



Steve Moran, Recruitment Consultant,
Greenfield IT Recruitment

- We help companies all over the UK hire IT and Digital Talent
- The recruitment sector can be very lucrative but requires hard work
- Key Skills are Listening, Problem Solving, Eye for Detail & Commercial Acumen
- It's very rewarding when you offer someone a job, help a company fill a vacancy and make sales commission, it can be very frustrating when things go wrong

Subject links:



CONTEXT - A company based in Telford has asked Greenfield Recruitment to help them, they are looking for someone to work on their IT helpdesk.

We have advertised the role on LinkedIn and on our website and 3 people have applied. Can you rank the applicants in terms of their suitability thinking about the following factors

- 1. Are they likely to accept the job if they are successful in the interview**
- 2. Have they got all of the technical skills required**
- 3. Can they get to the clients' offices easily**

Activity information

The job spec suggests they require 2 years experience in a similar role – Job titles they may have had previously include - **1st or 2nd Line Support or Service Desk Analyst.**

The tech skills they require the person to have are

- **Office 365 - Essential**
- **Active Directory - Essential**
- **VM Ware - Desirable**

The client is an “**On-Site 5 days a week working environment**” with no opportunities for Hybrid or Home Working. – Location is Telford, Hortonwood (with very limited Public Transport links).

The salary on offer is £28k

Note – Greenfield do not earn any fees unless the candidate accepts the job offer and starts their new employment.

TASK

You are a recruitment consultant working for Greenfield how would you rank the following candidates based on the information provided. (Tip – Consider the pro's and con's for each candidate).

1

2

3

Candidate A – Notes - Loves the sound of the job, his last role was paying £25k, has done a course on VM Ware but no commercial experience and has no other interviews in the pipeline, lived on the other side of Telford and reliant on public transport. On 4 weeks notice with the current employer.

CANDIDATE A

3 Stone Cottages, Telford

Core Skills

- Broad knowledge and experience of IT operating systems including Windows servers, Windows 98 - 11, Linux, Android, OSX, Office & Office 365, SharePoint
- 1st, 2nd and 3rd line technical support
- Modeling and implementing software installation and security patching
- Active Directory and Group Policy architecture

Employment history

Pendine Park Care Organisation July 2019-Present
2nd Line Support - IT Technician

Replacing the previous senior IT Technician I have worked to modernise and implement industry standard technologies and better utilise existing infrastructure to improve efficiency and productivity for a busy care organisation in a high pressure sector.

Candidate B – Notes - Has her own transport, her last role was paying £26.5k and has no other interviews in the pipeline. Very interested in the role and her boyfriend lives in Telford and she stays their 3 or 4 nights a week. Available immediately as she has been made redundant by previous employer

Candidate B

19 Trinity Road
Shrewsbury ~~uk~~

Tel. 07800XXXXXXX|

PERSONAL STATEMENT

A highly ambitious and hard working IT support professional looking to further develop his career.

2nd Line IT Support Technician - Timpson Ltd

(January 2015 – Present)

Duties:

- ◆ First point of call for all IT issues across two sites in the Wirral providing 2nd and 1st line support on Office 365 where required.
- ◆ Work independently and manage my own work lists, self motivated and driven.
- ◆ Configure and build PC's for Timpson stores, replacing in a timely manner if faulty.
- ◆ Create and deploy images using MDT 2012 and Windows Deployment Server.
- ◆ Manage domain users via active directory and Exchange 2010.
- ◆ Logging faults and managing my own work list, keeping to strict deadlines to ensure downtime is minimal.
- ◆ Managing the system for both sites, familiar with VM Ware.

Candidate C– Notes - Own transport, 45 minutes away, last role was at £42K as an IT Support Manager. 6 other interviews in the pipeline for IT Manager roles, 2 are in Ellesmere, applied for this role as a safety net in case the others fall through. Worked remotely for three years, asked about negotiating some home working / hybrid working pattern. Under threat of redundancy (not 100%)

Candidate C

49 Cliveden Road, Ellesmere

Technical Team Lead / Manager with the hands on experience of managing projects/teams and hardware solutions, installing/configuring/administering/troubleshooting backend infrastructure (rack/blade servers, Storage Area Networks, switches/routers/firewalls, cabling, firmware upgrade, patching and system backup).

Key Strengths

- Windows Server, Exchange Server and Active Directory administration
- O365 Administration
- Active Directory
- Exchange Admin Center
- VM Ware
- Mitel Director
- Microsoft SCCM

Career History

Barbour ABI Limited – Ellesmere Port, CH65

June 2022 to July 2025

Technical Support Manager

I am currently employed as a technical support personnel on a contract basis.

My tasks is to image/re-image laptops, install relevant applications and deploy to end users. I also provide technical support to resolve end users issues on their laptops.

BONUS TASK

Greenfield (the business) make money by charging the hiring company (the client) a fee based on the salary that the successful candidate starts on. (We don't charge the person a fee for finding them a job)

In this case the salary is £28k

We have a 17.5% fee agreed with the client

We charge VAT on our fees (Currently 20%)

What is the total value of the invoice we will issue to the client including VAT

Total Invoice Value (Including VAT)?

SUPER BONUS TASK

As a recruitment consultant working at Greenfield, your pay is made up of a basic salary plus commission. The commission is paid monthly and is calculated based on the fees you have generated for the business that month. (Before we calculate VAT).

This month you have placed 3 candidates. All of the clients are being charged 17.5%

Candidate 1 - £28k - Fee

Candidate 2 - £35k – Fee

Candidate 3 - £65k – Fee

Total Fee Income -

Question – The Greenfield commission scheme pays the consultant 12% of the total fee income they have generated. How much commission have you earned this month?.....?