	2	3
Standard annual pay increase across the whole company	2	4	1
A promotion within the same company	4	3	4
You requested a pay increase and were successful	5	6	5
A pay decrease across the whole company	6	5	7
Other	7	7	5

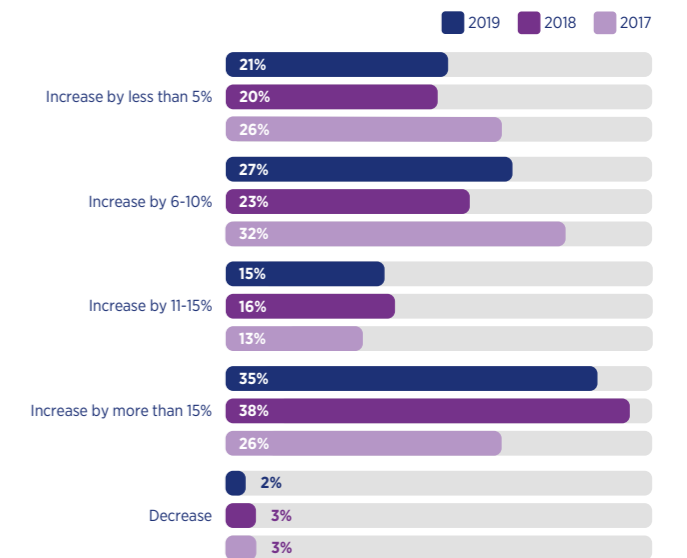
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

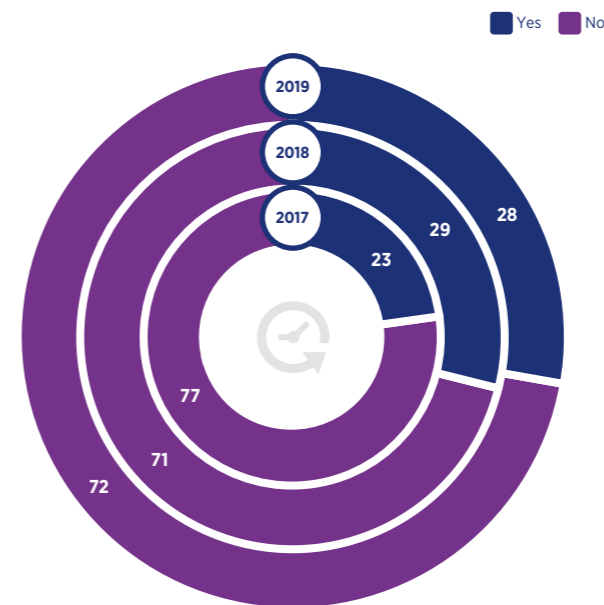


If answered yes, by how much do you realistically expect your salary to change?

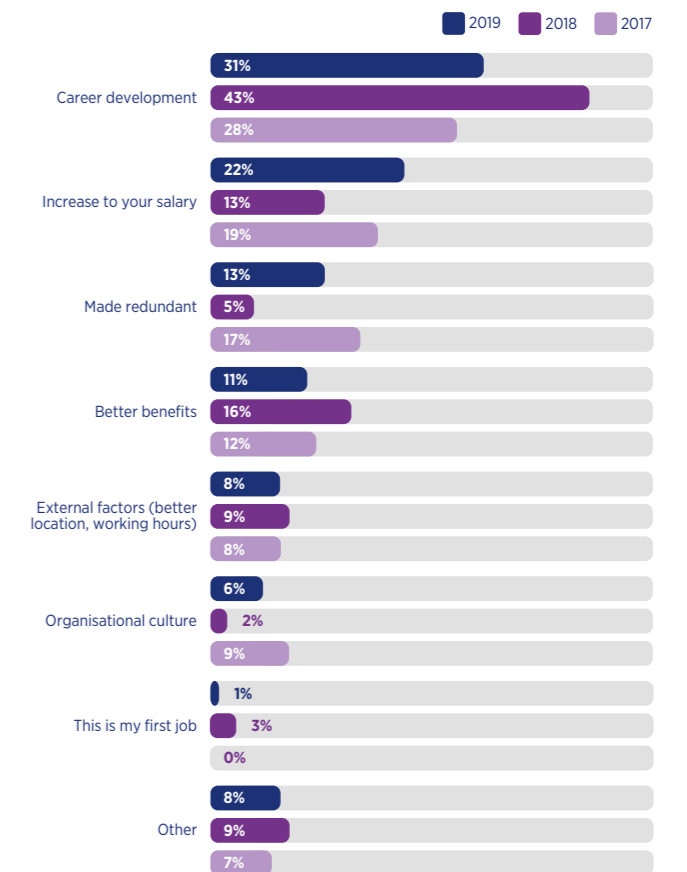


Career

Did you start a new job with a new organisation this year? (%)

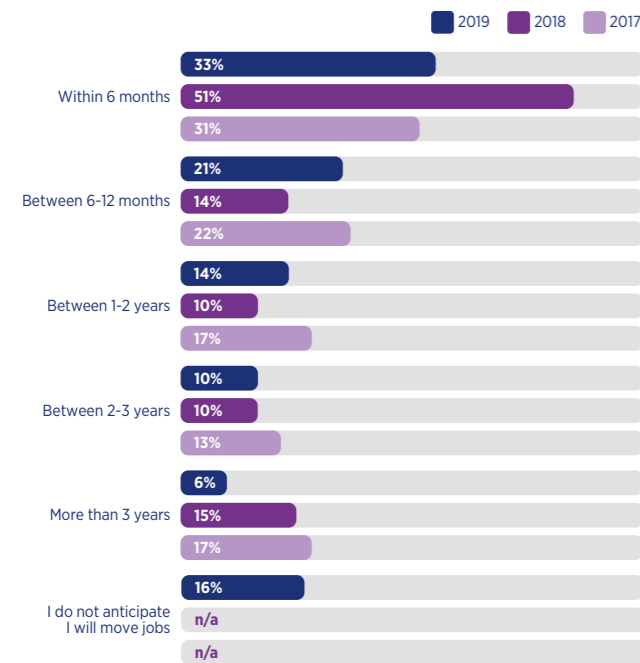


If answered yes, what made you move to a new organisation?



ACCOUNTANCY & FINANCE EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move jobs with a new company? (%)



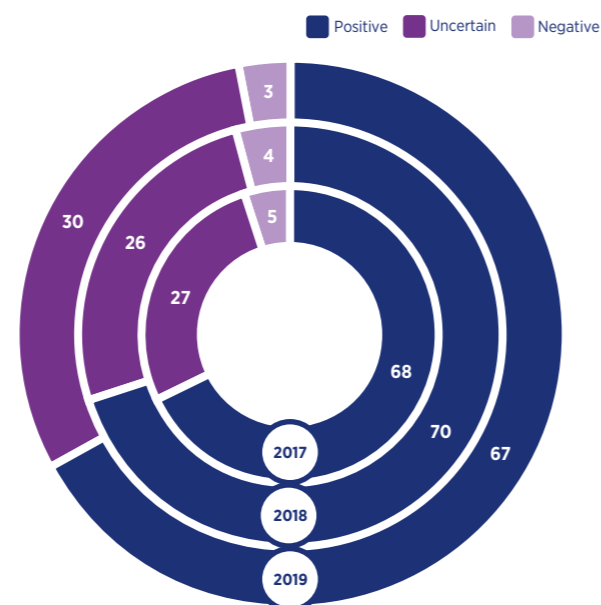
If you expect to move jobs within the next 12 months, why is this?



What are the most important factors keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



ACCOUNTANCY & FINANCE SALARY GUIDE

Position	AED Range	AED Average
Group Chief Financial Officer (Large)	90,000-160,000	130,000
Chief Internal Audit Director	60,000-125,000	80,000
Finance Director (Large)	50,000-125,000	71,500
Head of Internal Audit	40,000-70,000	55,000
Finance Director (Small to Medium)	45,000-70,000	50,000
Risk Manager	45,000-60,000	50,000
Group Finance Manager	30,000-40,000	35,000
Financial Controller (Large)	35,000-50,000	45,000
Regional Finance Manager	30,000-45,000	37,500
Credit Manager	21,000-45,000	32,000
Financial Controller (Small to Medium)	28,000-37,000	32,000
Internal Audit Manager	20,000-40,000	30,000
Senior Financial Analyst	20,000-30,000	28,000
Finance Manager	20,000-30,000	25,000
Chief Accountant	20,000-28,000	22,000
Financial Analyst	15,000-25,000	23,000
Management Accountant	15,000-26,000	20,000
Senior Accountant	15,000-25,000	20,000
Internal Auditor	15,000-20,000	18,000
Accounts Payable	12,000-20,000	14,000
Credit Controller	10,000-20,000	17,000
Accountant	12,000-15,000	14,000
Accounts Assistant	10,000-13,000	12,000

Salaries shown here represent the total monthly salary package for each position, in Arab Emirates Dirhams (AED) as of Q4 2019.

'Range' represents the upper and lower salary rates reflected from salary survey responses, as well as from job listings, job offers and candidate registrations with Hays GCC. Many factors can affect salary, including: location of role, size of the business, industry, and the candidates level of experience.

'Average' is the typical value of the data (sourced from survey responses, job listings, job offers and candidate registrations with Hays GCC), which is then rounded to the nearest AED 500. Salaries given in currencies other than AED have been converted using the market exchange rate as of November 2019.

CONSTRUCTION, PROPERTY & ENGINEERING

The improved stability of energy prices and the region's continued focus on non-oil revenue had positive impacts on the Construction, Property & Engineering profession in 2019. We noticed job numbers to be slightly up year-on-year, with organisations placing less emphasis on fiscal consolidation and hiring spend restrictions and more focus on growth opportunities.

The greatest uplift in hiring has been in Saudi Arabia in line with Saudi Vision 2030 and the governments investment in numerous giga projects such as NEOM, Qiddiya, Amaala and The Red Sea Project, presenting multiple opportunities for Construction, Property & Engineering professionals.

Looking ahead, there is mounting optimism for the Construction, Property & Engineering profession across the GCC. While the stabilisation of energy prices is responsible for much of this, momentum also stems from various large-scale investments that have taken place across the region in entertainment, housing and social infrastructure programmes. Upcoming global events and initiatives such as Expo 2020, Qatar 2022 World Cup and Saudi Vision 2030, are also increasing confidence and interest in the region, all of which we expect to result in the creation of more jobs for Construction, Property & Engineering professionals over the next 12 months.

Salaries

The majority (55%) of Construction, Property & Engineering professionals salaries remained the same year-on-year in 2019, 40% increased and 5% decreased. These were improved trends on the prior year when 10% of salaries decreased. Added to this, a greater number of professionals also witnessed an increase over 15% than in 2018.

All of these findings support the sentiment that optimism is on the up for the Construction, Property & Engineering profession and it is no surprise then that a significant 58% expect their salary to increase in 2020.

In demand

Due to the complexity and scale of the projects that have been planned in the region, there has been high demand for Development and Design professionals with past experience of successful project delivery on large, mixed-use, residential and entertainment developments. Commercial know-how and track record of driving projects to meet deadlines are essential criteria that organisations look for when hiring staff. Employers must be confident that they have the most capable resource for their projects in order to mitigate some of the commercial risk involved and enable them to achieve their desired return on investment.

While the availability of Construction, Property & Engineering professionals looking for work in the region is high, the number with proven like-for-like project experience is limited and employers will often have to consider recruiting this expertise from outside of the GCC. To secure top-tier talent, employers must be aware of the main attraction factors these professionals consider and how their company's offerings compare to others. While salary is important to Construction, Property & Engineering professionals, career development opportunities are of growing precedence and the main reason why 31% moved employer in 2019. 'Lack of career opportunities' is also a core reason why more than half (54%) of Construction, Property & Engineering professionals will consider a new job with a new company in 2020.

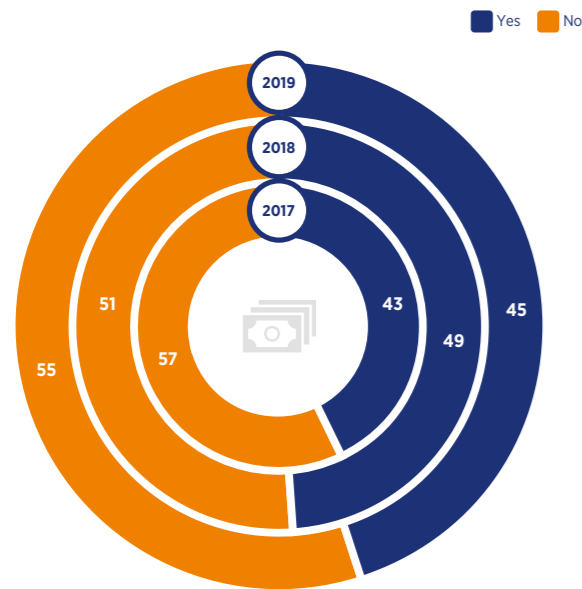
“ Looking ahead, there is mounting optimism for the Construction, Property & Engineering profession across the GCC. ”



CONSTRUCTION, PROPERTY & ENGINEERING EMPLOYEE SURVEY HIGHLIGHTS

Salary

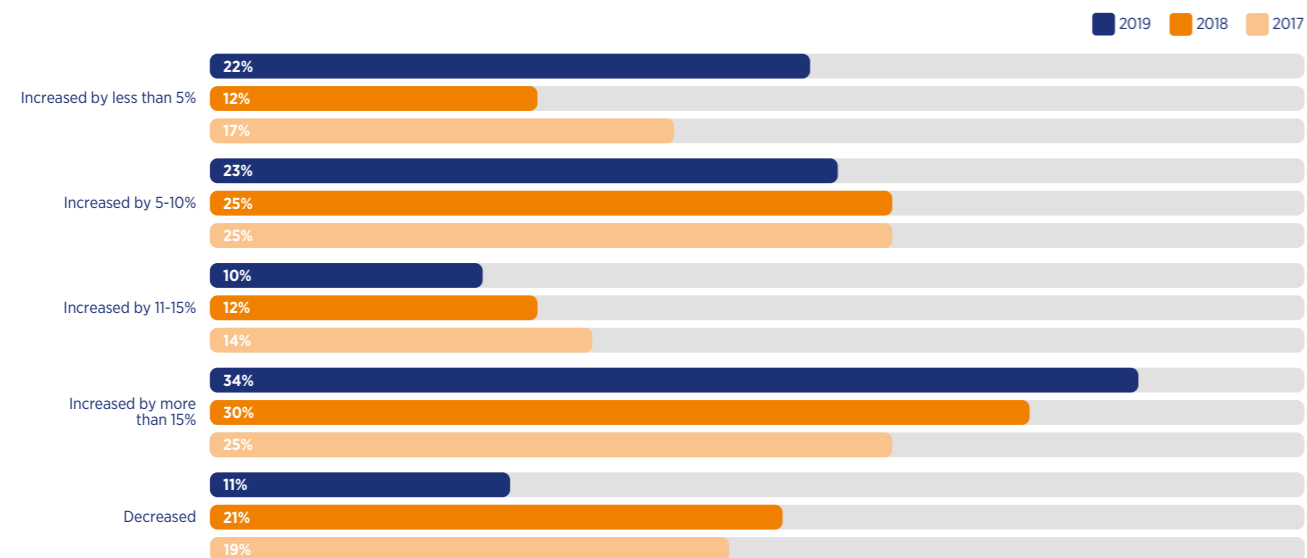
Did your salary change (increase or decrease) this year compared to last year? (%)



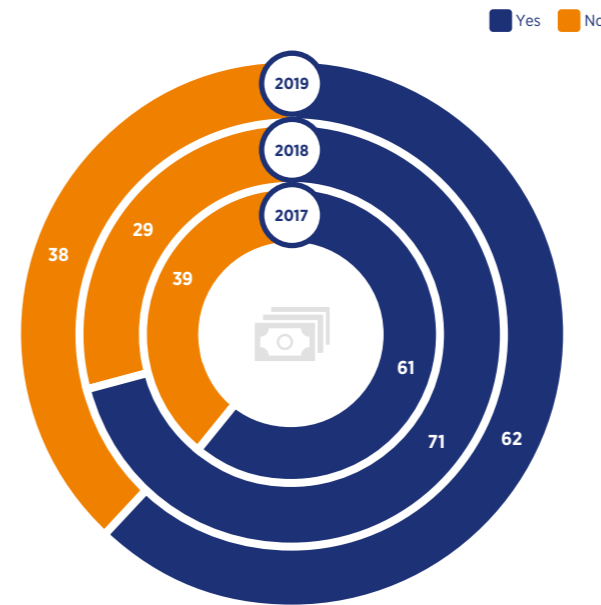
If answered yes, what was your salary change a result of?

