



Back Office
Support Services

Recruitment Industry Outlook Report

Key trends and insights
for the future

June 2021



Foreword by

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Business Development Manager

Covid-19 has had a significant impact on all of us.

As we slowly emerge from the latest restrictions, we wanted to hear how it has shaped your thinking for the future.

In compiling this Outlook Report, we surveyed **over 50 recruitment professionals** which included agencies of all sizes and from all sectors, to learn their priorities, challenges and expectations.

When we started Back Office Support Services way back in 1998, we wanted to help recruitment agencies of all shapes and sizes prosper and grow. We hope you find this report an invaluable insight into how the sector is feeling and approaching the next 12 months.





2021: time to be optimistic?

After the challenges of 2020, it's heartening to see that by far the vast majority of respondents are expecting business to get back to at least 2019 levels.

Over 81%
of our survey respondents
expected to see growth in 2021.

For those that don't anticipate growth, many are anticipating to at least return to sales levels seen in 2019. This optimism is fueled by both the current levels of bookings and feedback they are receiving on what is planned for the next few months.



2021: time to be optimistic?

**66 DEMAND STILL
REMAINS, BUT
REQUIREMENTS
WILL RAMP UP
AS WE COME OUT
OF LOCKDOWN.99**



2021: time to be optimistic?

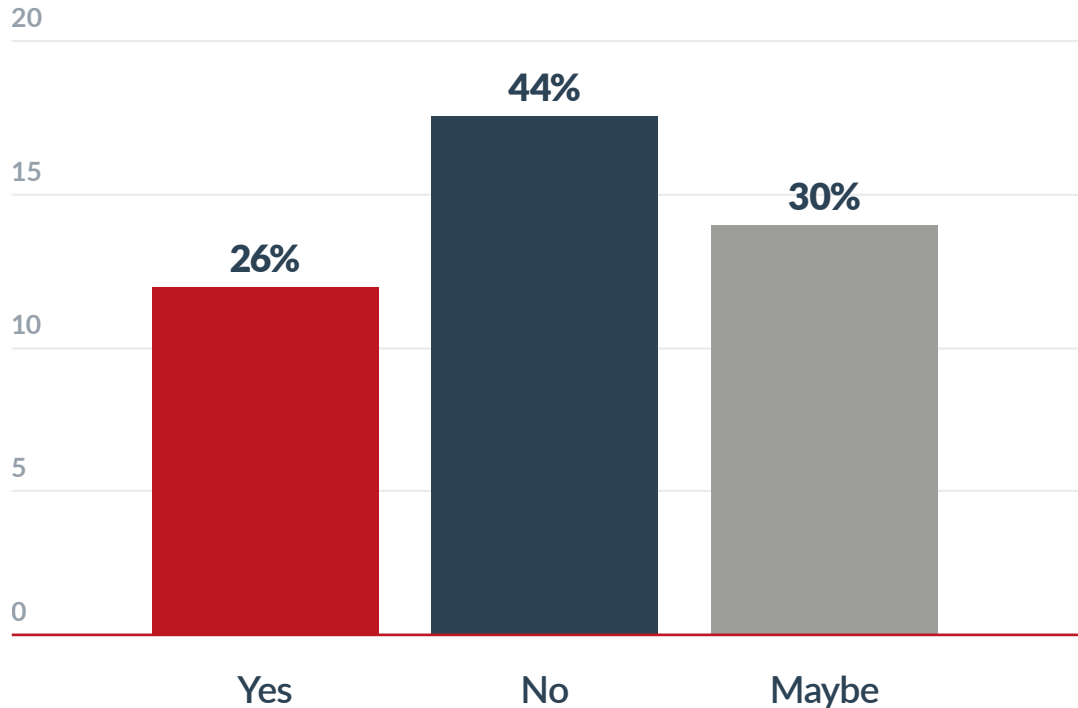
66 SPEAKING TO
PEOPLE THERE
SEEMS TO BE MORE
RECRUITMENT
PLANNED. 99





Is diversifying in your plans?

