

Recruitment Agencies Business Model

Key Partners

Technical partners: Candidate management platforms -Bullhorn/Zoho Recruit

Independent consultancies

Training providers

Marketing agencies

Advertising platforms (e.g. Indeed, LinkedIn)

Legal consultancies / lawyers / sector-specific consultants

Business consultants

Business and Finance Support

Headhunters

Local and national authority bodies

Key Activities

Attract suitable candidates

Match job requirements with a pool of candidates

Progress the recruitment process quickly and effectively

Keep candidates and employers informed

Paperwork management

Executive Services

Key Resources

Back-end Human resources: admins, agents, specialist headhunters

First-line interview management personnel, scheduling

Sales & Marketing reps

Technology platforms

Industry Intelligence / Media

Low levels of cash flow

Value Propositions

Build strong longstanding relationships with big employers

Provide trusted expert advice

Ensure quick and accurate turnaround

Supply candidates that fully hit the mark

Easy to engage with

Transparency and openness

Provide value at different price points

Secure top candidates who are not actively applying

Sector-specific expertise

Customer Relationships

Long-term relationships aligned to business growth

Interactive and clear communication

Customer Segments

HR Departments

Small business owners

Mid-sized company directors

Larger recruitment agencies outsourcing some of their work

Channels

Digital platforms

In-person events

Marketing

Value-driven communication

Cost Structure

Fixed costs: Salaries, utilities, financial control, general bills

Variable costs: Marketing/Advertising, Platform subscriptions, Sales commissions

The business is value-driven.

Revenue Streams

Subscription model / Retainer

Pay-as-you-go

Result-driven fees (% commission based on employee longevity)

In-house Services (i.e. staffing a recruiter to the HR team)

Fractional Recruiter

Added-value services / High-end recruitment