

# Candidate expectations and preferences

What hiring managers need to know



# The respondents

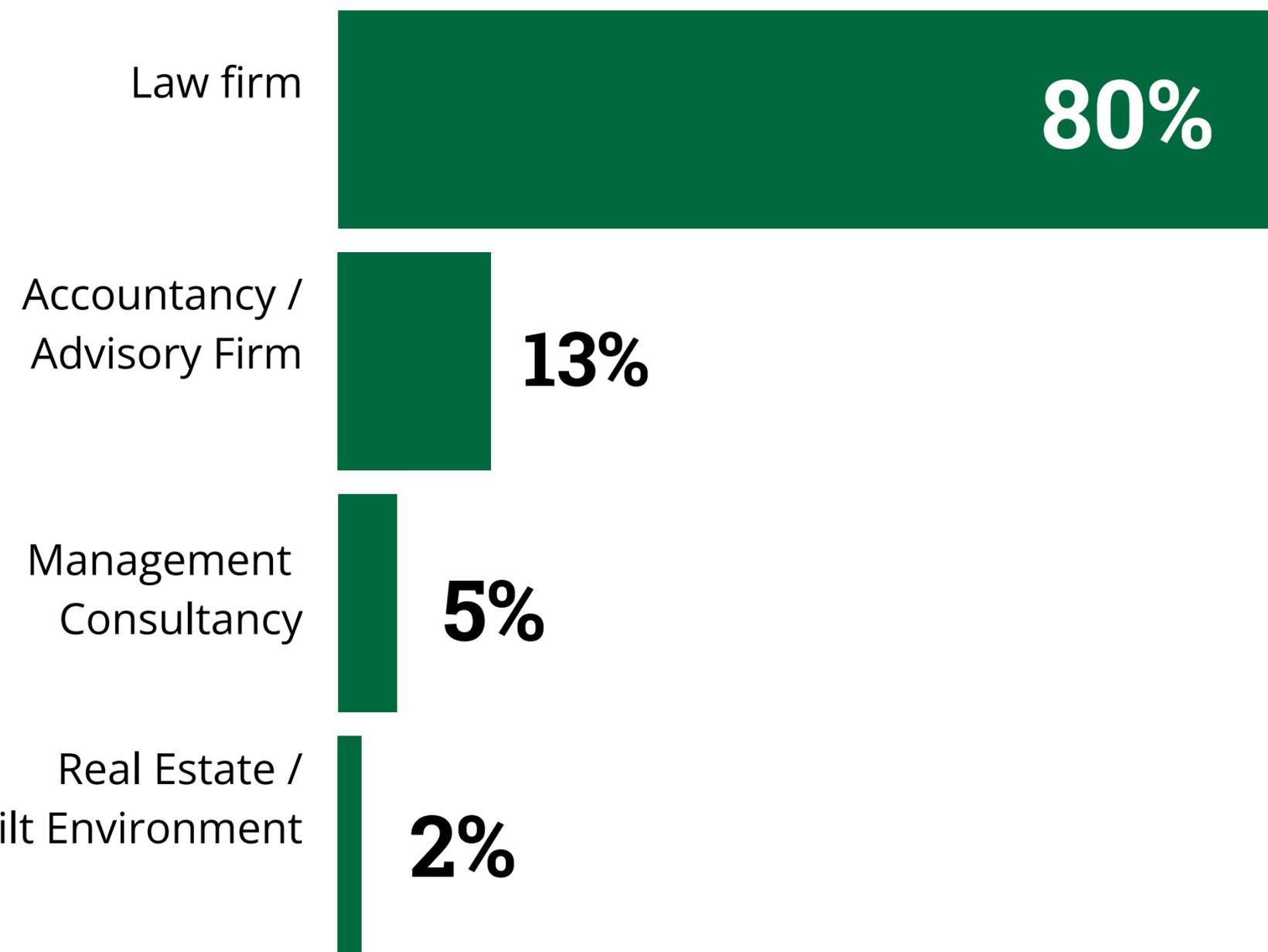
Over 200 business support employees from professional services firms with 80% in Legal based in the UK completed the survey.

48% of respondents work in BD, Marketing & Communications teams and 52% in Finance & Accounting.

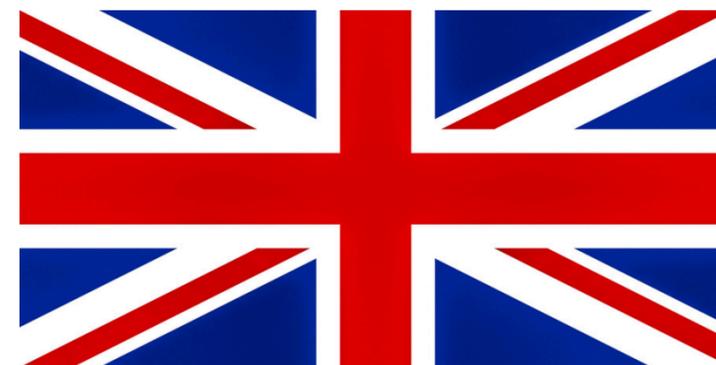


# Survey respondents

Which of the following best describes the type of firm you currently work in?



Where is your firm headquartered?