Looking to diversify?



While the majority of respondents aren't planning to diversify into other sectors, almost a third didn't rule it out.

For those that said 'yes', the sectors varied from HR, Technology, Logistics, eCommerce, Warehousing to Construction.





How has the candidate market changed?

Opinions vary from sector to sector, but overall it seems there are more people who are looking for any type of work, while quality candidates are reluctant to move from their current secure job.

“ THE MARKET IS VERY BUOYANT AT THE MOMENT. THERE ARE LOTS OF JOBS BUT DOUBLE THE CANDIDATES AVAILABLE. ”

For those that don't anticipate growth, many are anticipating to at least return to sales levels seen in 2019. This optimism is fueled by both the current levels of bookings and feedback they are receiving on what is planned for the next few months.



How has the candidate market changed?

**66 HIGHER
APPLICATIONS FOR
PERMANENT JOBS
(AS HIGH AS X5
FOR SOME ROLES),
WHILST TEMPS ARE
EASIER TO FIND. 99**



How has the candidate market changed?

**“ IT’S BECOME MORE
OF A CANDIDATE LED
MARKET - PEOPLE
ARE MORE CHOOSY
ABOUT WHERE THEY
GO FOR VARIOUS
REASONS. ”**

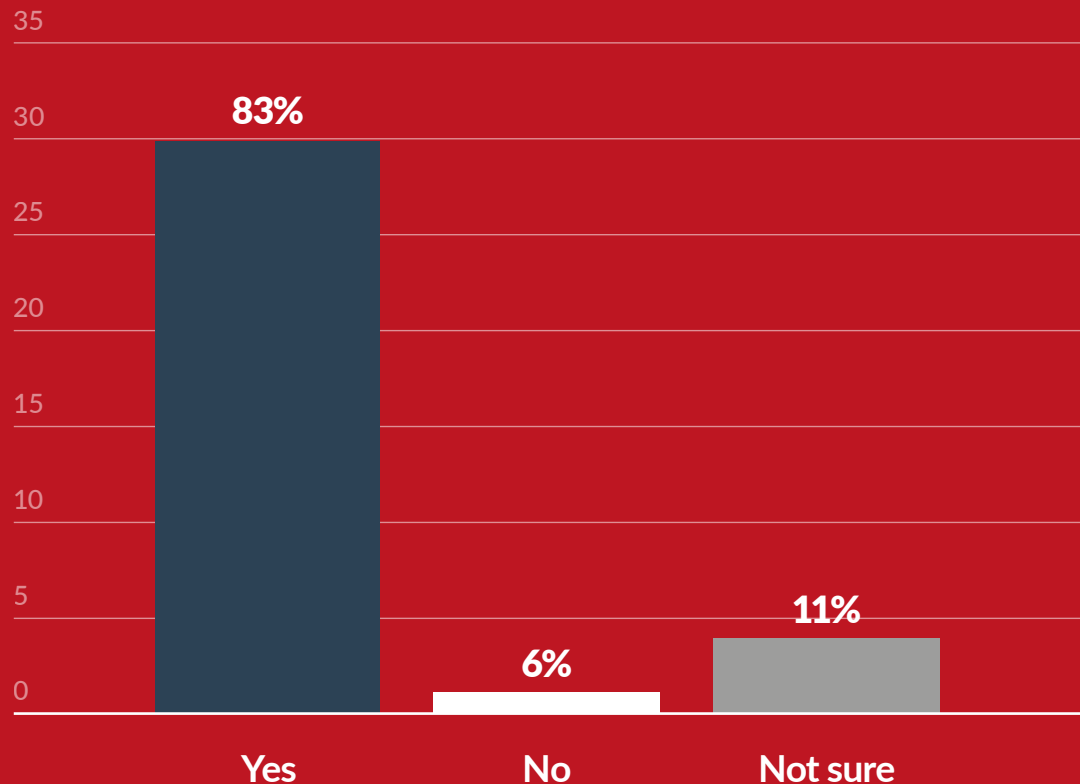




Sales growth on the horizon?