	2019	2018	2017
A new job with a new company	1	1	1
Individual performance related pay increase	2	4	2
Standard annual pay increase across the whole company	2	3	3
A promotion within the same company	4	2	4
You requested a pay increase and were successful	5	5	5
A pay decrease across the whole company	6	6	6
Other	7	7	7

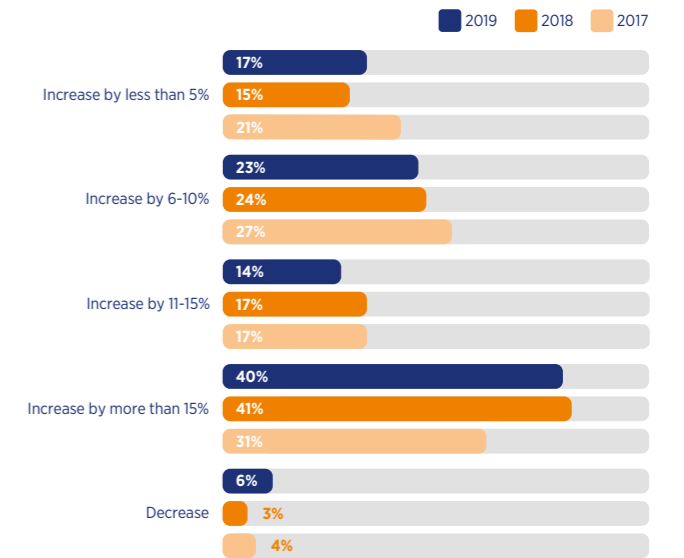
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

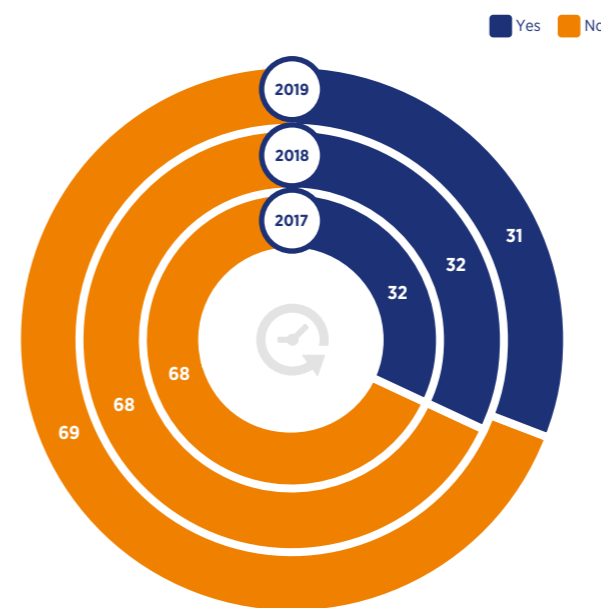


If answered yes, by how much do you realistically expect your salary to change?

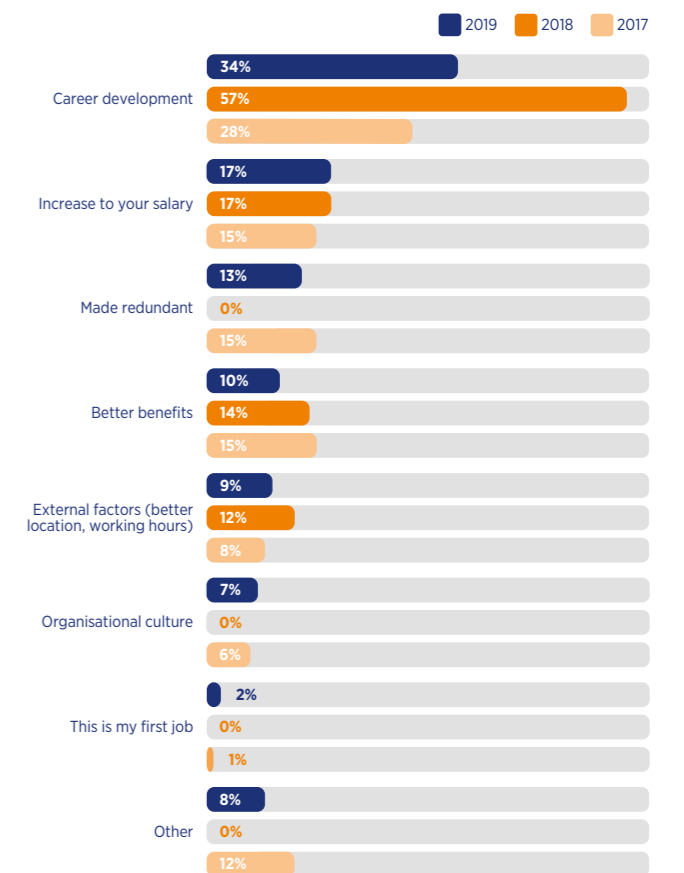


Career

Did you start a new job with a new organisation this year? (%)

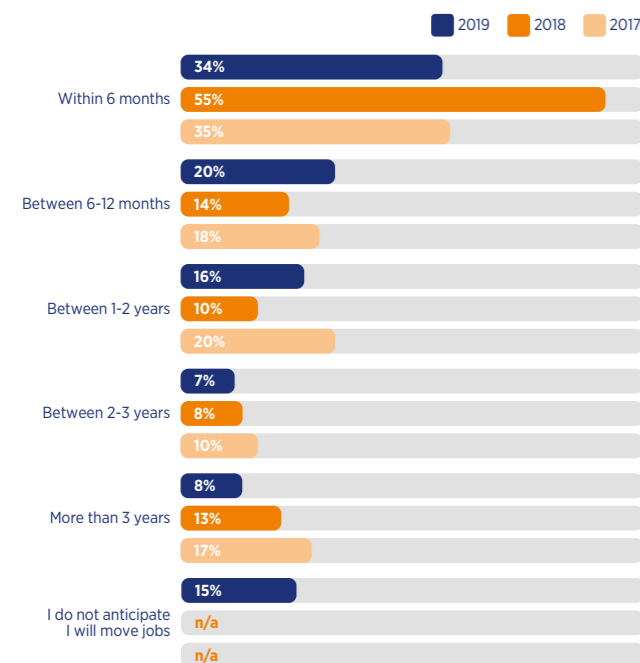


If answered yes, what made you move to a new organisation?



CONSTRUCTION, PROPERTY & ENGINEERING EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move jobs with a new company?



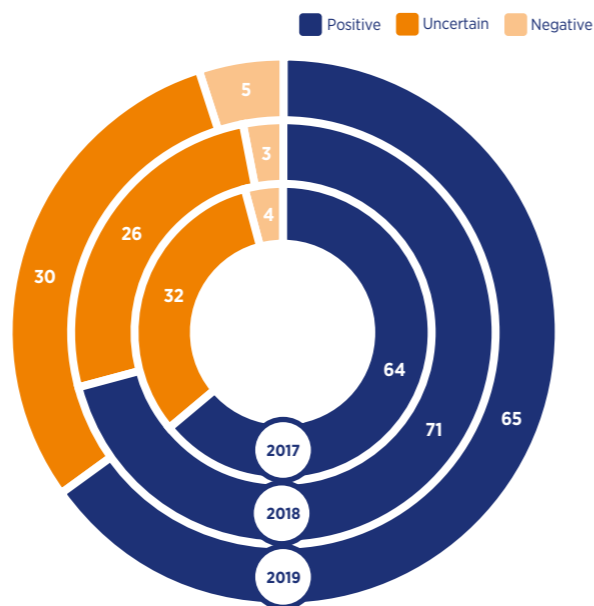
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



CONSTRUCTION, PROPERTY & ENGINEERING SALARY GUIDE

Construction & Property

Position	AED Range	AED Average
Principal Level	48,000-90,000	60,000
Project Architect	30,000-50,000	42,000
Senior Architect/Designer	25,000-35,000	27,000
Senior Interior Designer	15,000-30,000	25,000
Site Architect	20,000-28,000	23,000
Interior Designer	11,000-20,000	15,500

Position	AED Range	AED Average
C-suite/Principal Level	80,000-150,000	100,000
Operations Manager	50,000-80,000	65,000
Senior Contracts Manager	50,000-65,000	55,000
Commercial Manager	35,000-65,000	50,000
Senior Project Manager	30,000-60,500	50,000
Claims Consultant	30,000-60,000	50,000
Contracts Manager	30,500-65,000	45,000
Project Manager	25,000-50,000	40,000
Planning Manager	20,000-45,000	35,000
Senior Quantity Surveyor	25,000-40,000	35,000
Construction Manager	15,000-38,000	33,000
Quantity Surveyor	10,000-25,000	16,000
Senior CAD Technician	10,000-18,000	16,000
Project Coordinator	9,000-15,000	12,500
CAD Technician	5,000-12,000	9,500

Position	AED Range	AED Average
Facilities Director	33,500-55,000	44,500
Facilities Manager	17,500-35,000	25,500
Facilities Supervisor	17,000-20,000	18,000

Position	AED Range	AED Average
Senior HSEQ Manager	35,000-45,000	40,000
HSEQ Manager/Advisor	16,000-39,000	26,500
HSEQ Officer	8,000-19,000	14,000

Position	AED Range	AED Average
Senior Development Manager	55,000-70,000	62,000
Senior Property Manager/General Manager	28,000-57,000	35,000
Valuations Manager	20,000-30,000	26,000
Sales & Leasing Manager	15,000-32,000	25,000
Property Manager	17,000-25,000	21,000
Property Assistant Manager	10,000-18,000	13,000
Leasing Consultant	6,000-16,000	10,000

Engineering

Position	AED Range	AED Average
Project Director	45,000-91,000	65,000
MEP Director	40,000-68,000	62,000
Senior Resident Engineer	45,000-80,000	55,000
Senior Project Manager	35,000-65,000	46,500
Resident Engineer	21,500-42,000	31,500
Contracts/Commercial Manager	24,000-76,000	31,500
Engineering Manager	25,000-40,000	30,000
MEP Manager	20,000-42,000	28,000
Senior Planning Engineer	24,000-38,000	28,000
QA/QC Manager	20,000-40,000	23,500
Senior Structural Engineer	11,500-35,000	23,000
Planning Engineer	10,000-26,000	16,500
Structural Engineer	12,000-23,500	16,000
Mechanical Engineer	6,500-30,000	16,000
Electrical Engineer	6,500-30,000	16,000
Project Engineer	7,500-20,000	15,000
QA/QC Engineer	10,000-19,000	13,000
HVAC Engineer	8,500-17,000	12,000
Site Engineer	6,000-32,000	10,000
Civil Engineer	5,000-10,000	7,000
Assistant/Junior Engineer	4,000-11,000	6,000

Salaries shown here represent the total monthly salary package for each position, in Arab Emirates Dirhams (AED) as of Q4 2019.

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HUMAN RESOURCES

The hiring market for the HR profession was slightly subdued year-on-year, with 27% of HR professionals starting a new job in 2019, compared to 36% in 2018. Summer was particularly quiet across the GCC, we noticed a number of professionals leave the region during the hotter months of June to August and business activity to slow down as a result. Thereafter hiring really picked up and it was busy right up to the end of the year.

The quietest area of hiring, where there was a slight decline year-on-year in the number of jobs available to HR professionals, was the Hospitality sector. We believe this to be in direct correlation to the quieter summer months mentioned above.

In contrast, the busiest areas for hiring of HR professionals' included management consultancies, government entities and media agencies, all of which are going through periods of expansion thanks to stable market conditions and growing opportunities in the GCC. Global events and initiatives such as Expo 2020, Saudi Vision 2030, Smart Dubai 2021, to name just a few, and ongoing focus on digitisation are driving much of this expansion by bringing added exposure and investment to the region. As a result, we expect a growing number of roles to be generated over the next 12 months.

Overall, there is much optimism for the HR profession in 2020 as supported by the 62% of professionals who feel positive about career prospects for the year.

Salaries

This positive sentiment is echoed in salary trends for the HR profession. In 2019, 51% of HR professionals salaries remained the same year-on-year, a significant 46% increased and just 3% decreased. This is in contrast to 2018 when a greater 11% of HR professionals experienced a pay cut and there were fewer pay rises.

Of those salaries that changed in 2019, the most common was an increase of up to 5% and there were also a greater number of pay rises above 5% than the prior year.

It is clear that salary is a key factor for HR professionals when considering employment as it is the number one reason why 42% anticipate moving organisation in 2019. That being said, career development opportunities and job security are also growing in precedence.

Looking ahead, optimism continues with the majority (59%) of HR professionals expecting a pay increase in 2020.

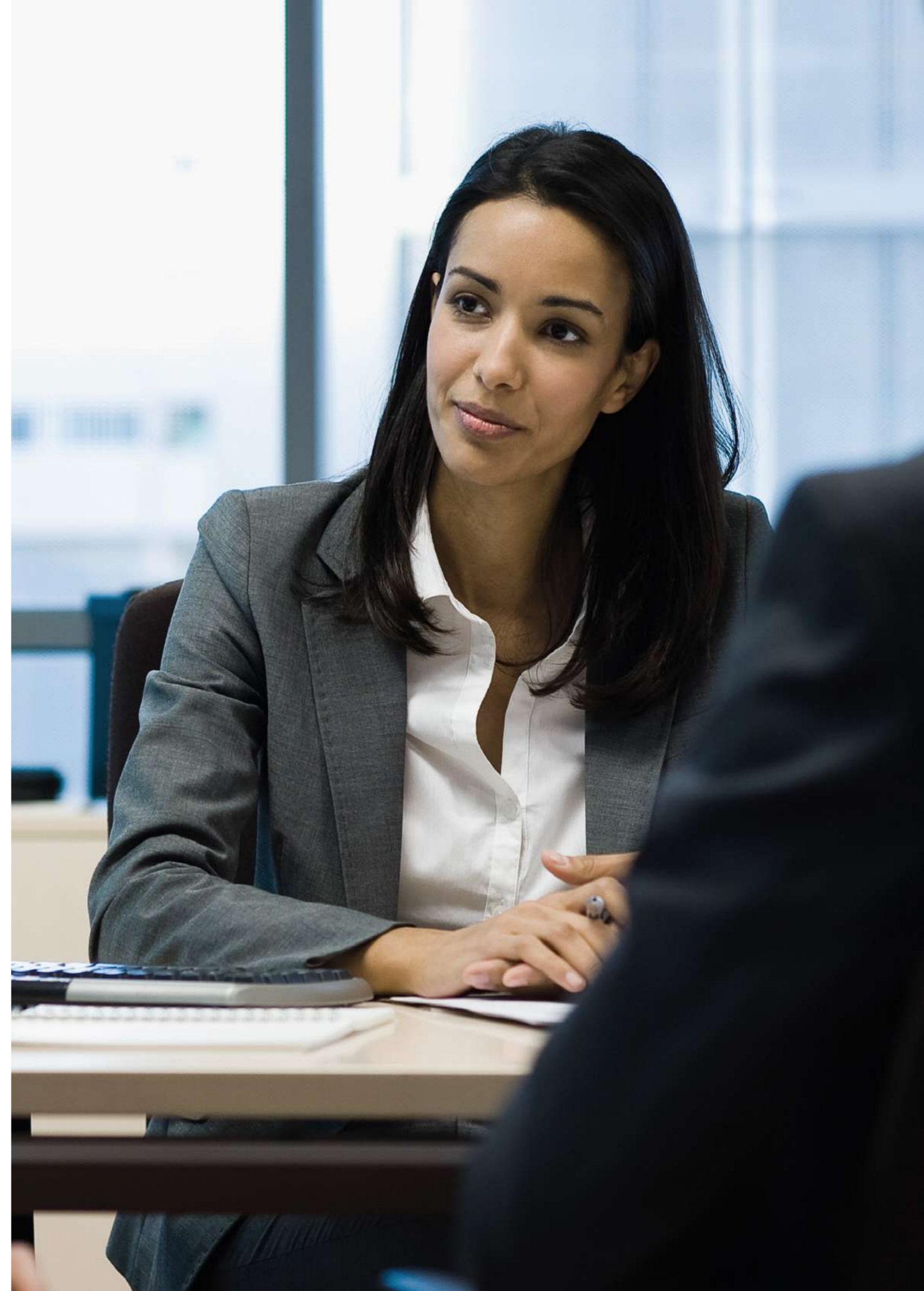
In demand

Roles most in demand of the HR profession in the GCC include HR Managers, Heads of HR and HR Directors. Key to these roles, employers look for professionals with Talent Management and Compensation & Benefits expertise, as well as past experience of working for large multinational companies with familiarity in implementing standardised HR practices. Talent Management is important as organisations strive to reduce unnecessary costs associated with workforce attrition. Similarly, Compensation & Benefits expertise, specifically with the alignment of salaries, is important as this has a significant impact on the bottom line and overall profitability of the business; organisations want to be confident they are paying employees their worth, while best managing their profit and loss. Finally, experience in implementing standardised HR practices is desirable as local organisations like to mirror this in order to ensure best and most efficient talent management procedure is followed.

Within the region, there is a rich supply of skilled HR professionals available for work and the competition for jobs is fierce. Most in demand by employers are those who are industry qualified and have experience of working in the local market.

From an employer perspective, while this strong supply of talent may appear advantageous, competition for the most skilled and qualified professionals is high amongst organisations. Salary, job security and career development opportunities are important factors for HR professionals when considering new employment and employers should review how their offerings compare to others in the market in order to attract and retain the very best talent.