**78%**

UK Headquartered



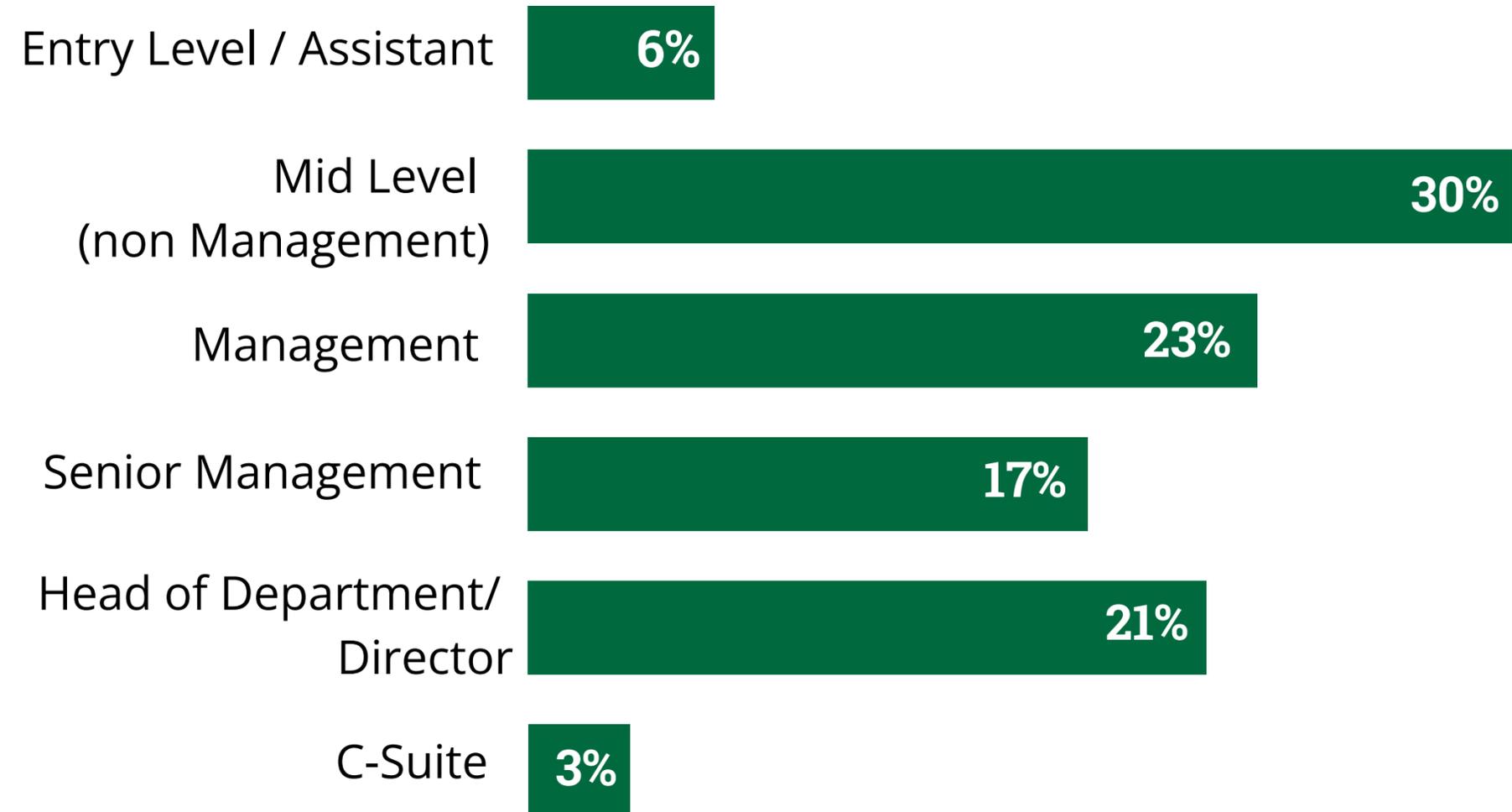
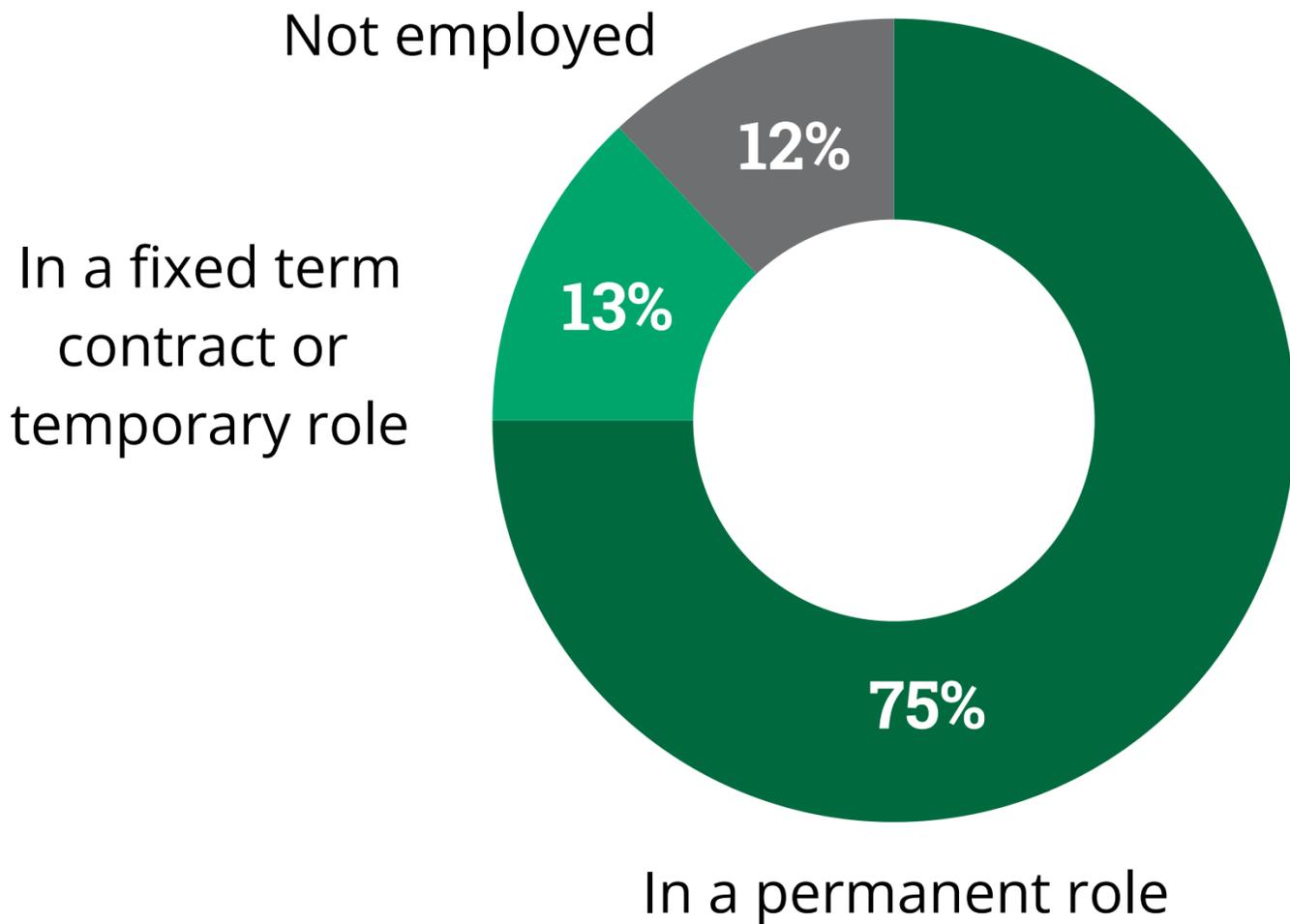
**22%**