A resounding 'yes' from almost three-quarters of respondents, especially compared with 2020, with the rest hopeful but still uncertain at this stage.

Do you expect to see sales growth this year?



Sales growth on the horizon?

**“ YES, COMPARED
WITH 2020,
HOPEFULLY GET
BACK TO LEVELS OF
2019 IN BACKEND
OF YEAR. ”**



Sales growth on the horizon?

“ I THINK Q3 AND Q4
WILL SEE GROWTH
BUT WHETHER
THAT IS GROWTH
COMPARED TO, FOR
EXAMPLE, Q3/4 OF
2019 OR Q3/4 2020 IS
QUESTIONABLE. ”

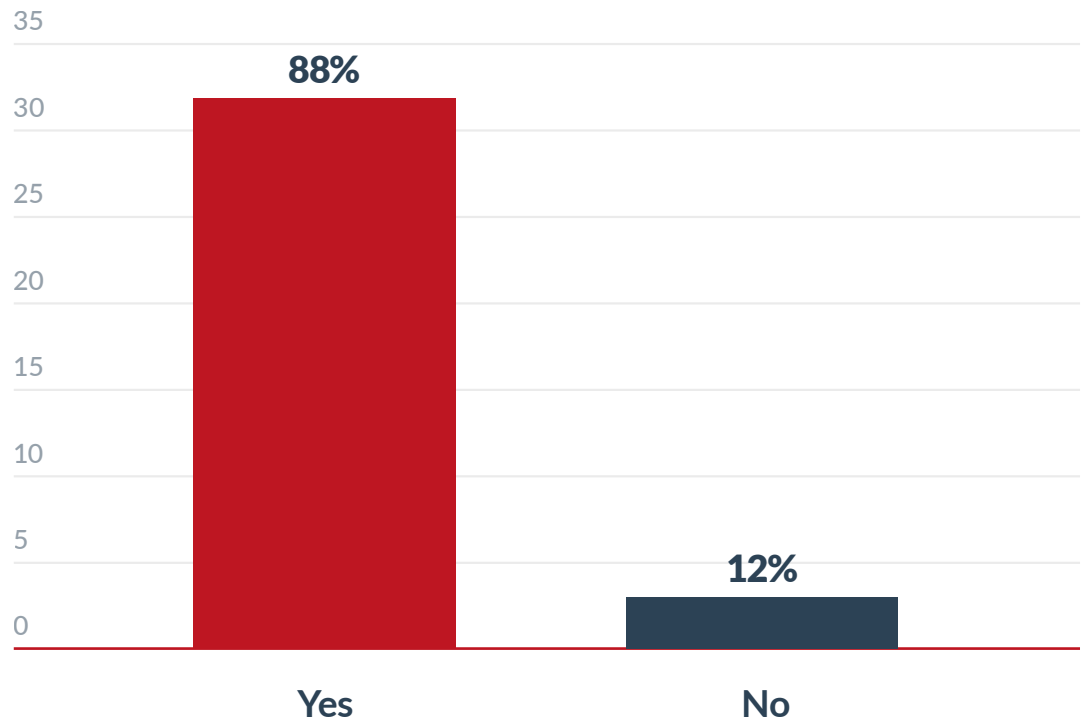




Temps and contractors on the increase?

With clients looking for flexibility in their workforce and reluctant to commit to taking on full time staff in case of future spikes in the pandemic, demand for temps and contractors is growing.

Do you expect demand for temps/contractors to increase?



Temps and contractors on the increase?

66 WE ARE LOOKING AT GROWING THIS SIDE OF THE BUSINESS SIGNIFICANTLY DURING 2021, LOTS OF COMPANIES MAY NOT WANT A PERMANENT WORKFORCE IN CASE OF FUTURE SPIKES IN THE PANDEMIC AND SO TEMPS MARKET SHOULD BE BOOMING. 99



Temps and contractors on the increase?