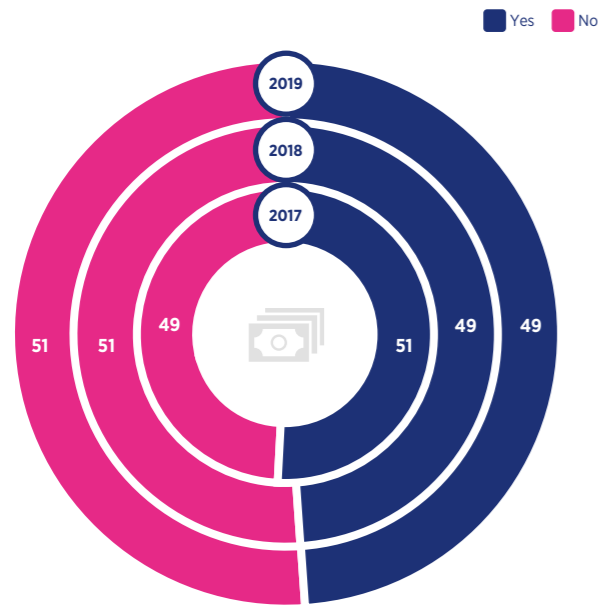
“ Roles most in demand of the HR profession in the GCC include HR Managers, Heads of HR and HR Directors. ”



HUMAN RESOURCES EMPLOYEE SURVEY HIGHLIGHTS

Salary

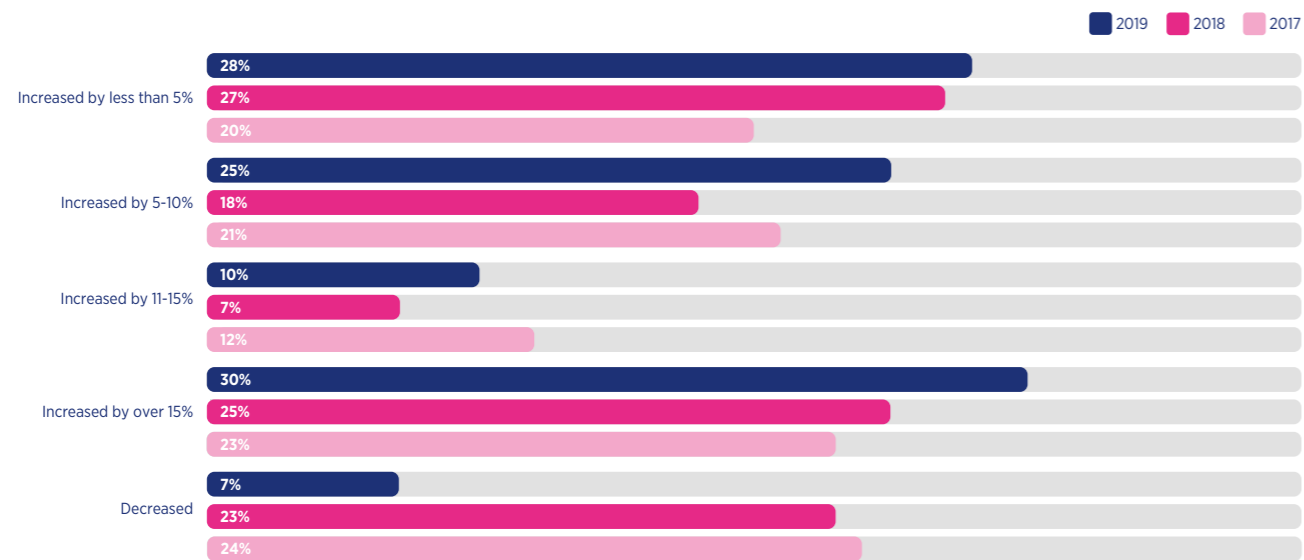
Did your salary change (increase or decrease) this year compared to last year? (%)



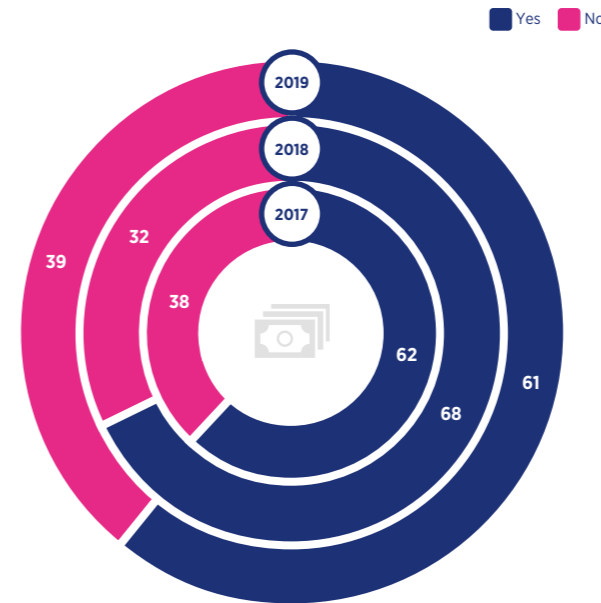
If answered yes, what was your salary change a result of?

	2019	2018	2017
Individual performance related pay increase	1	2	2
A new job with a new company	2	5	1
Standard annual pay increase across the whole company	2	3	3
A promotion within the same company	4	1	4
You requested a pay increase and were successful	5	6	6
Other	6	7	7
A pay decrease across the whole company	7	4	5

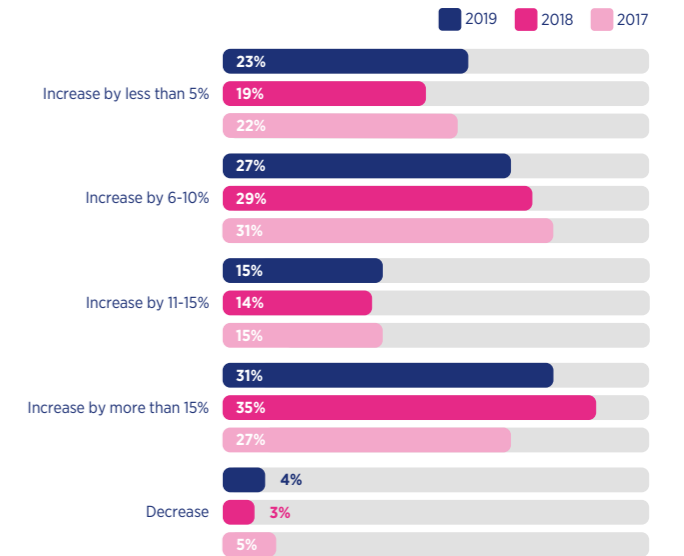
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

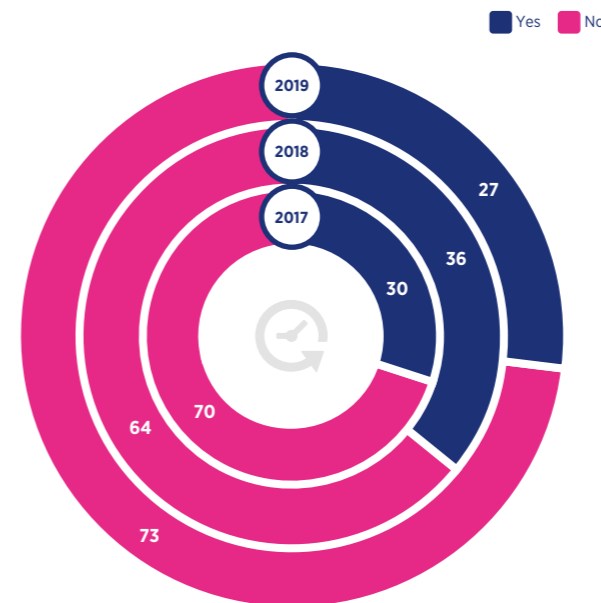


If answered yes, by how much do you realistically expect your salary to change?

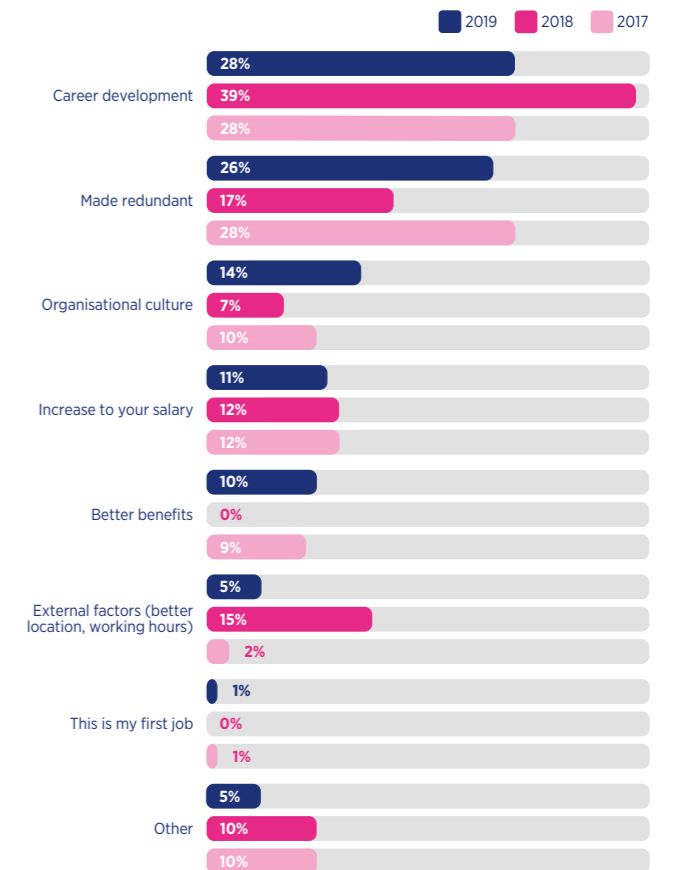


Career

Did you start a new job with a new organisation this year? (%)

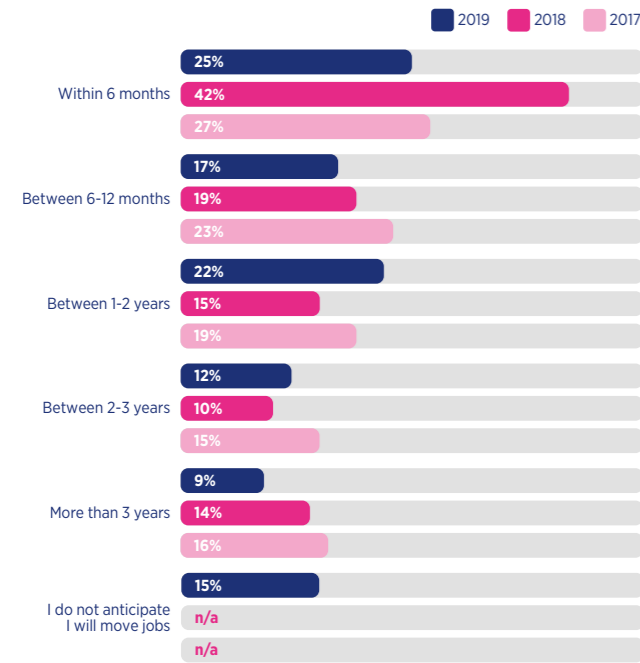


If answered yes, what made you move to a new organisation?



HUMAN RESOURCES EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move to a new job with a new organisation?



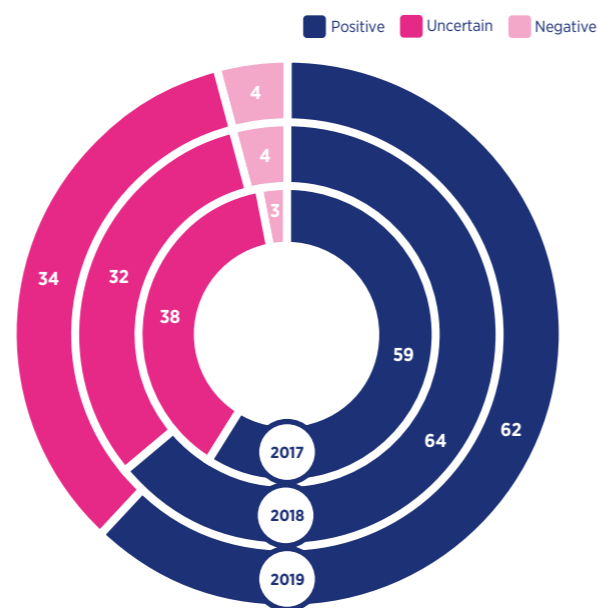
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



HUMAN RESOURCES SALARY GUIDE

Position	AED Range	AED Average
HR Director	40,000-50,000	45,000
Head of HR	35,000-50,000	42,000
Group/Regional HR Manager	30,000-50,000	40,000
Head of Compensation and Benefits	35,000-45,000	40,000
Head of Recruitment/Talent	30,000-45,000	37,500
Head of Learning and Development	30,000-45,000	37,500
Compensation and Benefits Manager	25,000-35,000	30,000
Learning and Development Manager	20,000-35,000	28,500
HR Manager	20,000-35,000	27,500
Recruitment/Talent Manager	20,000-35,000	27,500
HR Business Partner	20,000-35,000	27,500
HR Generalist	15,000-25,000	20,000
Recruitment/Talent Advisor	12,000-25,000	18,500
HR Analyst	12,000-25,000	18,500
Senior HR Officer	15,000-20,000	17,500
Learning and Development Advisor	10,000-18,000	14,000
HR Officer	12,000-16,000	14,000
HR Coordinator	8,000-12,000	10,000
HR Assistant	8,000-12,000	10,000

Salaries shown here represent the total monthly salary package for each position, in Arab Emirates Dirhams (AED) as of Q4 2019.

'Range' represents the upper and lower salary rates reflected from salary survey responses, as well as from job listings, job offers and candidate registrations with Hays GCC. Many factors can affect salary, including: location of role, size of the business, industry, and the candidates level of experience.

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MARKETING AND DIGITAL MARKETING

Hiring activity within the Marketing profession was steady year-on-year with a similar number of roles available in 2019 as there was in 2018. The second half of the year was marginally busier than the first, with activity picking up after Ramadan and summer.

The busiest area of hiring with the greatest uplift in roles available to Marketing professionals in 2019 was within Tech firms. Specifically those organisations who setup in region over the past two years to support digital transformation projects taking place across multiple industries and who have since been looking to establish their Marketing capability.

In contrast, Professional and Financial Services were some of the slower sectors of job creation for Marketing. Many organisations based within this space have fully equipped Marketing departments and therefore have had little requirement for additional headcount over the past months.

Geographically, the UAE remains the most active for hiring of Marketing professionals within the GCC. We have however noticed some uplift in demand from Kuwait and Qatar as organisations within these regions look to extend their brand offerings.

With regards to market outlook, we expect 2020 to remain at a similar rate of hiring to the past two years, with the technology industry continuing as the most active area. From an employee perspective, Marketing professionals appear more uncertain about their career prospects for the year ahead. Fourteen per cent feel less positive than last year and a lower 48% intend on moving employer in the next 12 months compared to 69% who said the same last year. The reason for this drop in optimism is unclear but the competitive market conditions and slight reduction in the number of salary increases taking place in the last year (detailed below) are likely to have had some bearing on this.

Salaries

The majority (52%) of Marketing professionals salaries remained the same year-on-year in 2019, with 43% reporting an increase and 5% experiencing a pay cut. These statistics are slightly subdued compared to 2018 when 51% reported a salary increase and only 1% had their pay reduced. Of those salaries that did increase in 2019, the most common was once again an uplift of 5-10%.

Looking ahead, 61% of Marketing professionals expect their salaries to increase in 2020. While this is significant, it is less than the 70% who said the same last year and would suggest that expectations are lowering to a small extent.

In demand

Generalist marketing roles that incorporate digital expertise are highest in demand for the profession in the GCC. Organisations look for professionals who are consumer centric, strategic, technically skilled (i.e. on SEO techniques) and who have a good understanding of systems relating to CMS and CRM.

With digitisation continuing as a key focus for organisations both across the region and globally, the Marketing function is adapting as a much more integral part of business strategy and success. Marketeers must work closely with sales and management teams to build strong brand presence and deliver results.

The jobs market in the GCC is incredibly competitive with many professionals looking for new marketing opportunities. Job seekers therefore need to look for ways to stand out from the crowd in order to maximise their chances of success. Upskilling is essential, for example with regards to UX, SEO, CRM systems, social media platforms and creative design. When hiring, employers look for how a potential employee can add value to their organisation and are likely to want to know what digital expertise a candidate has, the business objectives they can help deliver and why they should hire them over another candidate.

From an employer's perspective, while there are many eager Marketing professionals looking for work, the availability of those with proven digital technical expertise is relatively limited. Organisations may have to consider sourcing such talent from outside of the GCC, as well as offering salaries beyond that of their competitors in order to secure these required skill sets. When it comes to retention of staff, salary is the main factor keeping Marketing professionals with their current employer.

“Marketing is in the hot seat now and it's increasingly recognised more and more as a key engine of growth in an organisation.”