US Headquartered

# Survey respondents

## What is your current employment status?

## What best describes your level of seniority within the team?



# Motivators when moving jobs

Which factor is most important to you when considering a job move:?



Remuneration / Salary

49%



Job title / role content

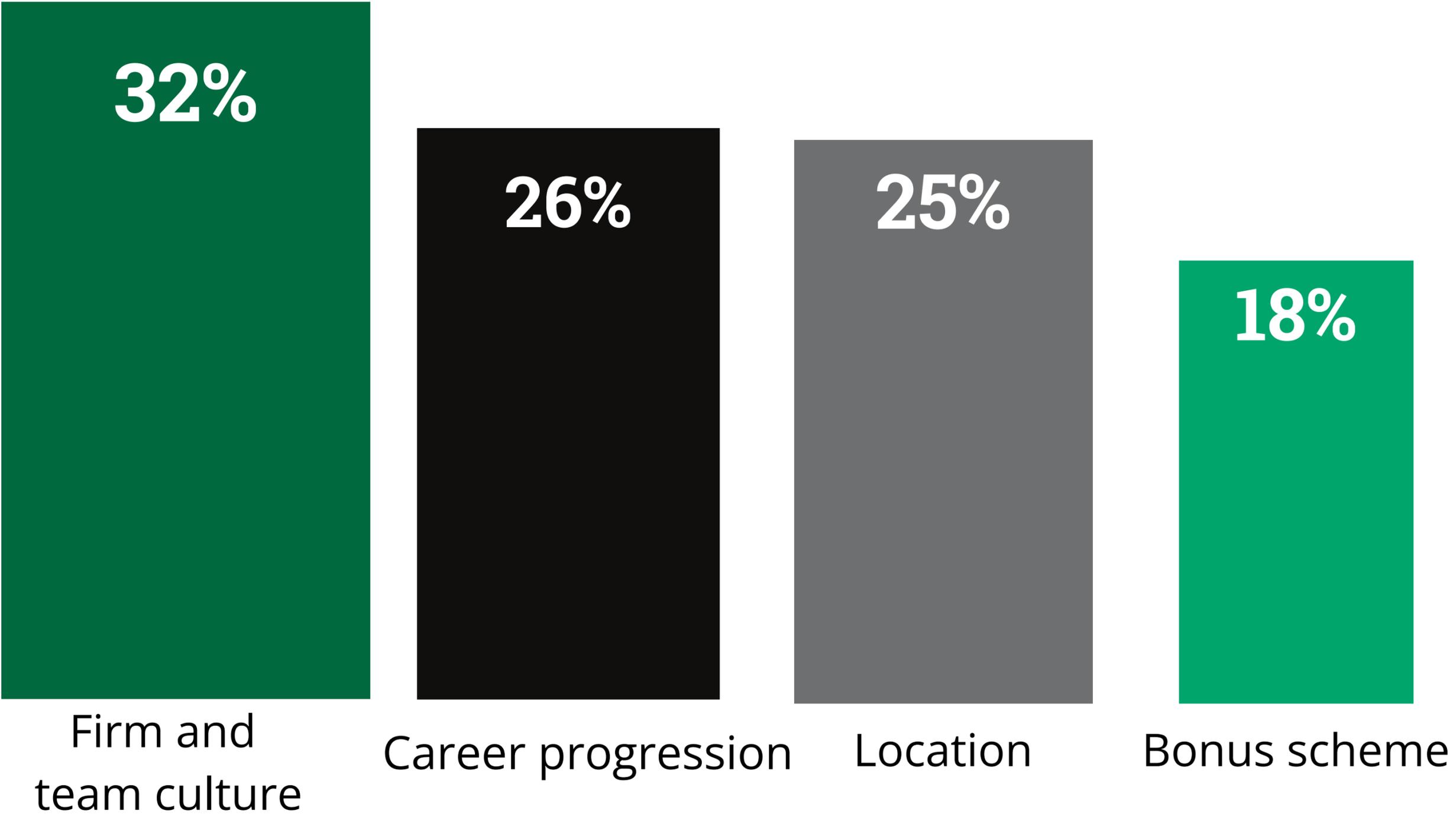
32%



Flexibility