**66 HIRING FULL TIME CAN
HAVE ITS PROS AND CONS.
WHAT I HAVE SEEN SINCE
THE PANDEMIC IS THAT
THERE IS A RISE IN CLIENTS
NOT WANTING TO TAKE BIG
COST RISKS, SO TEMPING IS
FAVOURED. 99**

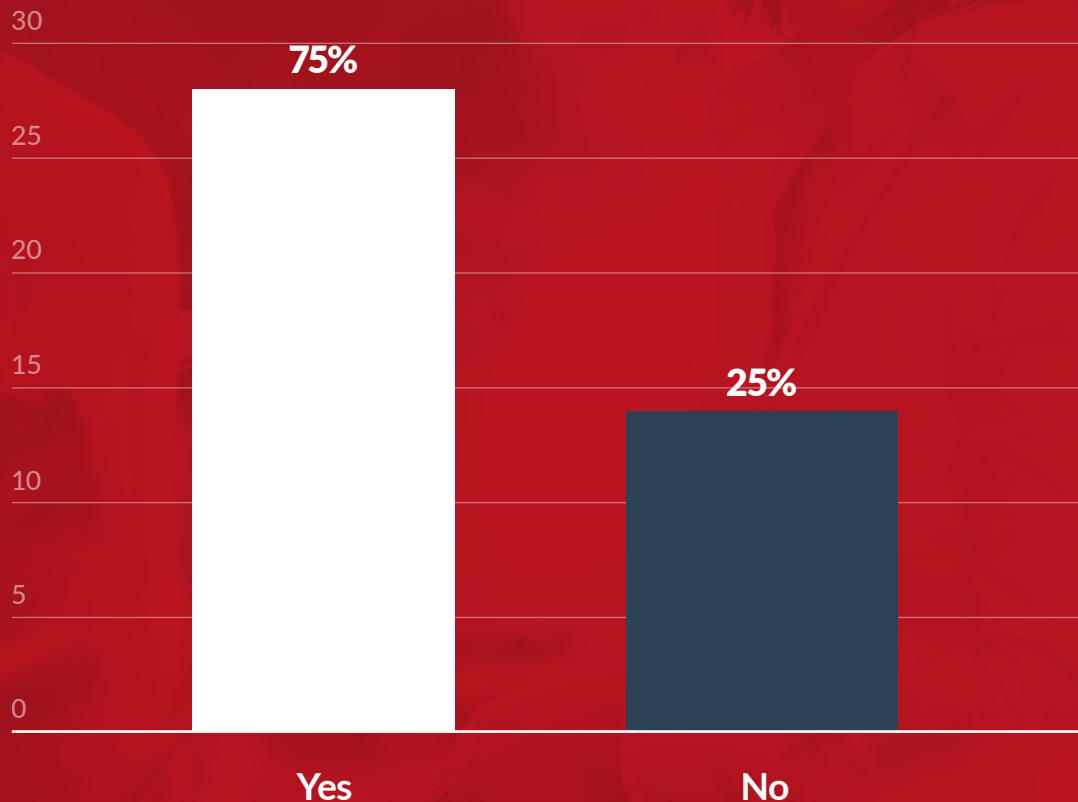




What about permanent vacancies?

Perhaps surprisingly, most respondents are also seeing an increase in permanent roles – some of which is down to the changes in IR35.

Do you expect an increase in permanent vacancies?



What about permanent vacancies?