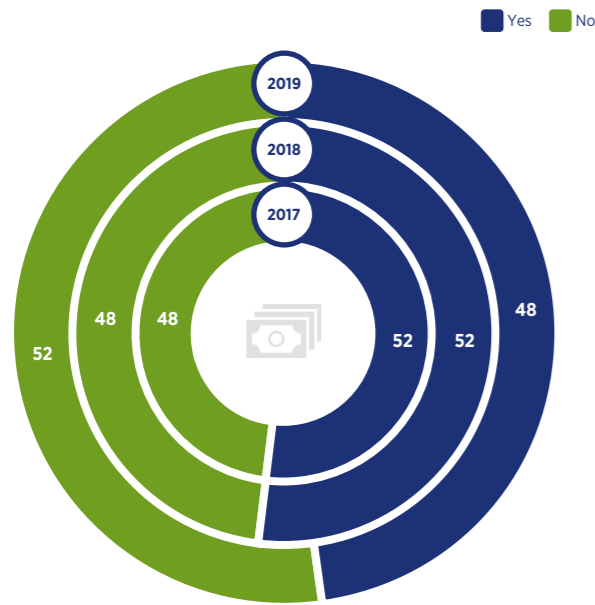
Sholto Douglas-Home
Chief Marketing Officer of Hays PLC



MARKETING AND DIGITAL MARKETING EMPLOYEE SURVEY HIGHLIGHTS

Salary

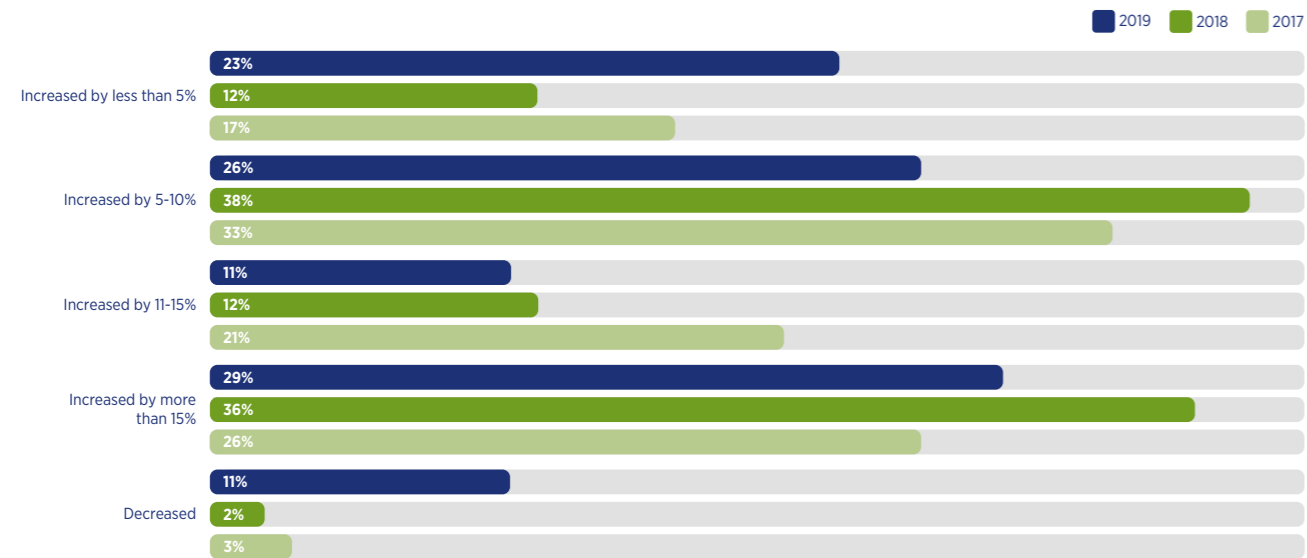
Did your salary change (increase or decrease) this year compared to last? (%)



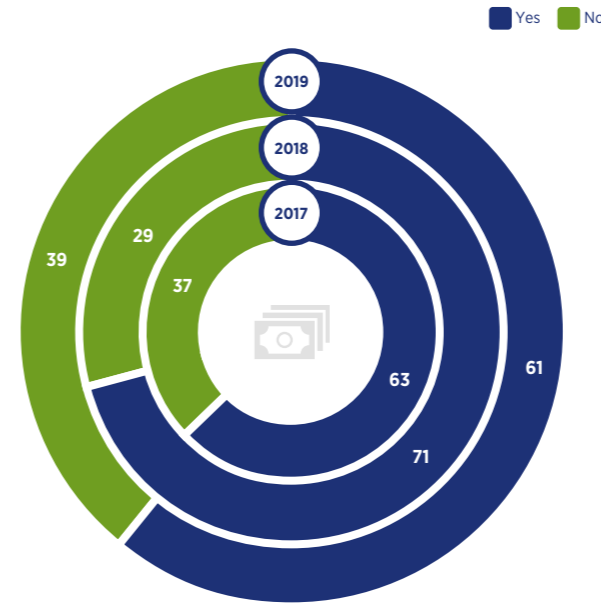
If answered yes, what was your salary change a result of?

	2019	2018	2017
A new job with a new company	1	2	1
Individual performance related pay increase	2	3	2
A promotion within the same company	3	1	3
Standard annual pay increase across the whole company	4	4	4
You requested a pay increase and were successful	5	5	6
A pay decrease across the whole company	6	n/a	5
Other	6	6	6

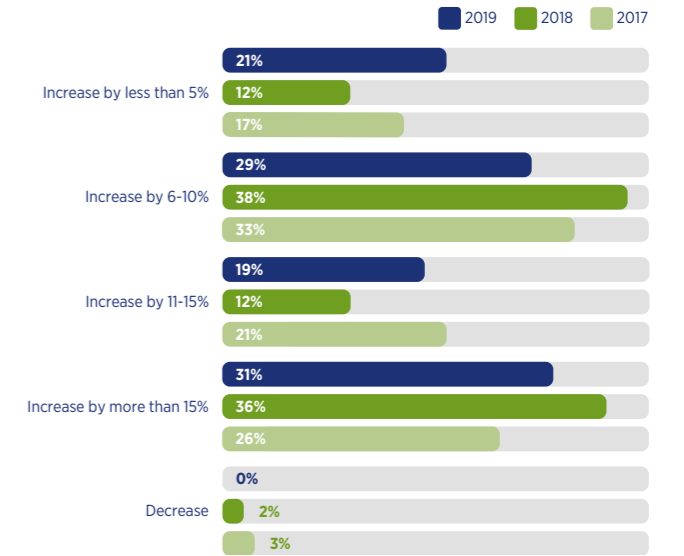
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

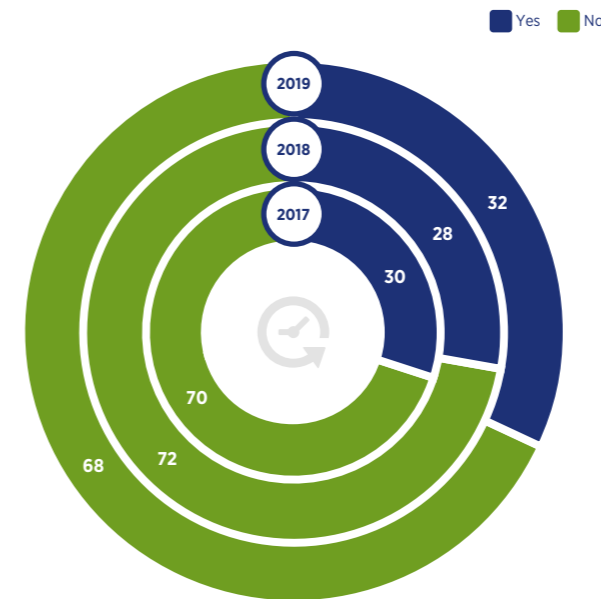


If answered yes, by how much do you realistically expect your salary to change?

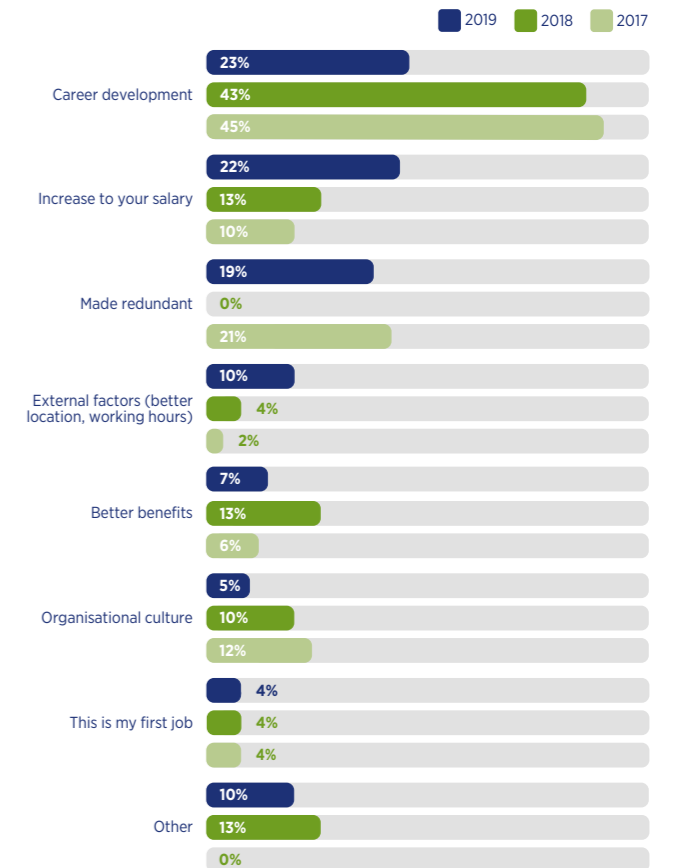


Career

Did you start a new job with a new organisation this year? (%)

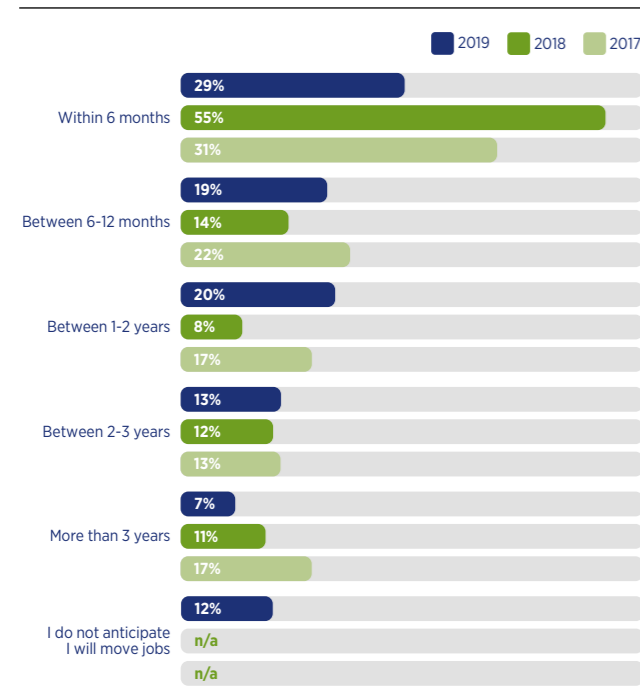


If answered yes, what made you move to a new organisation?

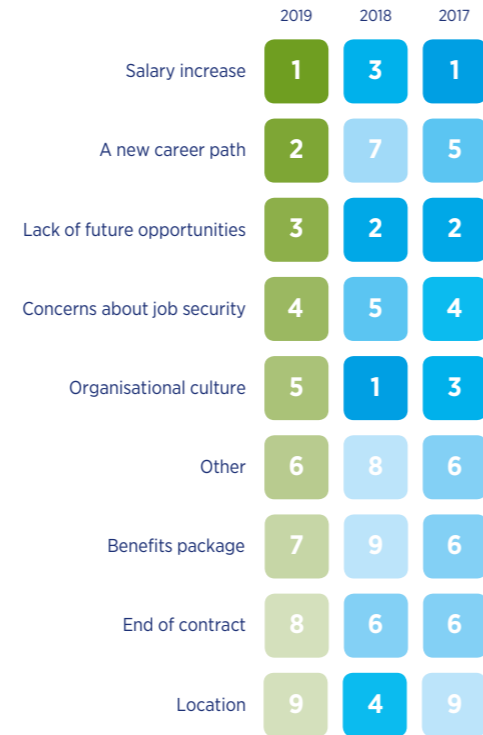


MARKETING AND DIGITAL MARKETING EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move jobs with a new company?



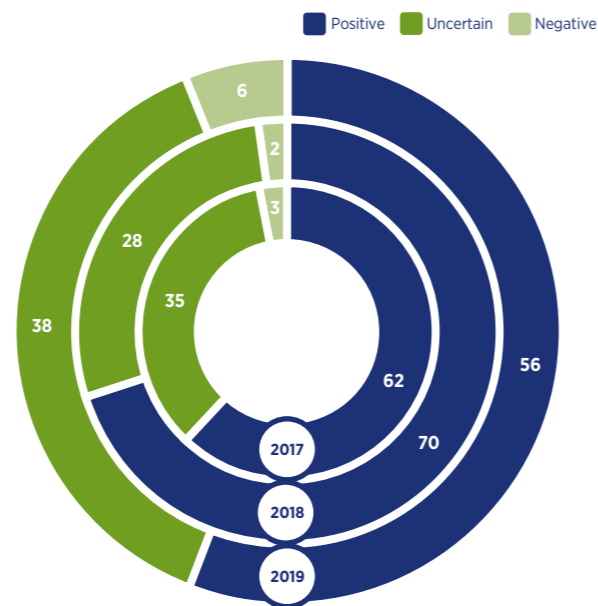
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



MARKETING AND DIGITAL MARKETING SALARY GUIDE

MARKETING

Generalist Marketing

Position	AED Range	AED Average
CMO	60,000-110,000	70,000
Marketing Director/VP Marketing	50,000-80,000	55,000
Head of Marketing	45,000-80,000	50,000
Senior Marketing Manager/AVP Marketing	35,000-50,000	40,000
Marketing Manager	25,000-45,000	35,000
Category Manager	25,000-45,000	35,000
Senior Marketing Executive/Specialist/Associate	20,000-30,000	25,000
Marketing Executive/Specialist/Associate	15,000-25,000	22,000
Marketing Assistant/Coordinator	10,000-18,000	15,000
Copywriter	15,000-22,000	18,000

Events

Position	AED Range	AED Average
Events Manager	25,000-35,000	30,000
Events Specialist/Events Executive/Events Coordinator	20,000-30,000	25,000
Conference Producer	15,000-25,000	18,000

Brand

Position	AED Range	AED Average
Brand Manager	25,000-35,000	28,000
Assistant Brand Manager/Senior Brand Specialist	20,000-30,000	25,000
Brand Executive/Brand Specialist	15,000-25,000	22,000
Brand Assistant/Brand Coordinator	10,000-20,000	15,000

Salaries shown here represent the total monthly salary package for each position, in Arab Emirates Dirhams (AED) as of Q4 2019.

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'Average' is the typical value of the data (sourced from survey responses, job listings, job offers and candidate registrations with Hays GCC), which is then rounded to the nearest AED 500. Salaries given in currencies other than AED have been converted using the market exchange rate as of November 2019.

Communications

Position	AED Range	AED Average
Communications Director	50,000-90,000	55,000
Head of Communications/VP Communications	45,000-80,000	50,000
Internal Communications Manager	30,000-55,000	40,000
Internal Communications Executive/Specialist	20,000-35,000	25,000
PR/Media Relations Manager	30,000-55,000	40,000
PR/Media Relations Executive/Specialist	20,000-35,000	25,000

Agency Side

Position	AED Range	AED Average
Group Account Director	35,000-45,000	38,000
Account Director	25,000-35,000	30,000
Senior Account Manager	20,000-25,000	23,000
Account Manager	16,000-20,000	18,000
Senior Account Executive	13,000-16,000	14,000
Account Executive	10,000-13,000	12,000

MARKETING AND DIGITAL MARKETING SALARY GUIDE

DIGITAL MARKETING

Generalist Digital

Position	AED Range	AED Average
Digital Marketing Director	50,000–85,000	65,000
Head of Digital Marketing	38,000–75,000	52,000
Senior Digital Marketing Manager/ Specialist	35,000–50,000	40,000
Digital Marketing Manager	22,000–35,000	30,000
Customer Experience (CX) Specialist	20,000–40,000	30,000
Growth Hacker	20,000–35,000	28,000
Social Media Manager	30,000–45,000	35,000
Social Media Executive	20,000–35,000	28,000
Digital Strategist	30,000–50,000	40,000
Digital Project Manager	30,000–50,000	38,000

eCommerce

Position	AED Range	AED Average
eCommerce Director/Head of	50,000–100,000	70,000
eCommerce Manager	22,000–40,000	33,000
Site Merchandiser	18,000–30,000	25,000
Content Executive/Specialist	20,000–35,000	25,000

Creative

Position	AED Range	AED Average
Digital Creative Director/Head of	28,000–45,000	32,000
Digital Art Director/Head of	25,000–40,000	30,000
3D Designer	18,000–25,000	20,000
Graphic Designer/Digital Designer	15,000–25,000	18,000
Junior Graphic Designer/Digital Designer	10,000–20,000	15,000

Insights and Analytics

Position	AED Range	AED Average
Director/Head of	40,000–80,000	55,000
Manager	25,000–40,000	33,000
Senior Executive/Specialist	18,000–30,000	25,000
Executive/Specialist	15,000–25,000	20,000

Performance Marketing

Position	AED Range	AED Average
Head of Performance Marketing	40,000–90,000	50,000
CRM Manager	25,000–45,000	33,000
CRM Executive/Specialist	18,000–35,000	25,000
SEO/PPC/SEM Manager	25,000–45,000	33,000
SEO/PPC/SEM Executive/Specialist	18,000–35,000	25,000

Agency Side

Position	AED Range	AED Average
Head of Digital	50,000–80,000	65,000
Head of Performance	50,000–80,000	65,000
Creative Director	35,000–45,000	40,000
Account Director	35,000–45,000	40,000
Senior Account Manager	18,000–35,000	28,000
Account Manager	15,000–30,000	25,000
Community Manager	15,000–30,000	25,000
Senior Account Executive	13,000–20,000	16,000
Account Executive	10,000–15,000	13,000
Graphic Designer/Digital Designer	12,000–20,000	15,000

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OFFICE SUPPORT

2019 was a mixed year of hiring for the Office Support profession. Time of year and industry both had a significant impact on demand and job creation. Post-Ramadan and summer was much busier than the start of the year, with the number of available jobs increasing from August onwards. The busiest areas of hiring, particularly within this period, were the Legal, Banking, Logistics and Manufacturing industries.

Quieter areas included boutique Advisory and Investment firms, as well as the Retail and Hospitality sectors. We believe this to be down to some company closures and limited hiring budgets in these industries. For some employers, this opens up opportunities as there has been a greater availability of senior Office Support professionals in region who had previously been employed in these areas and who are immediately available for work.

Contracting and the hiring of Office Support staff on a temporary basis was also of greater interest to employers in 2019. The main reason being to cover permanent staff while they are on leave.

Optimism remains high in the market with 58% of Office Support professionals feeling positive about career prospects for the next year. This is however lower than the 73% who said the same last year and some of this could be down to those company closures and budget restrictions mentioned above. When speaking with employers, we believe 2020 to continue in much the same way as the past few months, with the greatest number of jobs available to Office Support staff within the Legal, Banking, Logistics and Manufacturing sectors.

“ We believe 2020 to continue in much the same way as the past few months, with the greatest number of jobs available to Office Support staff within the Legal, Banking, Logistics and Manufacturing sectors. ”

Salaries

55% of Office Support salaries remained the same year-on-year in 2019, 39% increased and 6% decreased. These are very similar statistics to the prior year and once again, the most common increase was a rise of up to 5%.

We have noticed Office Support professionals to be more flexible than previous years on salaries, due to job security – accepting lower rates than they had been paid in order to guarantee employment. Office Support professionals are however very motivated by pay, with ‘Salary increase’ being the number one reason why 47% would consider moving employer within the next 12 months.