19%

# Please select the 3 other factors that are most important when making a job move.



# What else is important to you when considering joining a new firm?

Culture

Good communication,  
not being micromanaged

Overall office environment and open-mindedness of staff

Work from home/  
Remote working

Firm strategy, vision and use of technology  
Onboarding programme

Realistic working hours

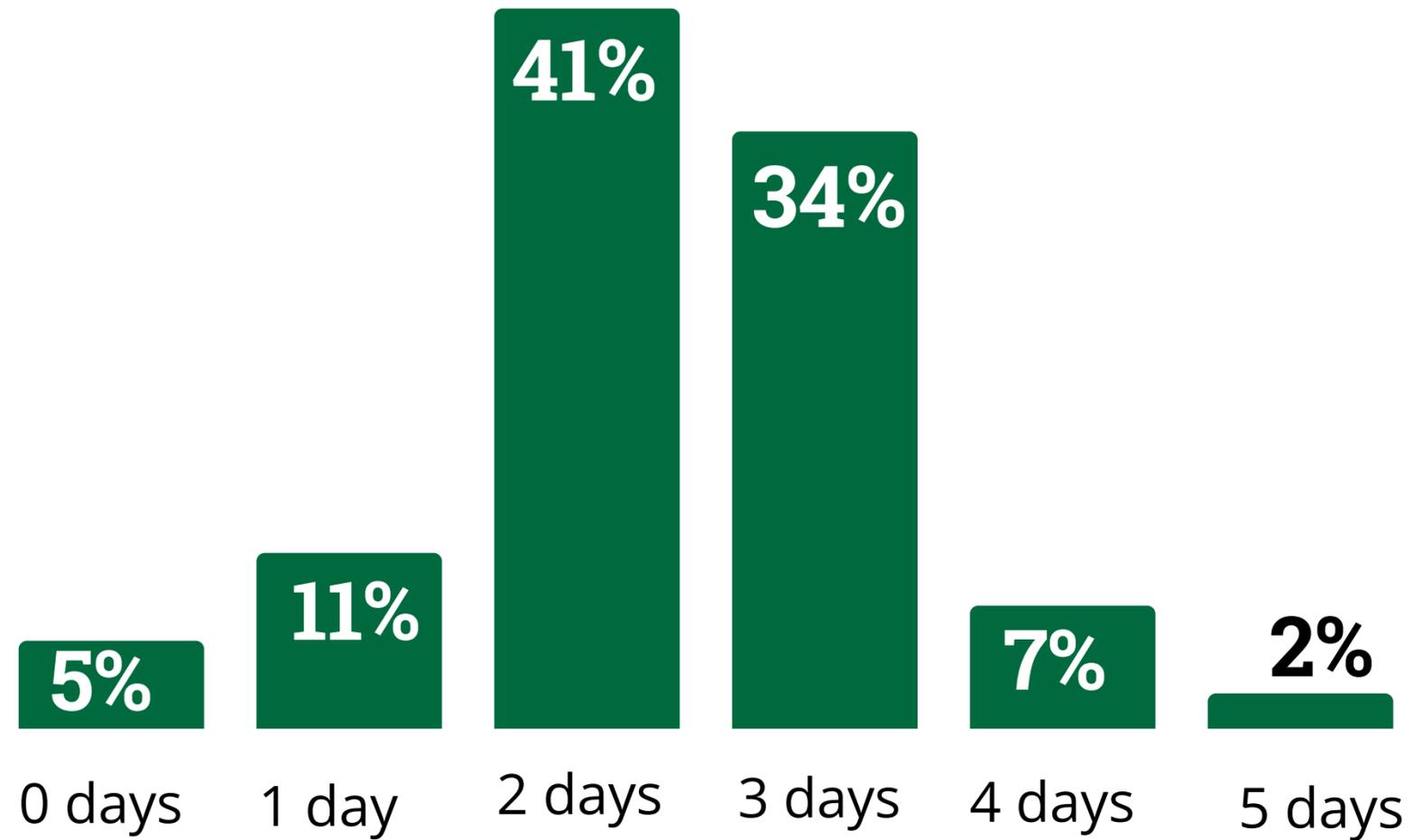
Career progression

Commute

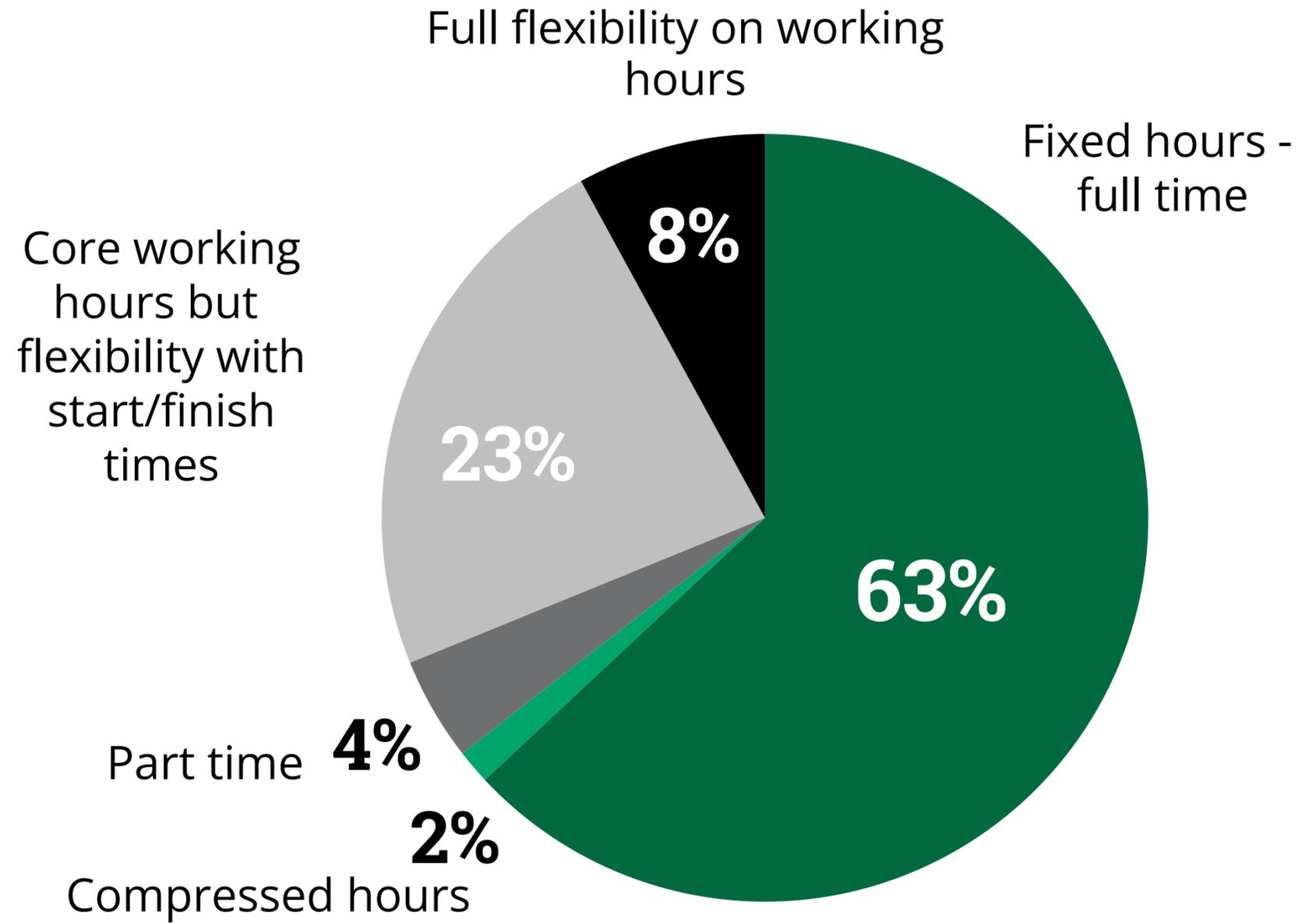
Flexibility around childcare responsibilities

Benefits. Pensions contributions, maternity, wellbeing etc

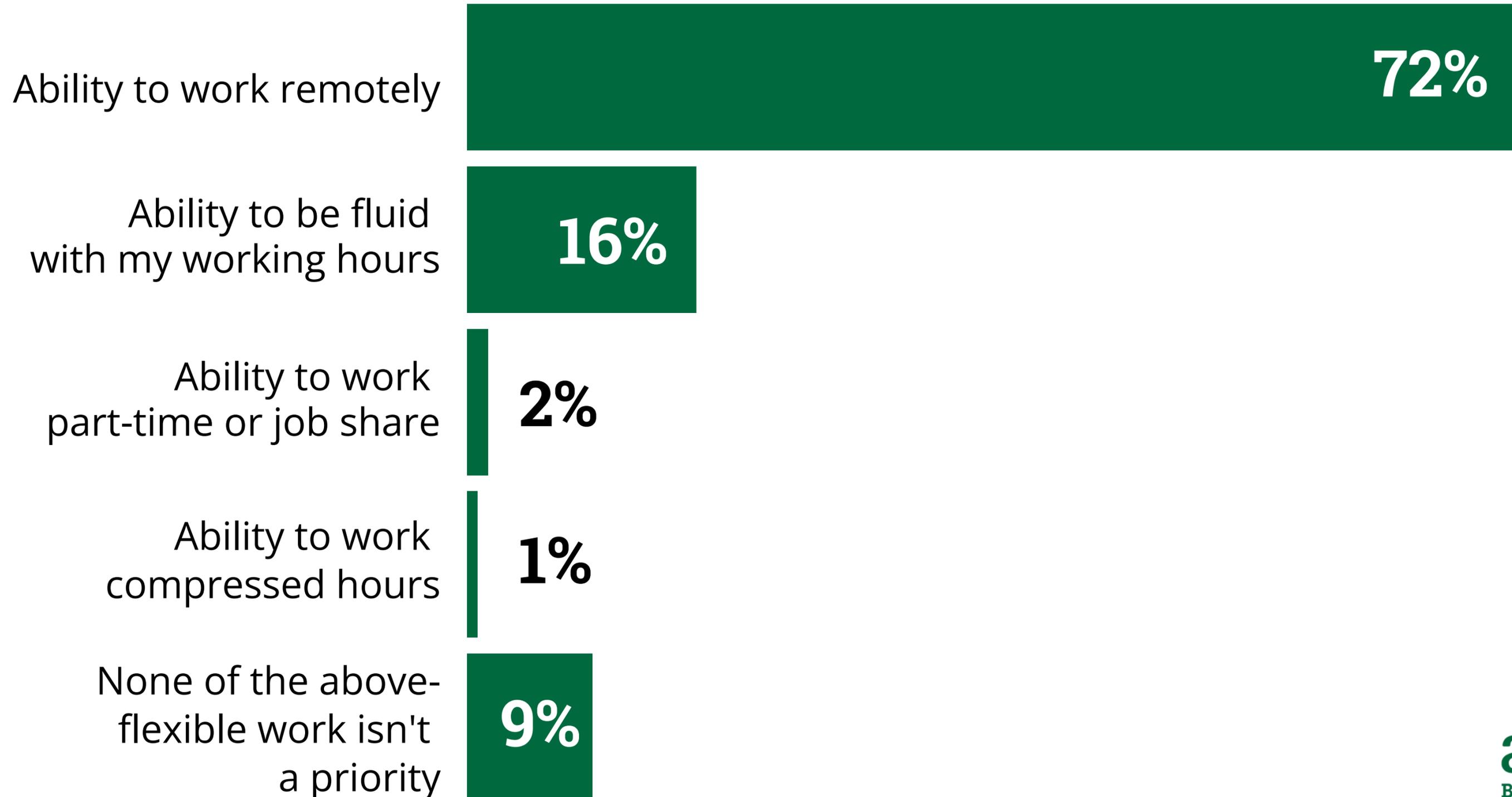
# How many days on average do you work from home per week?