**66 MANY CLIENTS HAVE
SEEN COVID 19 AS
AN OPPORTUNITY
TO MODERNISE HOW
PEOPLE WORK AND
STREAMLINE PROCESSES,
WHICH HAS RESULTED IN
REDUNDANCIES. I CAN
EXPECT A RECRUITMENT
BOOM TO FOLLOW. 99**

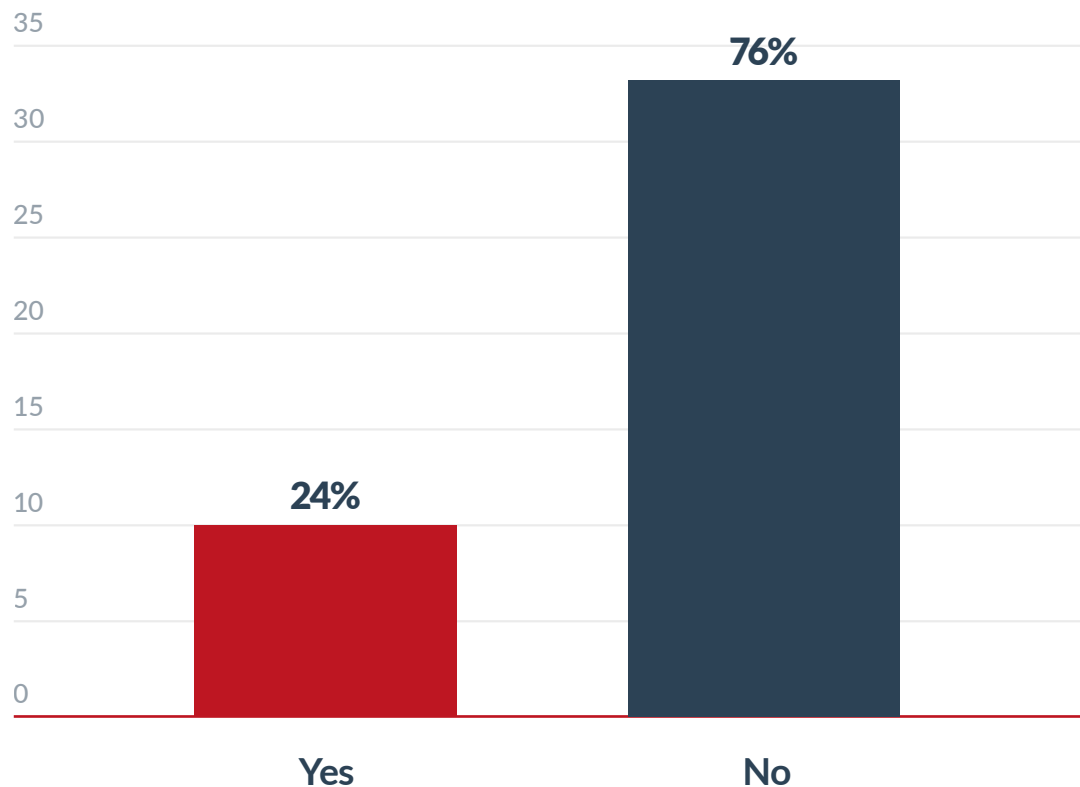




What effect has IR35 had?

Although the IR35 changes have affected the way individuals work, the majority have seen little impact – while those that have are experiencing reduced margins.

Do you see IR35 impacting on your business?



About Back Office Support Services

Doing things the right way has brought us a long way.

When we started Back Office Support Services way back in 1998, we wanted to help recruitment agencies of all shapes and sizes prosper and grow. But we also wanted to make sure we did it the right way – so we drew up a set of core values, which we still work to today.

Since then those values have helped hundreds of recruiters to build successful and profitable agencies. We have grown a bit ourselves and now employ over 35 people in our Head Office in Congleton, Cheshire. As a team we've built long-term relationships with agencies who trust us completely to take care of their administrative, financial and legal responsibilities. We're all fanatical about providing a level of customer service that keeps our agency partners and their clients 100% happy.



The services we offer:



100% Funding



Invoicing



Credit Protection



Payroll



Compliance



Timesheet Portal



Credit Control



Management Reports



**Dedicated Credit
Controller**



**Dedicated Payroll Account
Manager**





Back Office
Support Services

To talk to any of our team about how we could help your business grow, just get in touch:

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