In demand

Generalist Office Support roles – namely Personal Assistants, Executive Assistants and Office Administrators, who can cover a range of tasks including basic HR, Accounting and Legal admin, remain the most in demand of the profession in the region. Those who are bi-lingual in English and Arabic are also high in demand.

We have noticed a greater demand for more junior professionals due to the typically lower salaries they are paid compared to senior and experienced professionals. Bearing this in mind and given the competitive nature of the market, with a large number of candidates looking for new opportunities, Office Support staff may have to be accepting of salaries below that which they originally had in mind.

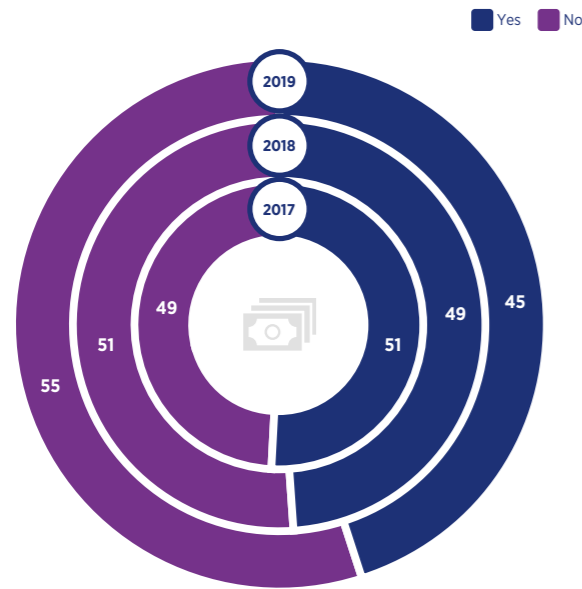
For employers, it is important to bear in mind that Office Support professionals are very much influenced by salary. In order to attract and retain the best staff, organisations must pay above the competition or be open to ways to mitigate against this i.e. by offering career progression and upskilling opportunities, bonus and/or loyalty schemes.



OFFICE SUPPORT EMPLOYEE SURVEY HIGHLIGHTS

Salary

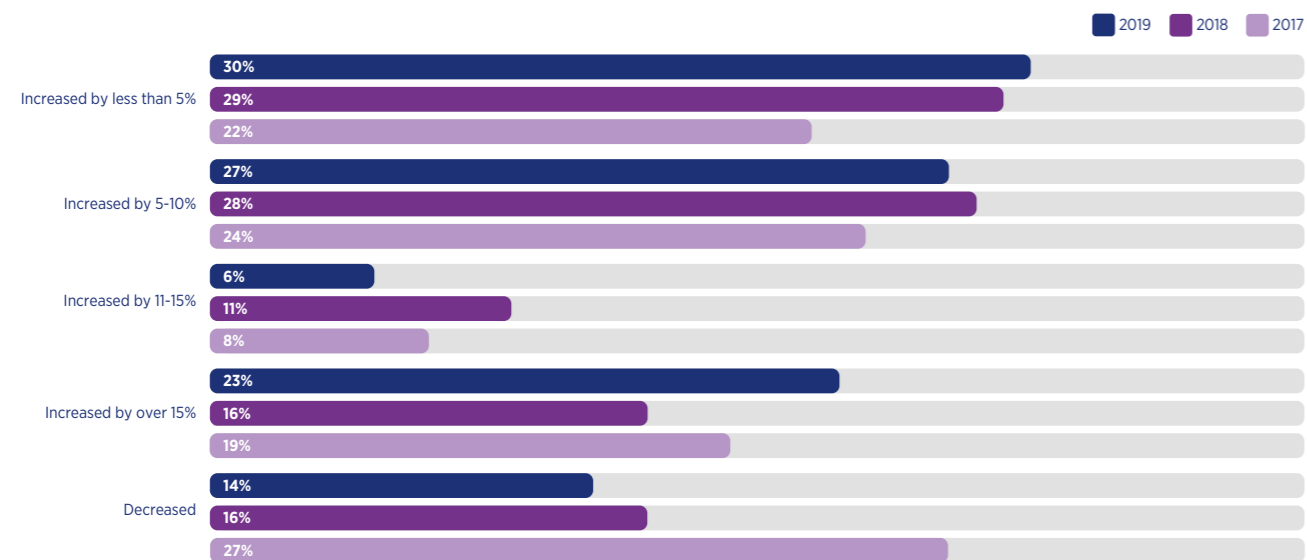
Did your salary change (increase or decrease) this year compared to last year? (%)



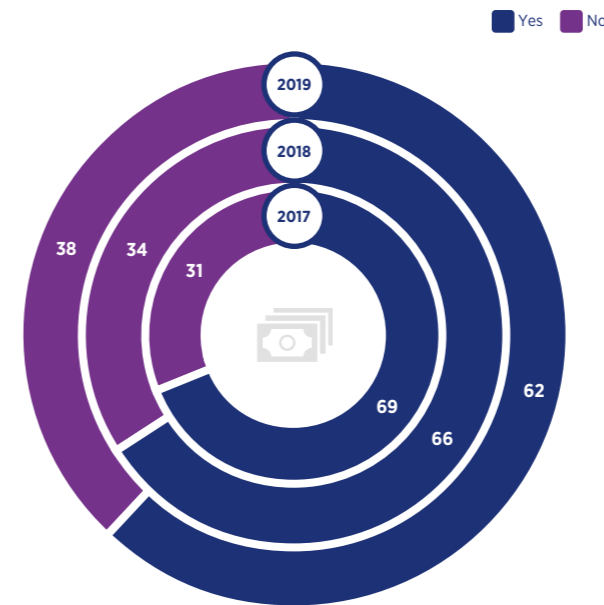
If answered yes, what was your salary change a result of?

	2019	2018	2017
Individual performance related pay increase	1	1	2
Standard annual pay increase across the whole company	2	3	3
A new job with a new company	3	2	1
You requested a pay increase and were successful	4	6	5
A pay decrease across the whole company	5	5	6
Other	6	7	7
A promotion within the same company	7	4	4

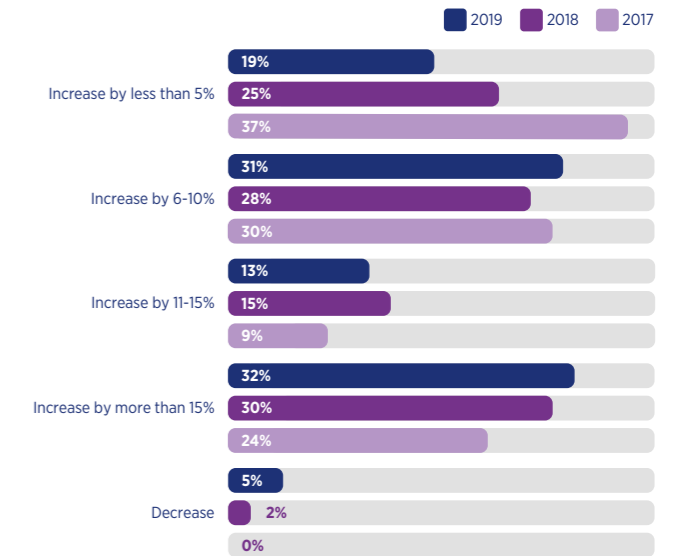
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

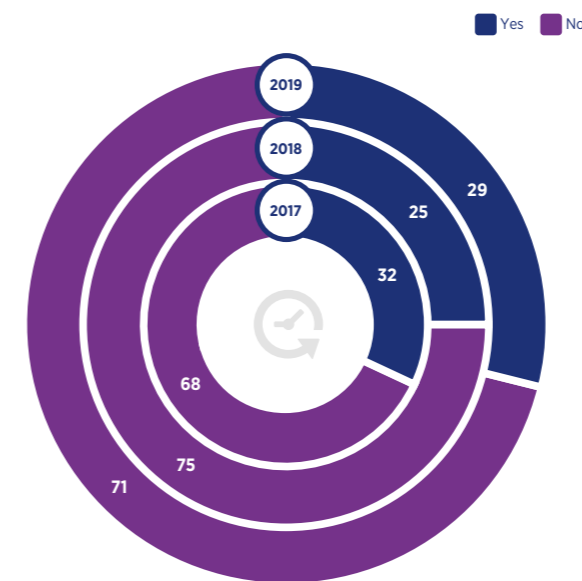


If answered yes, by how much do you realistically expect your salary to change?

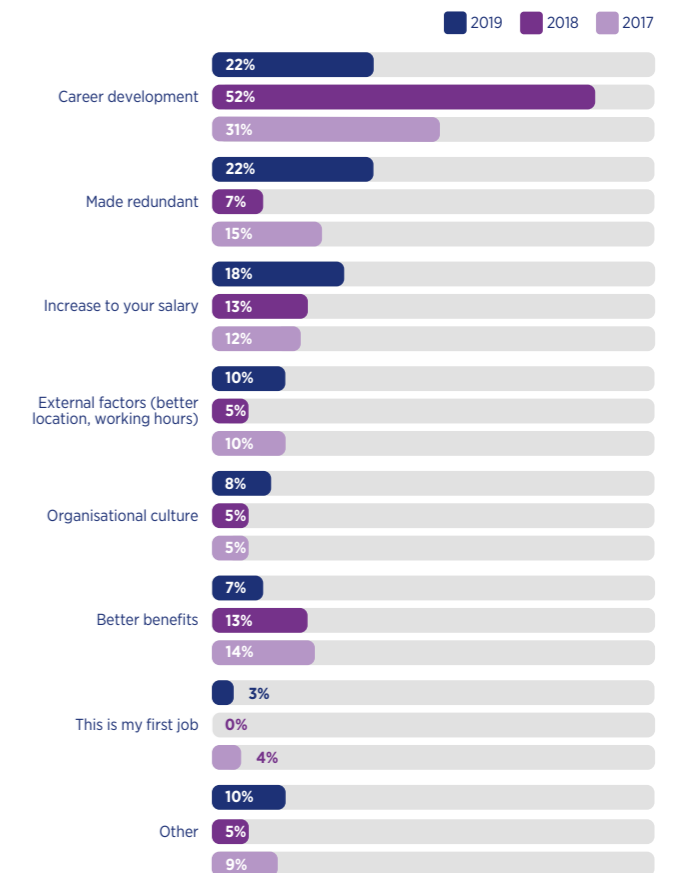


Career

Did you start employment with a new organisation this year? (%)

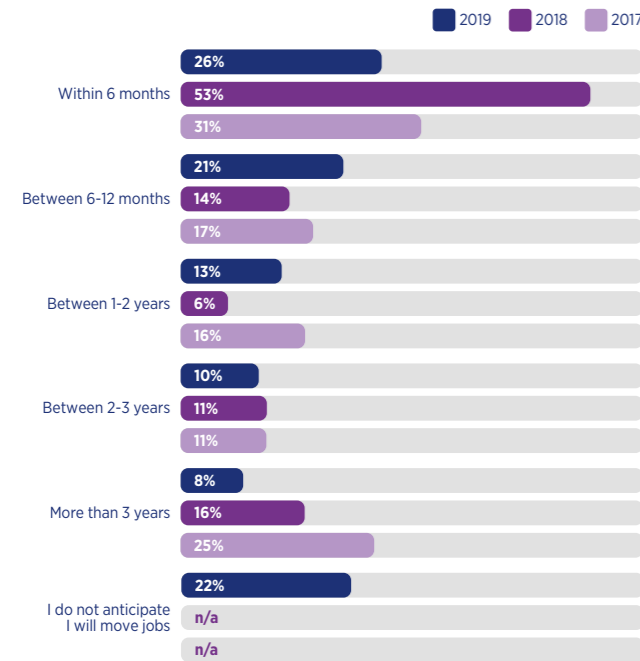


If answered yes, what made you move to a new organisation?



OFFICE SUPPORT EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move jobs with a new company?



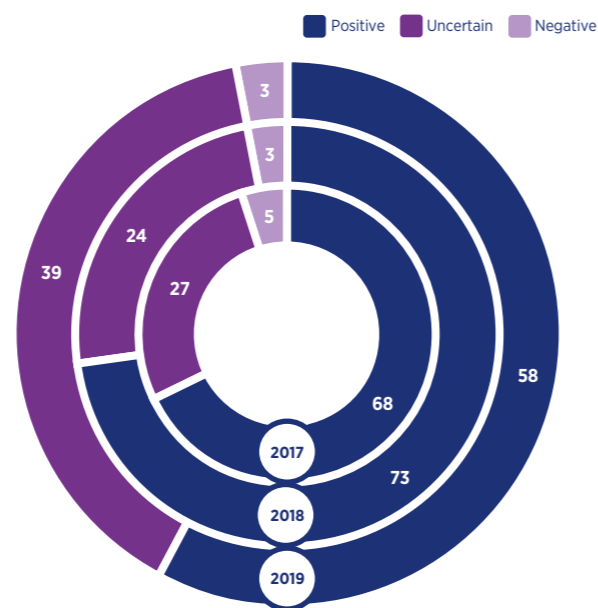
If you expect to move jobs within the next 12 months, why is this?



What are the most important factors keeping you with your current employer?



How do you feel about your career prospects for the next 12 months?



OFFICE SUPPORT SALARY GUIDE

Professional and Financial Services

Position	AED Range	AED Average
Private Personal Assistant	18,000–35,000	28,000
Paralegal – Private Practice	23,000–30,000	26,000
Executive Assistant to C-Level	20,000–30,000	25,000
Office Manager	20,000–30,000	25,000
Administration Manager	20,000–30,000	25,000
Legal Secretary – Private Practice	17,000–28,000	23,000
Executive Assistant – Multi support	16,000–23,000	20,000
Administrator	8,000–15,000	13,000
Receptionist	5,000–15,000	12,000

Industrial

Position	AED Range	AED Average
Personal Assistant (Private)	18,000–35,000	26,000
Executive Assistant C-Level	20,000–30,000	24,000
Executive Assistant Multi-Support	15,000–23,000	18,000
Office Manager	12,000–25,000	18,000
Legal Secretary (in house)	12,000–20,000	17,000
Paralegal (in house)	12,000–18,000	15,000
Administration Manager	10,000–17,000	15,000
Administrator	6,000–15,000	10,000
Receptionist	5,000–14,000	9,000
Data-Entry	5,000–10,000	8,000
Customer Service	5,000–10,000	7,000

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PROCUREMENT, LOGISTICS & SUPPLY CHAIN

It has been a steady year for hiring across Procurement, Logistics & Supply Chain in the GCC region, with a quarter of professionals changing roles in 2019, the same as in 2018. Much hiring has been as a result of natural turnover – when roles need replacing as staff leave, as well as small amounts of growth within Supply Chain departments across all industry sectors.

The busiest areas of job creation for Procurement, Logistics & Supply Chain professionals remains within FMCG, Manufacturing and dedicated Logistics companies. Looking regionally, Dubai and specifically Jebel Ali, has shown the greatest increase in hiring levels.

In contrast, we have noticed the hiring of Procurement, Logistics & Supply Chain professionals to have been quieter in global companies and MNCs. In many cases, this has been as a result of cost reduction strategies and smaller budgets allocated to hiring. Many of these organisations have also centralised a large number of their global operations outside of the GCC and consequently require less staff in the region than previous years.

Looking ahead, it is an exciting time for those involved in Procurement and Supply Chain. The drive to be more streamlined and cost effective is a theme across all organisations in the region and with the Procurement, Logistics & Supply Chain profession integral to this, we expect hiring to increase in the year to come. We are seeing a variety of organisations across all industry sector look to invest more resource in their Procurement function, to establish it as an independent department in order to reduce costs. To date, related tasks have often been covered by a variety of departments – sometimes within the finance division, which organisations are realising is not process efficient. With the Procurement function becoming separately established in this way, we anticipate there to be a growing number of autonomous roles available within the profession over the next year.

Salaries

As with hiring trends, salaries have been very much the same for Procurement, Logistics & Supply Chain professionals year-on-year; 54% remained the same in 2019 compared to 2018, 41% increased and 5% decreased.

Of those that increased, the most common was a rise of up to 5%, which is marginally lower than in 2018 when the most common change was a 5-10% increase. This slight reduction may be down to Procurement, Logistics & Supply Chain professionals willingness to flex on salary. We are noticing that long term job security is taking greater precedence over high salaries than it has done in previous years, an observation supported by the survey findings whereby, for the first time since carrying out this research, 'Job security' is stated at the number one reason why professionals have no intention of moving employer in the next 12 months.

In demand

We have seen an increase in more mid-senior level positions across Procurement, Logistics & Supply Chain. The most in demand job titles have been Senior Planners across Supply Chain, Demand and Sales & Operations Planning (S&OP), as well as Logistics Managers at Senior, Group and International level. This has been as a direct result of the trends mentioned above whereby a growing number of organisations are establishing dedicated Procurement functions, who require experienced professionals to lead and deliver streamlined processes.

In those organisations where the Procurement function is largely already established – typically more FMCG, Manufacturing and dedicated Logistics companies, we are noticing an increase in the demand for junior-mid level positions, as teams now look to grow their capabilities and streamline business processes further. Interestingly when hiring for these junior roles, we have seen employers to focus more on the soft skills of candidates and less so on technical ability than previous years. The belief being that cultural fit is most important when hiring as the right employee can easily be upskilled to fit the business requirements.

For employers, the availability of Procurement, Logistics & Supply Chain professionals remains strong in the region. When looking at attraction and retention strategies, it is important to bear in mind that while salary is a very important pull factor, job security is highly significant to Procurement, Logistics & Supply Chain professionals. The more stable and long-term the offer of employment, the more likely a strong candidate is to select an organisation over one who simply pays well.