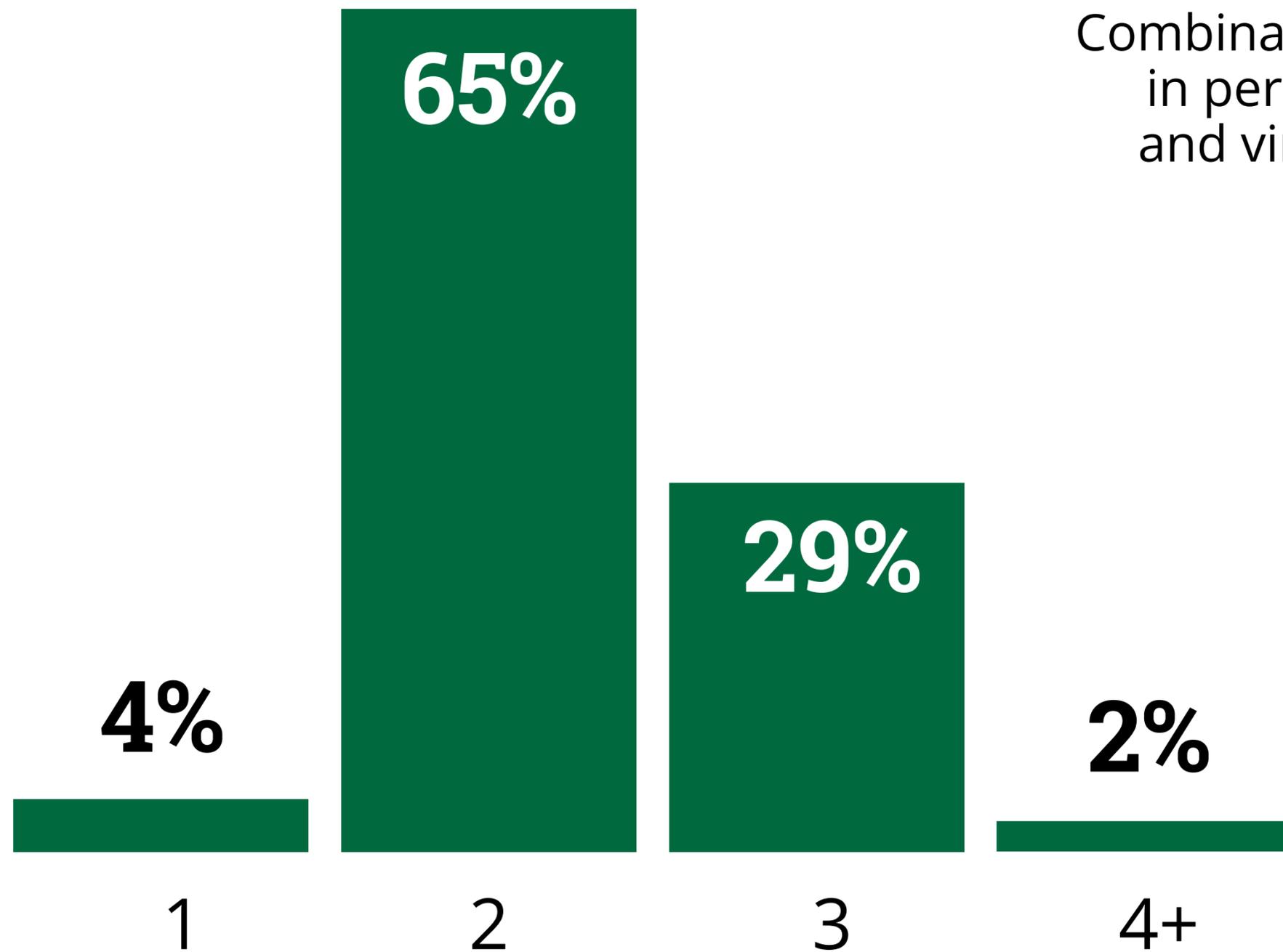
# What best describes your current working arrangements?