“ It is pleasing to see that the GCC region, in overall terms, remains an attractive region to work in and remuneration levels for procurement and supply chain roles remain consistent. It is also interesting to see the inevitable focus on more skilled, experienced and qualified staff as the maturity of the profession grows in line with the establishment of regional supply chain hubs.

The GCC is going through a period of economic diversification during which far reaching initiatives to unlock new avenues for inward investment and revenue generation are being implemented. In this climate the need for highly skilled, commercially astute staff is evident and organisations continue to value the skills of those who are able to make a positive contribution to an organisations' overall value.

It is clear that for qualified and experienced professionals, the trend remains positive, and with a growing number of jobs predicted in the coming years, the demand for talent across all levels of seniority continues to increase.”

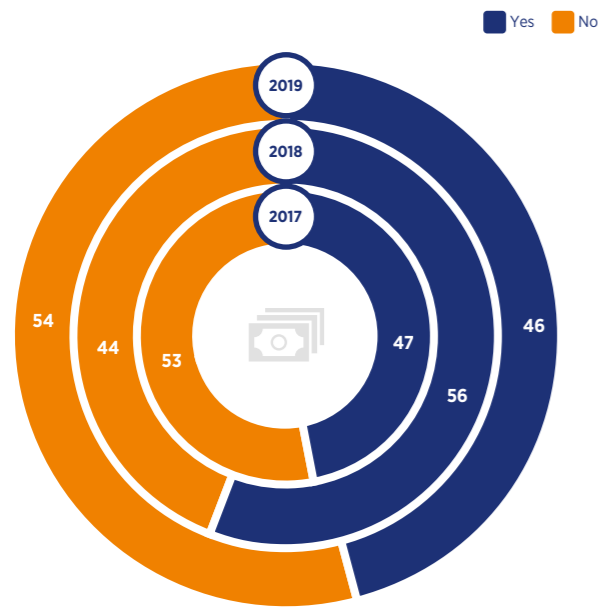
Sam Achampong FCIPS
Head of CIPS MENA



PROCUREMENT, LOGISTICS & SUPPLY CHAIN EMPLOYEE SURVEY HIGHLIGHTS

Salary

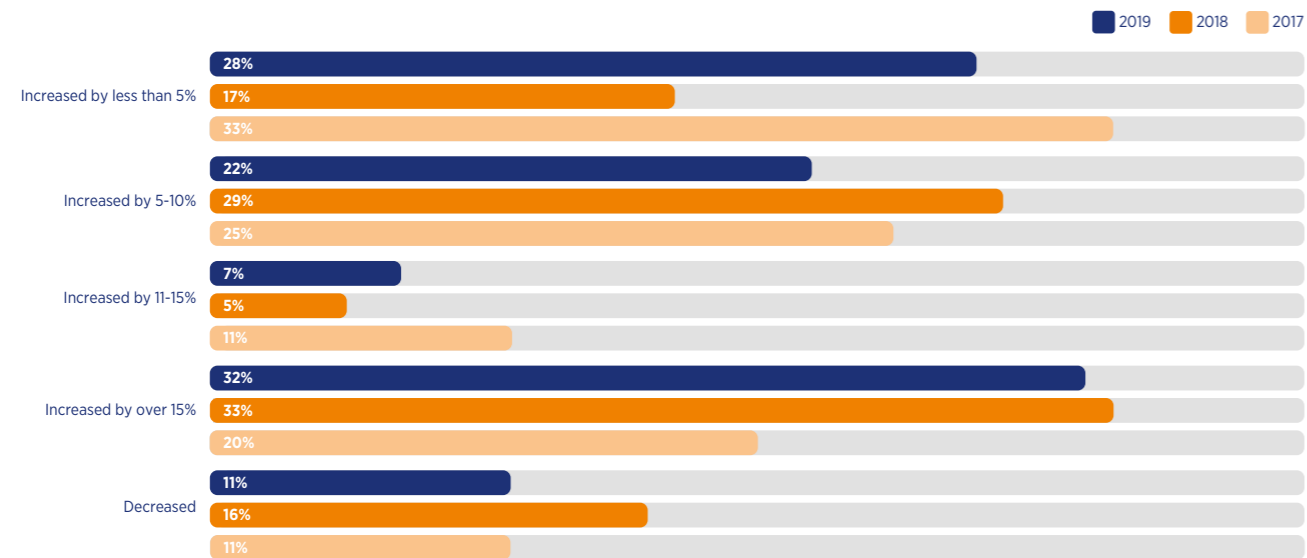
Did your salary change (increase or decrease) this year compared to last year (%)?



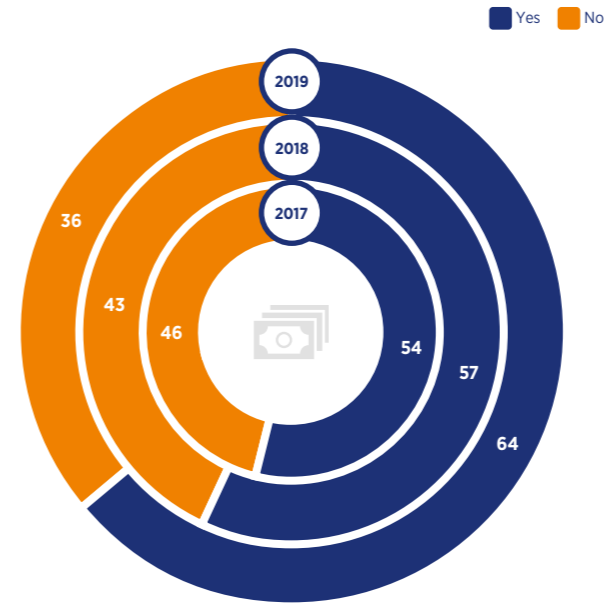
If answered yes, what was your salary change a result of?

	2019	2018	2017
Standard annual pay increase across the whole company	1	3	2
A new job with a new company	2	2	3
Individual performance related pay increase	3	1	1
A promotion within the same company	4	4	4
A pay decrease across the whole company	5	5	7
You requested a pay increase and were successful	6	6	5
Other	7	7	5

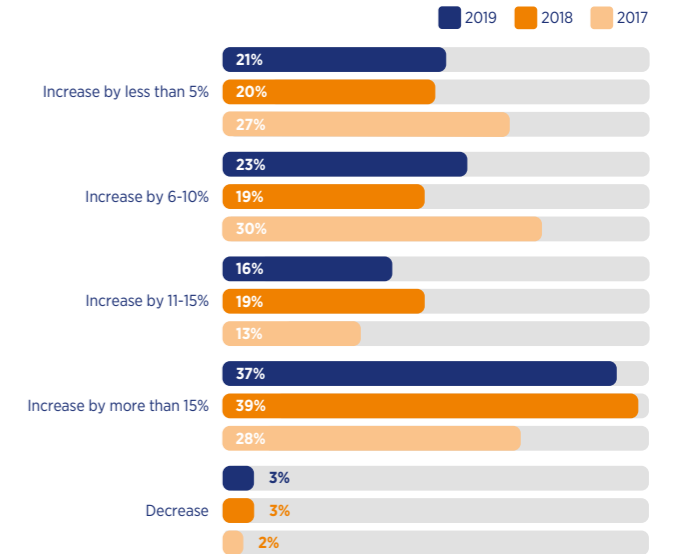
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

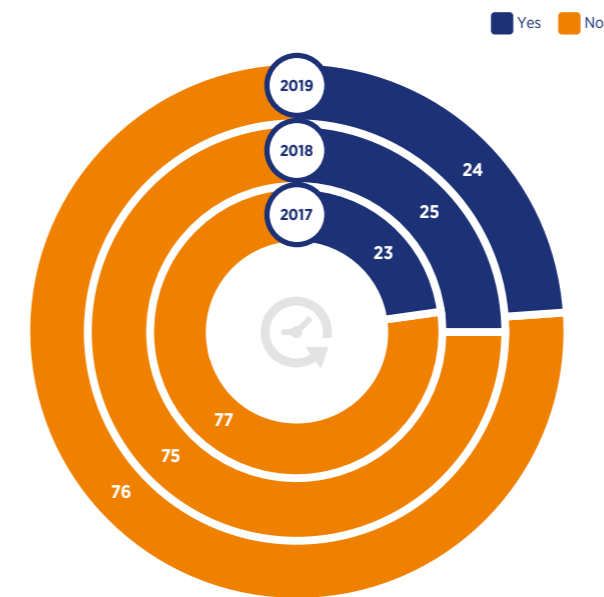


If answered yes, by how much do you realistically expect your salary to change?

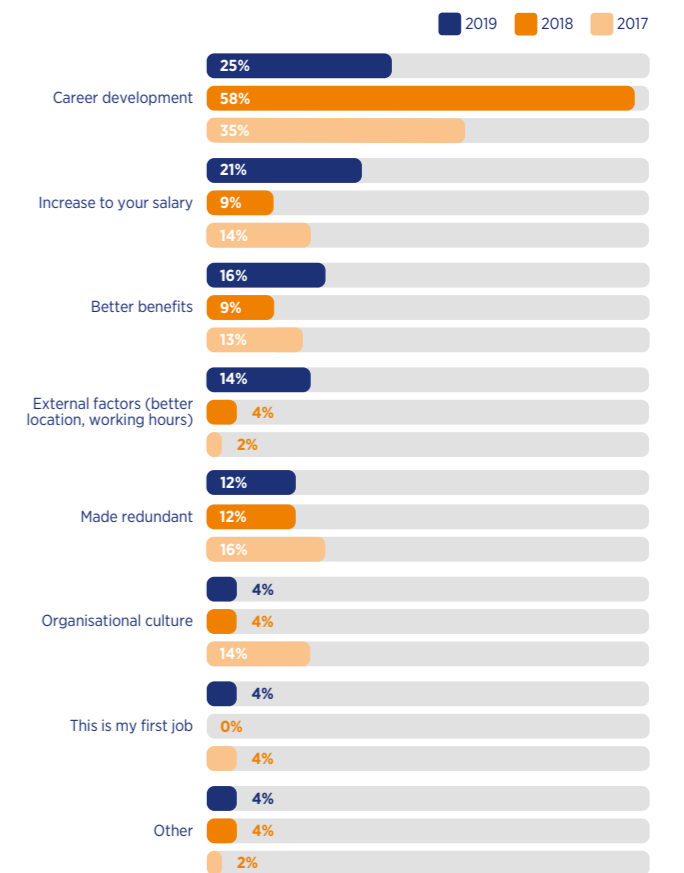


Career

Did you start a new job with a new organisation this year? (%)

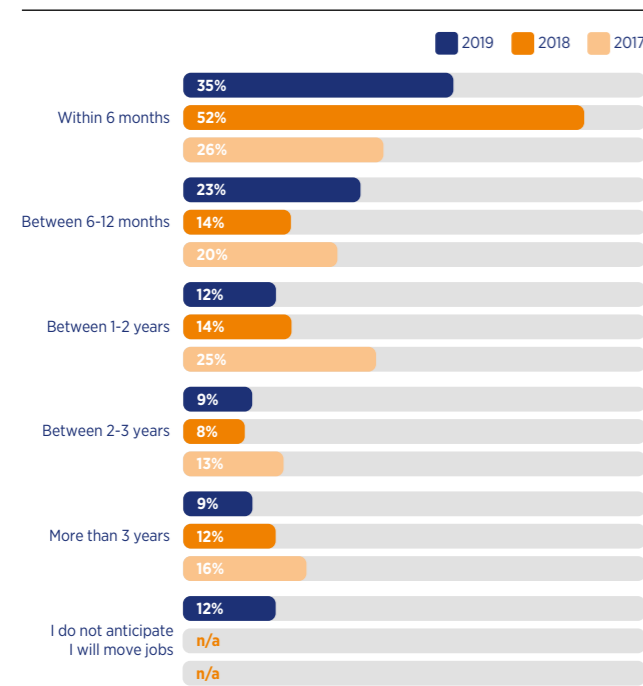


If answered 'Yes': What made you move to a new organisation this year?



PROCUREMENT, LOGISTICS & SUPPLY CHAIN EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move to a new job with a new organisation?



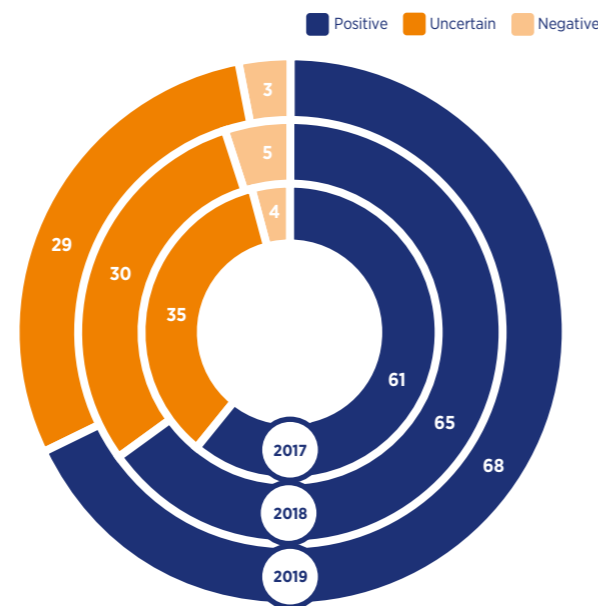
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



PROCUREMENT, LOGISTICS & SUPPLY CHAIN SALARY GUIDE

Position	AED Range	AED Average
COO/General Manager	50,000-70,000	60,000
Supply Chain/Procurement Director	45,000-65,000	55,000
Supply Chain Manager	30,000-55,000	40,000
Procurement Manager	30,000-55,000	38,000
Operations Manager	25,000-45,000	35,000
Production Manager	16,000-40,000	25,500
Logistics Manager	20,000-35,000	25,000
Demand Planner	15,000-30,000	25,000
Procurement Officer/Buyer	12,000-25,000	20,000
Logistics Officer/Coordinator	8,000-15,000	10,500

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SALES

Hiring within the Sales profession has remained largely the same as last year with 29% of professionals starting a new job in 2019 compared to 27% in 2018. The greatest number of job opportunities have been in the IT and Healthcare/Medical devices sectors (due to the advancement of digital tech in the region), as well as the Professional services and FMCG industries. FMCG has however been more volatile than previous years. We have noticed many organisations within this sector to go through a series of restructures, which has involved a number of redundancies and rehiring of Sales staff in order to establish new teams who will bring a new rigour and focus to the business.

The number of Sales roles available in Saudi Arabia has increased quite significantly over the past few months. In line with Saudi Vision 2030 and the drive to be a leading nation, we are seeing more companies invest and setup in the Kingdom, all of who require Sales staff to drive this. We anticipate this demand to increase exponentially throughout 2020 and beyond.

The outlook for Sales professionals across the GCC is generally encouraging, with the majority, 64%, feeling positive about their career prospects for the next 12 months.

Salaries

Fifty-six per cent of Sales professionals salaries remained the same last year, 39% increased and 5% decreased.

Of those that did change, the most common was an uplift of less than 5%. We are certainly noticing companies to be more frugal than previous years when salary increases were generally greater. Many of the Sales professionals that we are working with are also being more flexible with the salaries they accept. We believe this to be in relation to the organisation restructures mentioned above and also due to the high level of competition when looking for a new job. Both of these are resulting in security of employment taking priority over the salaries being agreed.

Looking ahead, the majority of Sales professionals (58%) expect salaries to increase but while this is positive, it is lower than the 71% who said the same the prior year. This small decline can most likely be explained by the reshuffling of teams mentioned above.

In demand

Most in demand in the profession are senior professionals including Sales Directors, General Managers, Country Managers and Sales Managers. This again relates to commentary above whereby a number of organisations are looking to shake up their Sales teams in order to bring a new dynamism, perspective and drive to achieve business objectives. This requires senior Sales professionals who have experience in leading this momentum and delivering results.

Industry experience is a key attribute that employers look for when hiring Sales staff, as well as knowledge of the region. Related to experience, there is growing demand for technical industry expertise, particularly within the IT and Healthcare/Medical devices markets mentioned above.

Of those businesses hiring in Saudi Arabia, senior Sales professionals with experience of working in the Kingdom and who are bi-lingual in both English and Arabic are highly sought after.

From an employee perspective, MNCs remain the most popular type of organisation that Sales staff choose to work for. Employer brand and reputation are strong pull factors, seen as a positive association for career progression.

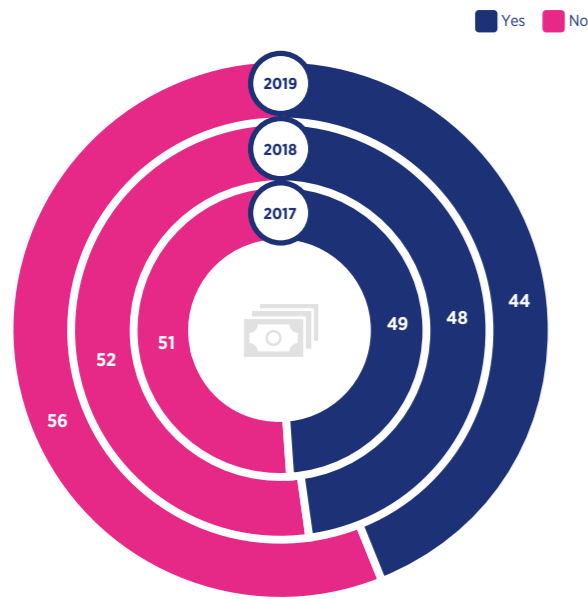
“ Industry experience is a key attribute that employers look for when hiring Sales staff, as well as knowledge of the region. ”



SALES EMPLOYEE SURVEY HIGHLIGHTS

Salary

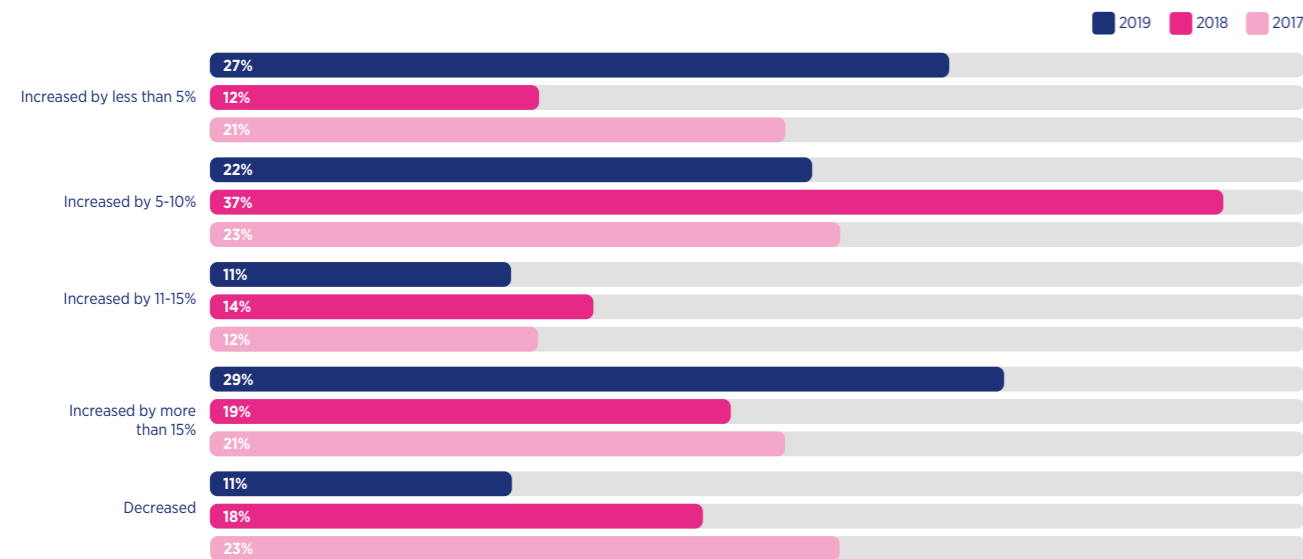
Did your salary change (increase or decrease) this year compared to last? (%)



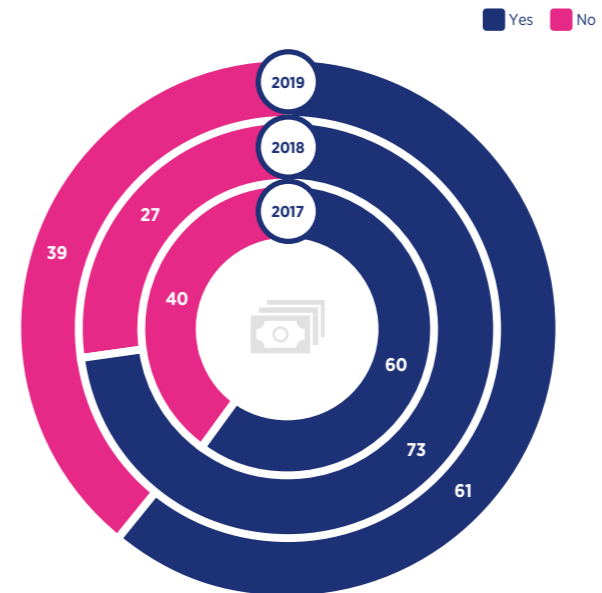
If answered yes, what was your salary change a result of?

	2019	2018	2017
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A new job with a new company	2	2	1
Standard annual pay increase across the whole company	3	3	3
A promotion within the same company	4	6	4
You requested a pay increase and were successful	5	7	6
A pay decrease across the whole company	6	5	7
Other	7	4	4

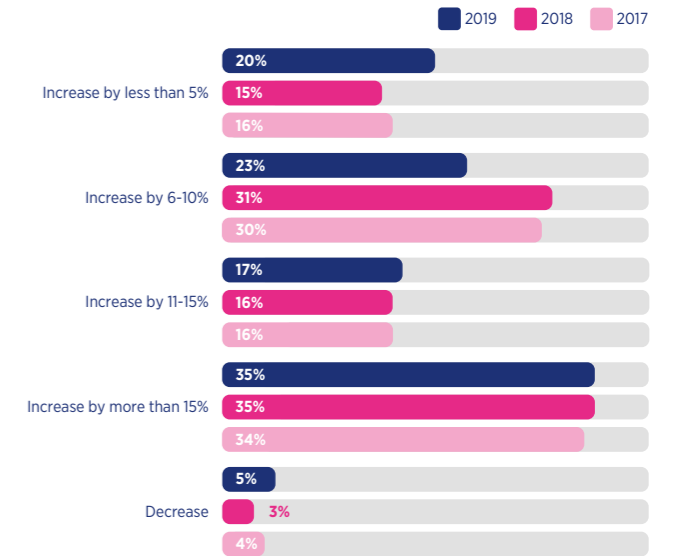
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

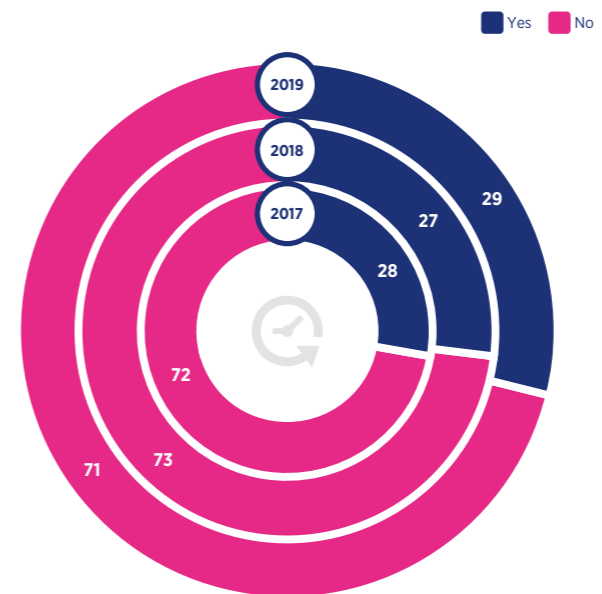


If answered 'Yes': By how much do you realistically expect your salary to change?

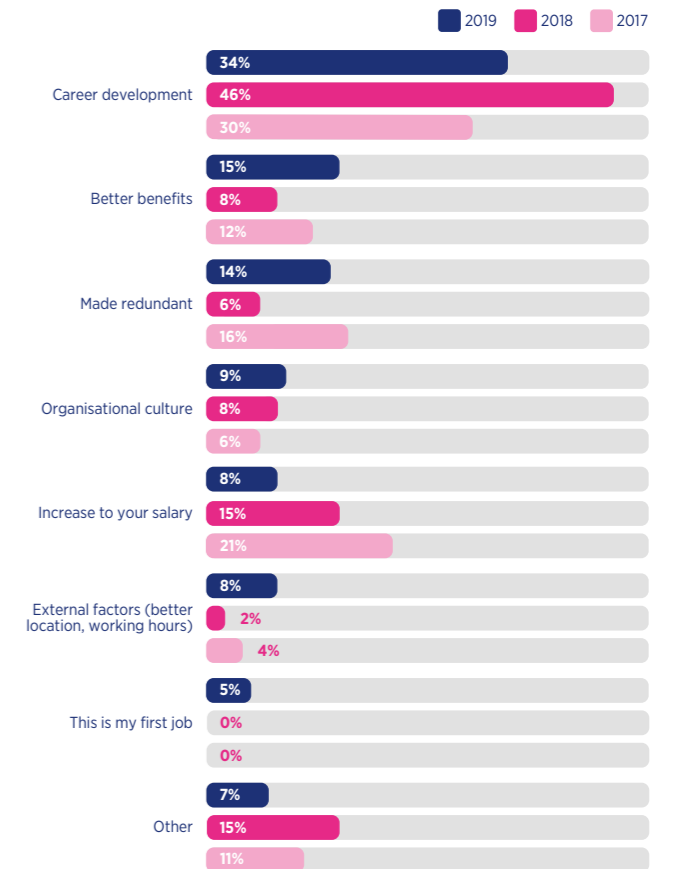


Career

Did you start a new job with a new organisation this year? (%)

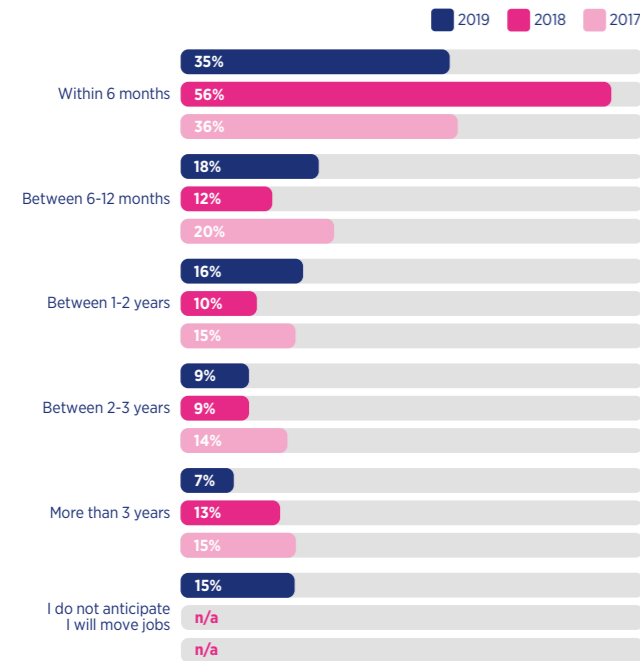


If answered yes, what made you move to a new organisation?



SALES EMPLOYEE SURVEY HIGHLIGHTS

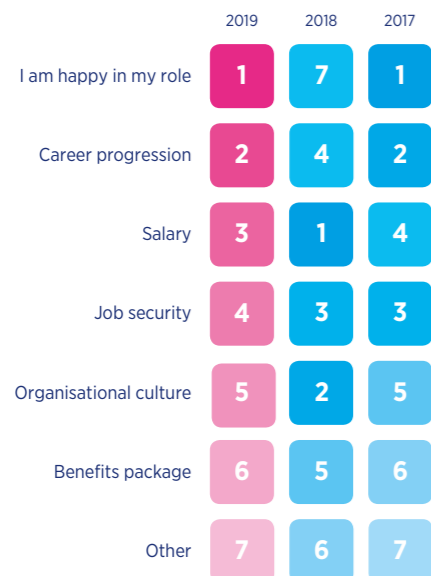
When do you anticipate you will next move jobs with a new company?



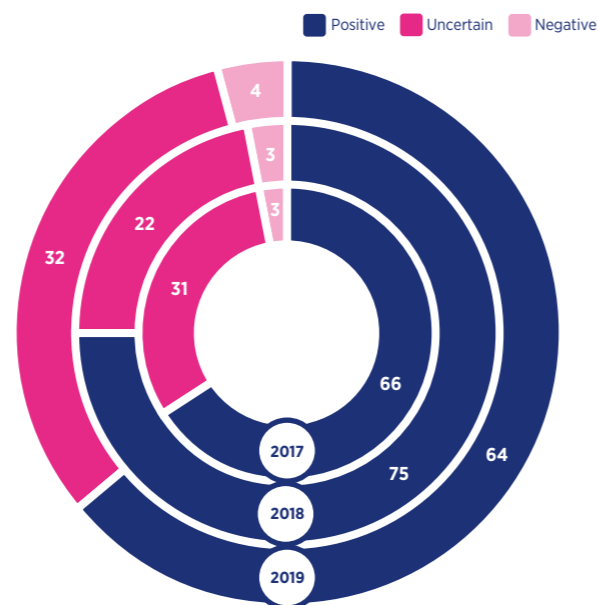
If you expect to move jobs within the next 12 months, why is this?



What is the most important factor keeping you with your current employer?



How do you feel about your career prospects for the next 12 months?



SALES SALARY GUIDE

Professional Services and FMCG

Position	AED Range	AED Average
FMCG Sales Director	35,000-50,000	45,000
Commercial Manager	25,000-50,000	40,000
Country Manager	30,000-50,000	35,000
Legal Business Development Manager	25,000-40,000	35,000
Operations Manager	25,000-45,000	35,000
Professional Services BDM	20,000-35,000	25,000
Media Sales Manager	18,000-30,000	23,000
FMCG Sales Manager	15,000-25,000	20,000
Operations Executive	15,000-25,000	20,000

Industrial

Position	AED Range	AED Average
Commercial Director	30,000-50,000	40,000
Head of Sales	30,000-50,000	35,000
Senior Sales Manager	30,000-45,000	35,000
Specification Manager	25,000-40,000	35,000
Clinical Sales Manager	25,000-35,000	30,000
Head of Operations	25,000-50,000	30,000
Business Development Manager	15,000-45,000	25,000
Key Account Manager	18,000-30,000	25,000
Partnership Development Manager	20,000-35,000	25,000
Sales Manager	15,000-30,000	25,000
Software Sales Manager	15,000-30,000	24,000
Sales Executive	10,000-18,000	14,000

Salaries shown here represent the total monthly salary package for each position, in Arab Emirates Dirhams (AED) as of Q4 2019.

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TECHNOLOGY AND DIGITAL

Hiring activity within the IT profession was unpredictable in 2019 compared to the more constant trends seen throughout 2018. Overall, it was a busy year with a similar number of roles available as in 2018 but with peaks and troughs in demand at different times of year. Much of this we believe to be down to employers hiring IT resource as required, to add to existing capability much of the core of which was established the prior year.

The hiring of IT professionals was busy across a range of industry sectors, owing largely to organisations continued focus on digitisation in region. Related to this, Tech Start-ups and SMEs who bring latest technology to market have had the most number of jobs available to IT professionals. Aside from this, various events and government initiatives, such as Expo 2020, Smart Dubai 2010 and Saudi Vision 2030, to establish the GCC as a world leader in technology and innovation have also been driving much exposure and investment in technology in the region.

We have seen more organisations to be hiring temporary, IT Contractors in addition to their permanent IT resource. The advantage being that employers can recruit the specialist skill they require on demand, which will enable the delivery of specific projects while providing a more viable option than having to onboard such expertise on a permanent basis.

In contrast to above, the quietest areas of hiring for the IT profession has been within FMCG, Retail, Pharma and Life Sciences industries. We have noticed many businesses here to have already established IT divisions or to have centralised IT teams based outside of the GCC.

Looking ahead, there is much optimism for the IT profession in the GCC, as evident from the 70% of IT professionals who feel positive about their career prospects for the next year. We anticipate the trends of the past few months to continue, with busy hiring activity across a large variety of industry sectors.

“As with last year, specialist IT professionals with digital technology and data driven skill sets are high in demand in the GCC.”

Salaries

Salaries were much the same year-on-year for IT professionals in 2019, with the majority (54%) remaining the same as in 2018, 41% increasing and 5% decreasing.

The most common change was an increase of 5-10%, which was the same as the prior year but higher than the market average of less than 5%. This can be explained by the high salaries employers are willing to pay for the most niche and technically skilled IT professionals, some of who they may have to source and relocate from locations outside of the GCC.

As with career prospects, IT professionals are optimistic about their salaries for the next year, with 62% expecting an increase, most once again anticipating a rise of 5-10%.

In demand

As with last year, specialist IT professionals with digital technology and data driven skill sets are high in demand in the GCC. Roles related to AI, Data Science and Analytics, Information and Cyber Security, Digital Transformation and Software Engineering are most in demand, all of which encompass a range of technical and specialist job titles (see pages 69-70). Within these, employers look for candidates with like for like experience, who have proven capability in project delivery and who continually upskill themselves to stay at the cutting edge of technology trends in the global market.

Positively, we are noticing a greater availability of skilled IT professionals in the GCC than in previous years, who have been brought over to work on specific projects for various organisations and who are open to new opportunities. Competition for top talent is however incredibly high amongst organisations and employers should not be complacent when hiring.

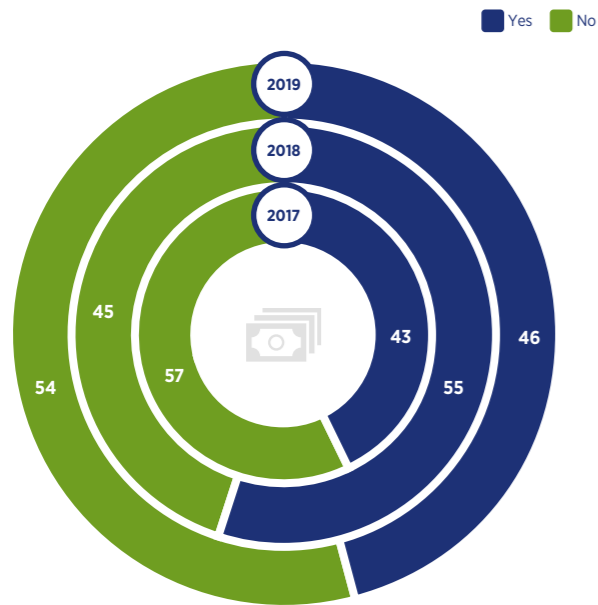
Career development opportunities and salary are the most important factors that IT professionals consider when looking for new employment and these should be addressed as part of organisations' talent attraction strategies. IT professionals want to work for organisations who not only pay well but who are at the forefront of innovation in the industry and who will enable them to develop skillsets of the future.