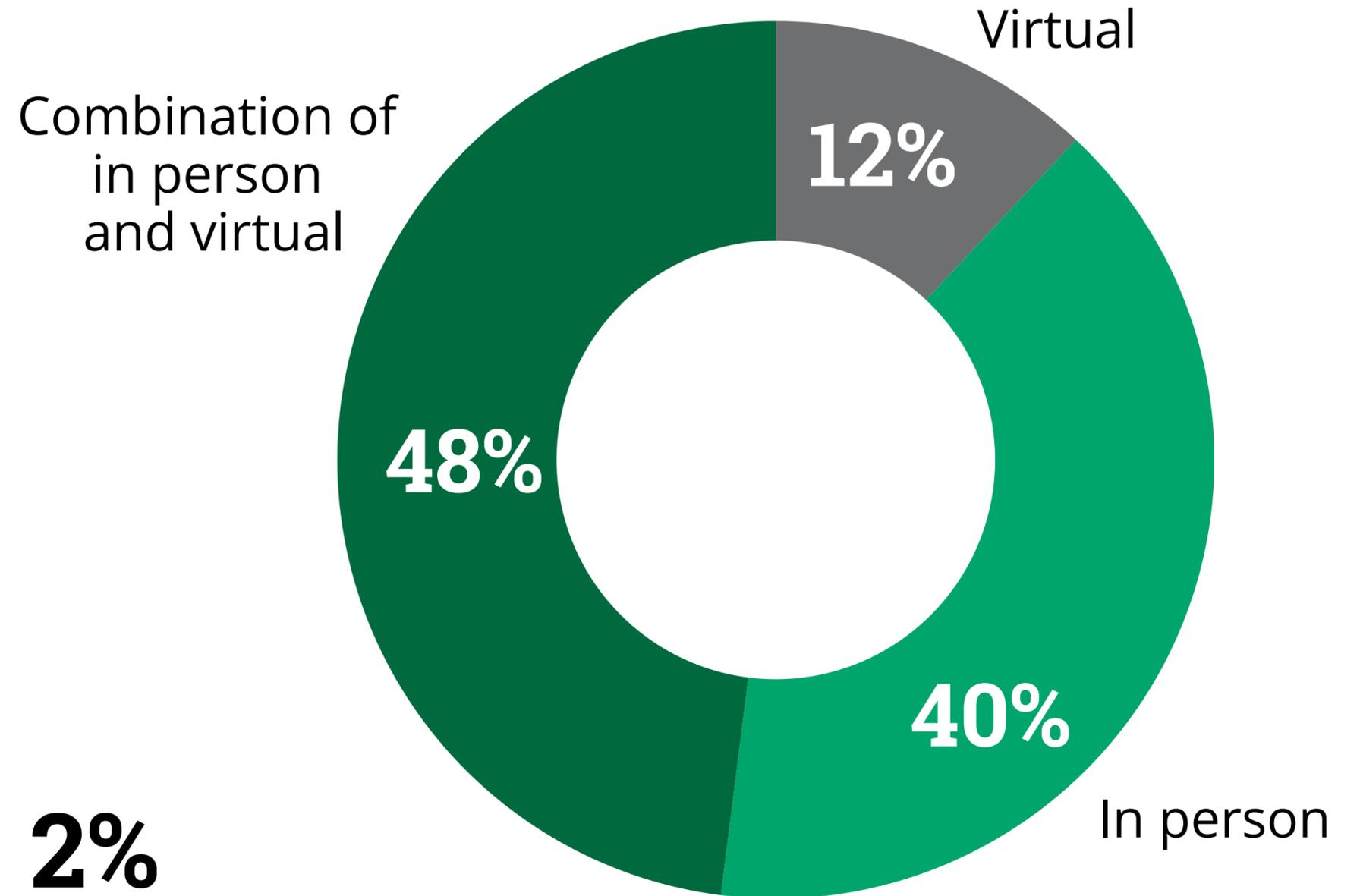
# What is the most important element of a flexible working culture for you?



# What do you feel is the optimum number of interviews for a successful interview process?



# What is your preferred interview method?



**In previous interviews, were you given enough information in advance to feel adequately prepared?**

**If not, what information would you value more of?**

Upfront and honest communication

Specific context of the position (e.g., high turnover of former employees)

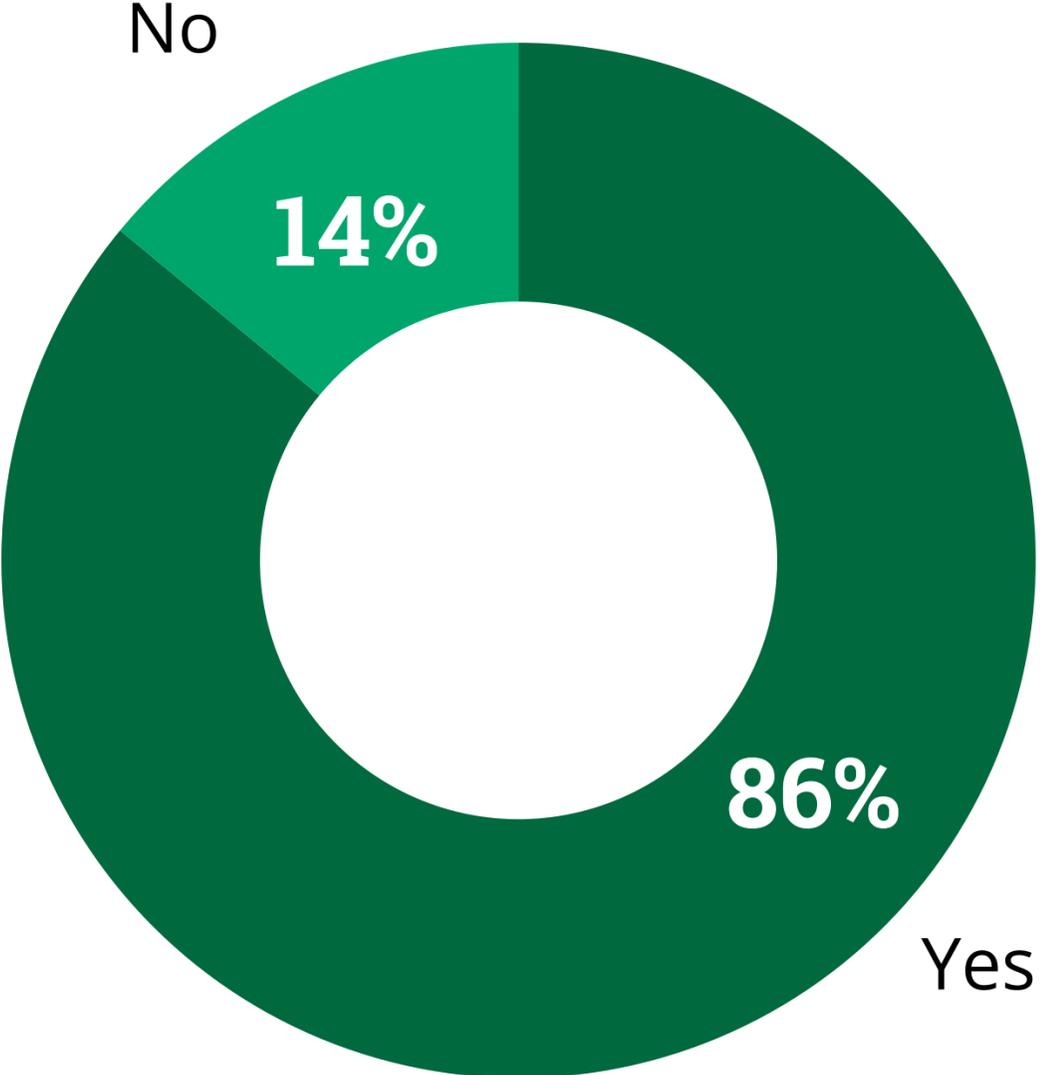
Background information on interviewers and what they are looking for