TECHNOLOGY AND DIGITAL EMPLOYEE SURVEY HIGHLIGHTS

Salary

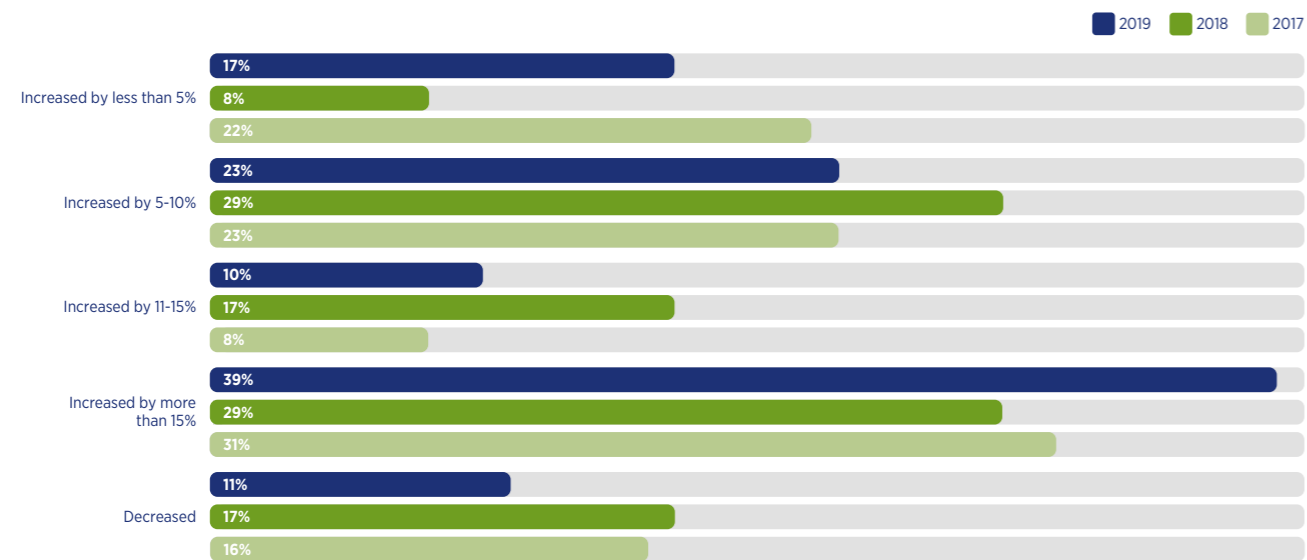
Did your salary change (increase or decrease) this year compared to last year? (%)



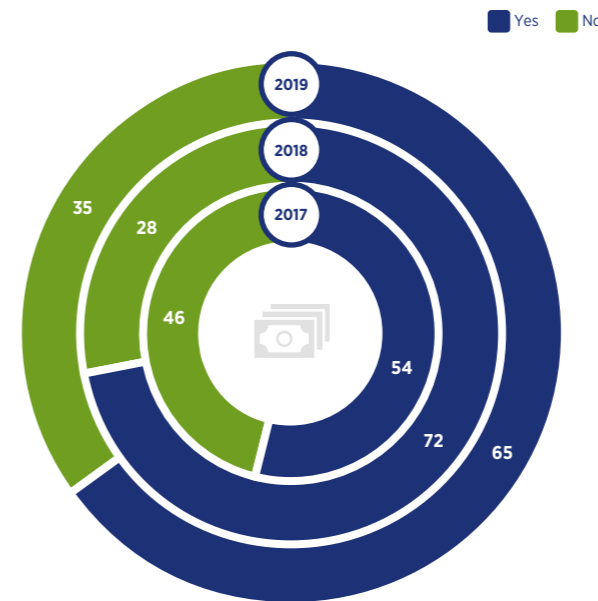
If answered yes, what was your salary change a result of?

	2019	2018	2017
A new job with a new company	1	2	1
Individual performance related pay increase	2	4	2
A promotion within the same company	3	3	3
Standard annual pay increase across the whole company	4	1	4
You requested a pay increase and were successful	5	7	6
A pay decrease across the whole company	6	5	5
Other	7	6	7

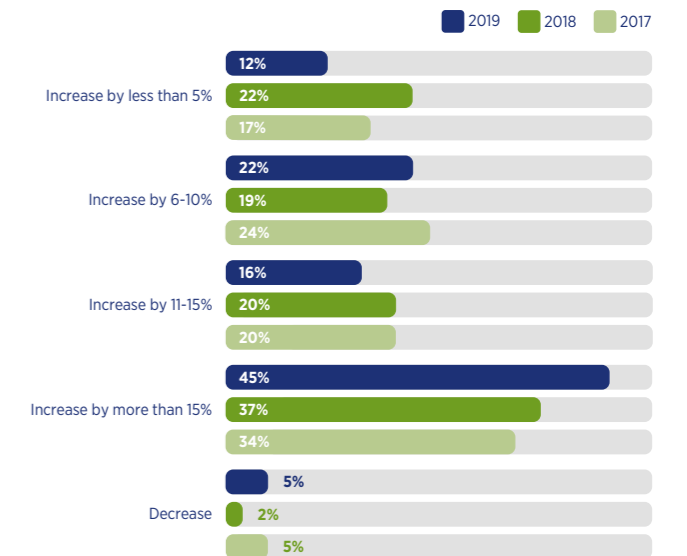
If answered yes, by what percentage did your salary change?



Do you realistically expect your current salary to change in the next 12 months? (%)

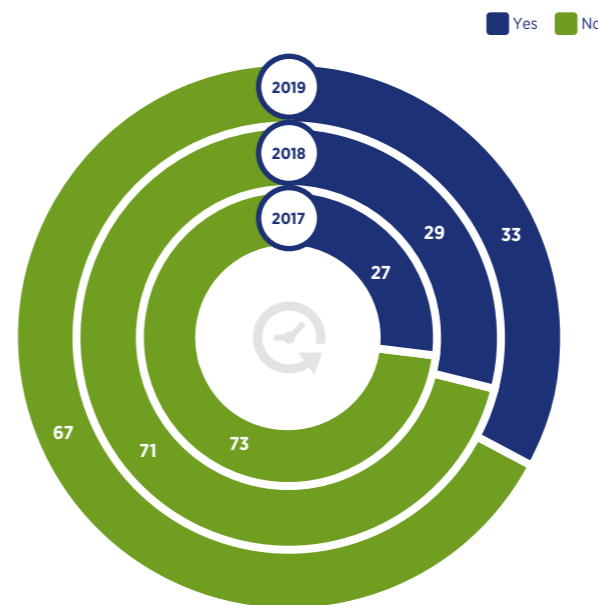


If answered yes, by how much do you realistically expect your salary to change?

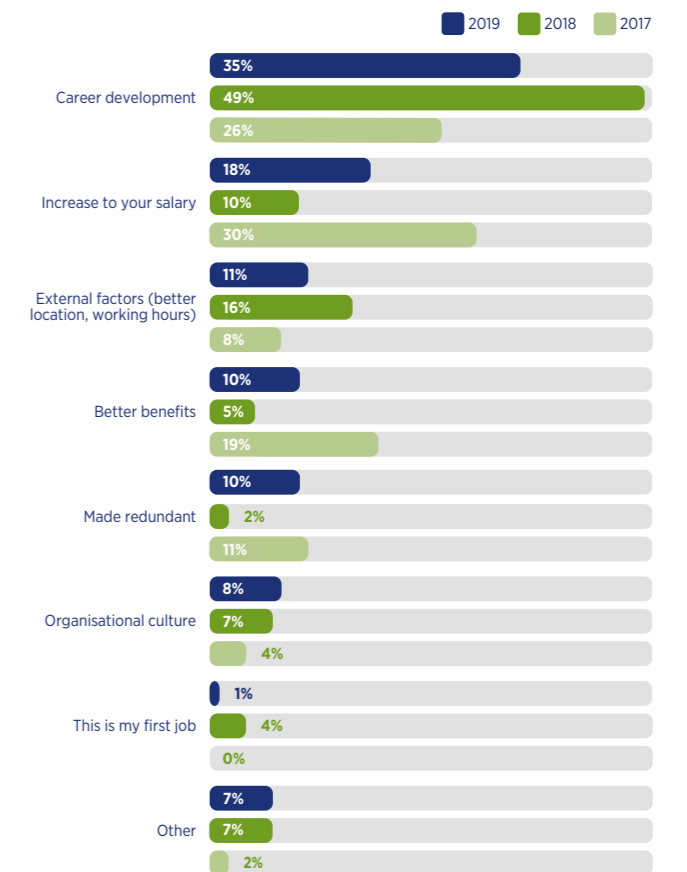


Career

Did you start a new job with a new organisation this year? (%)

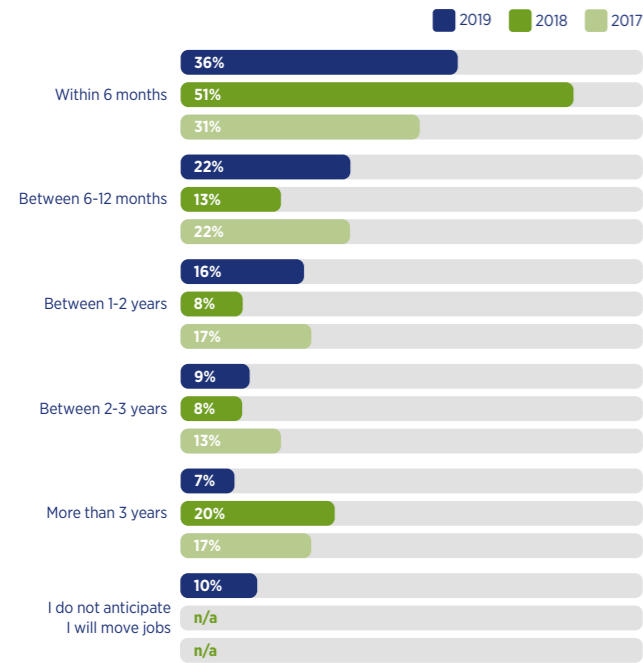


If answered yes, what made you move to a new organisation?



TECHNOLOGY AND DIGITAL EMPLOYEE SURVEY HIGHLIGHTS

When do you anticipate you will next move jobs with a new company?



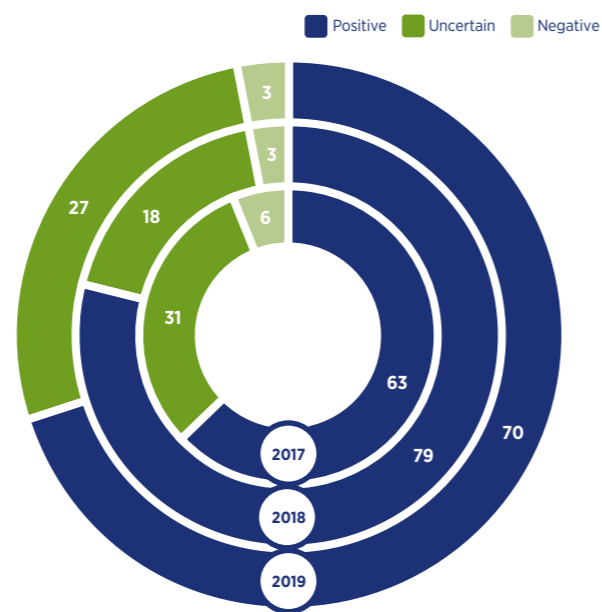
If you expect to move jobs within the next 12 months, why is this?



What are the most important factors keeping you with your current employer?



How do you feel about your career prospects for the next 12 months? (%)



TECHNOLOGY AND DIGITAL SALARY GUIDE

TECHNOLOGY

CXO & IT Leadership

Position	AED Range	AED Average
Chief Information Officer (CIO)	60,000-120,000	80,000
Chief Information Security Officer (CISO)	60,000-120,000	75,000
Chief Digital Officer (CDO)	60,000-90,000	75,000
Chief Technology Officer (CTO)	55,000-80,000	67,500
IT Director	35,000-70,000	52,500
Head of IT	25,000-70,000	47,500
IT Manager	20,000-45,000	32,500

Information/Cyber Security

Position	AED Range	AED Average
Head of Information Security	50,000-65,000	57,500
Head of Data Protection	45,000-60,000	52,500
Data Governance Manager	40,000-60,000	50,000
Information Security Architect	35,000-60,000	47,500
Information Security Manager	40,000-50,000	45,000
Penetration Tester	30,000-50,000	40,000
IT Security Manager	35,000-45,000	40,000
Information Security Analyst	25,000-50,000	37,500
Application Security Engineer	28,000-35,000	31,500

Project Delivery & Business Analysis

Position	AED Range	AED Average
Programme Director	40,000-70,000	55,000
Head of PMO	40,000-60,000	50,000
Programme Manager	35,000-55,000	45,000
Senior Project Manager	30,000-50,000	40,000
SCRUM Master	30,000-40,000	35,000
Senior Business Analyst	25,000-40,000	32,500
Project Manager	25,000-35,000	30,000
Business Analyst	15,000-30,000	22,500

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IT Architecture

Position	AED Range	AED Average
Enterprise Architect	40,000-65,000	52,500
Integration Architect	35,000-60,000	47,500
Big Data Architect	40,000-55,000	42,500
Cloud Architect	30,000-55,000	42,500
Software Architect	25,000-55,000	37,500
IoT Architect	30,000-40,000	35,000

Presales & Solutions Architecture

Position	AED Range	AED Average
Presales/Solutions Director	50,000-100,000	75,000
Presales/Solutions Manager	30,000-70,000	50,000
Solutions Architect	30,000-50,000	40,000
Presales/Solutions Engineer	15,000-40,000	27,500

ERP & Enterprise Applications

Position	AED Range	AED Average
Head of Enterprise Applications	45,000-65,000	55,000
Enterprise Application Manager	40,000-60,000	50,000
Senior Project Manager	35,000-45,000	40,000
Functional Consultant	30,000-40,000	35,000
Project Manager	30,000-40,000	35,000
ERP Developer	15,000-28,000	21,500

TECHNOLOGY AND DIGITAL SALARY GUIDE

DIGITAL

Digital Transformation

Position	AED Range	AED Average
Chief Digital/Data Officer	60,000–90,000	75,000
Digital Transformation Director	45,000–70,000	57,500
Digital Transformation Manager	35,000–55,000	45,000
Business Partner/Relationship Manager	30,000–55,000	42,500

Development & Testing

Position	AED Range	AED Average
Head of Engineering	50,000–70,000	60,000
Software Development Director	40,000–65,000	52,500
Head of QA/Testing	35,000–65,000	50,000
Development Manager	30,000–50,000	40,000
DevOps Manager	35,000–45,000	40,000
DevOps Engineer	25,000–40,000	32,500
Lead QA/Test Analyst	25,000–35,000	30,000
Full Stack Developer	18,000–35,000	26,500
Mobile Application Developer	18,000–30,000	24,000
Back End Developer/Engineer	12,000–35,000	23,500
Front End Developer/Engineer	15,000–30,000	22,500
UX Developer	15,000–30,000	22,500
QA/Test Analyst	15,000–30,000	22,500

Data Science & Analytics

Position	AED Range	AED Average
Head of Data Science	60,000–80,000	70,000
Head of Big Data & Analytics	50,000–70,000	60,000
Data Engineering Manager	45,000–55,000	50,000
Business Intelligence Manager	30,000–50,000	40,000
Data Architect	35,000–45,000	40,000
Machine Learning Engineer	30,000–45,000	37,500
Data Scientist	30,000–45,000	37,500
Data Engineer	22,000–35,000	28,500
Data Analyst	20,000–30,000	25,000
Business Intelligence Developer	18,000–28,000	23,000

Product Management

Position	AED Range	AED Average
Chief Product Officer	50,000–70,000	60,000
Head of Product	45,000–65,000	55,000
Product Manager	20,000–45,000	32,500
Product Owner	20,000–40,000	30,000
UX/UI Designer	20,000–30,000	25,000

Infrastructure & Networking

Position	AED Range	AED Average
Head of Infrastructure	40,000–60,000	50,000
Infrastructure Manager	30,000–45,000	37,500
Infrastructure Architect	30,000–45,000	37,500
Network Architect	30,000–45,000	37,500
Linux Administrator	15,000–30,000	22,500
Network Engineer	15,000–30,000	22,500
Infrastructure Engineer	15,000–20,000	17,500
IT Support Analyst	10,000–20,000	15,000

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ABOUT US

Hays is the leading global expert in qualified, professional and skilled recruitment. Last year our experts placed around 81,000 people into permanent jobs and around 254,000 people into temporary assignments. Hays was established as a recruitment business in 1968 and is a FTSE 250 listed company, with net fees of £1.1Bn. We employ 11,500 staff in 265 offices across 33 countries and we have become the most followed recruitment company on LinkedIn globally.

Hays Middle East was established in December 2005 in Dubai, with a second office more recently opened in Abu Dhabi.

Our overriding aim is to build enduring relationships with employers and job seekers across the GCC and to find organisations the right people to match their specific needs and help industries to flourish.

Counting a client portfolio that spans from small and medium-sized enterprises to leading multinational organisations, we draw on our in-depth industry expertise and local market knowledge to provide solutions that work for you.

We can source candidates from an international talent pool to find skilled professionals who not only fit culturally but who make a real difference to businesses.

Our consultants are all experienced experts in their field. They will take time to discuss your needs and ensure that they deliver the optimal and most cost-effective solution every time.

Capabilities

- Permanent hiring
- Contracting
- Executive Search
- Head hunting
- Multiple hiring
- Emiratisation
- Saudization
- Recruitment Process Outsourcing

Local areas covered

- UAE
- Saudi Arabia
- Oman
- Kuwait
- Bahrain
- Qatar

Specialist areas

- Accountancy & Finance
- Banking
- Construction
- Emiratisation
- Engineering
- Executive Search
- Facilities Management
- Healthcare
- HR
- IT
- Legal
- Life Sciences
- Logistics
- Marketing
- Office Support
- Oil & Gas
- Procurement
- Property
- Sales
- Supply Chain

20

Specialist areas

50+

Years recruitment experience

#1

Most followed recruitment company on LinkedIn



CONTACT US

If you require any further information on Hays or would like to discuss your recruitment needs, please contact your local experts:

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