Transparency about Hybrid working- clear communication of how many days people are in

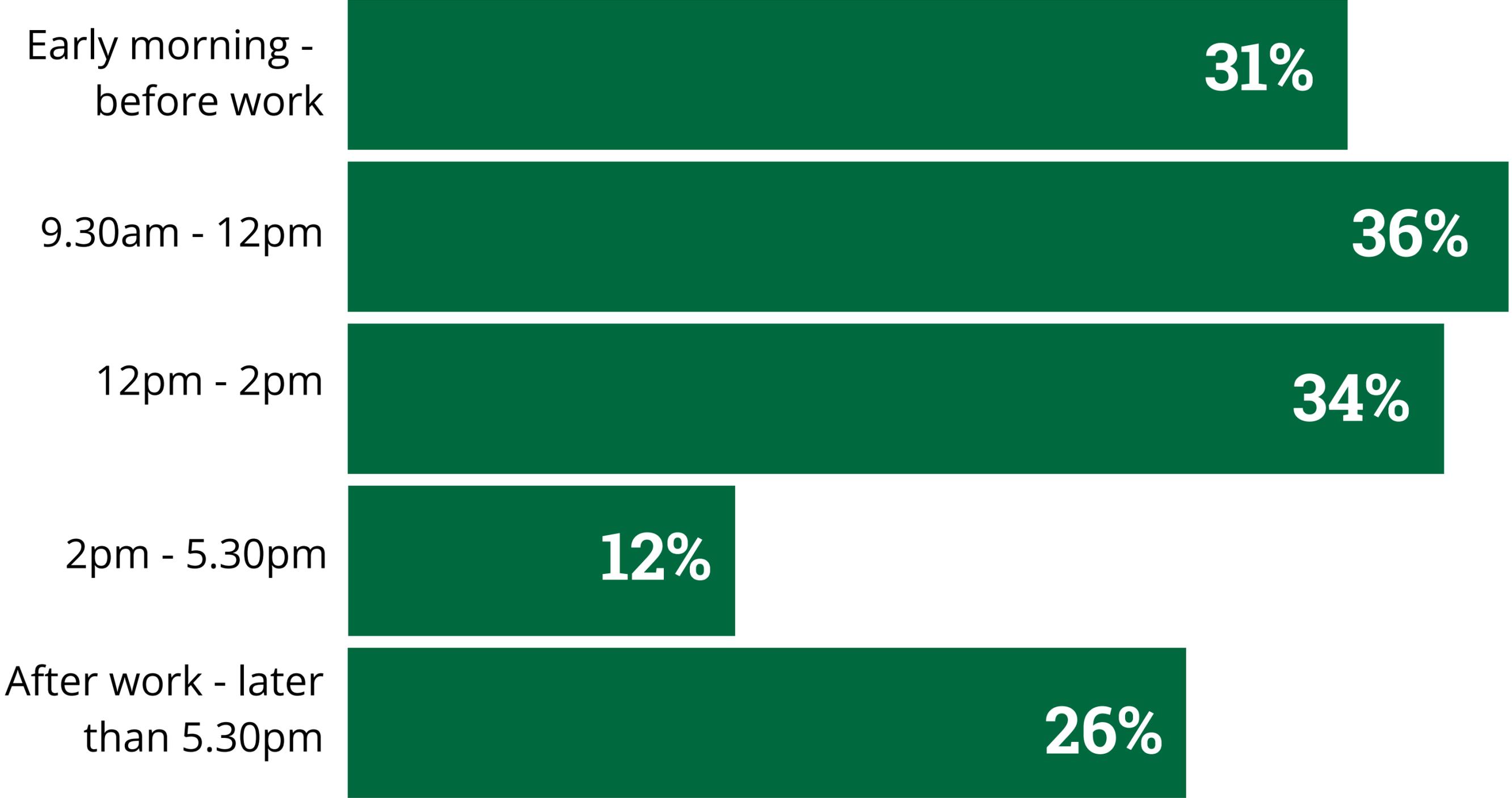
More info about the job itself

Team structure

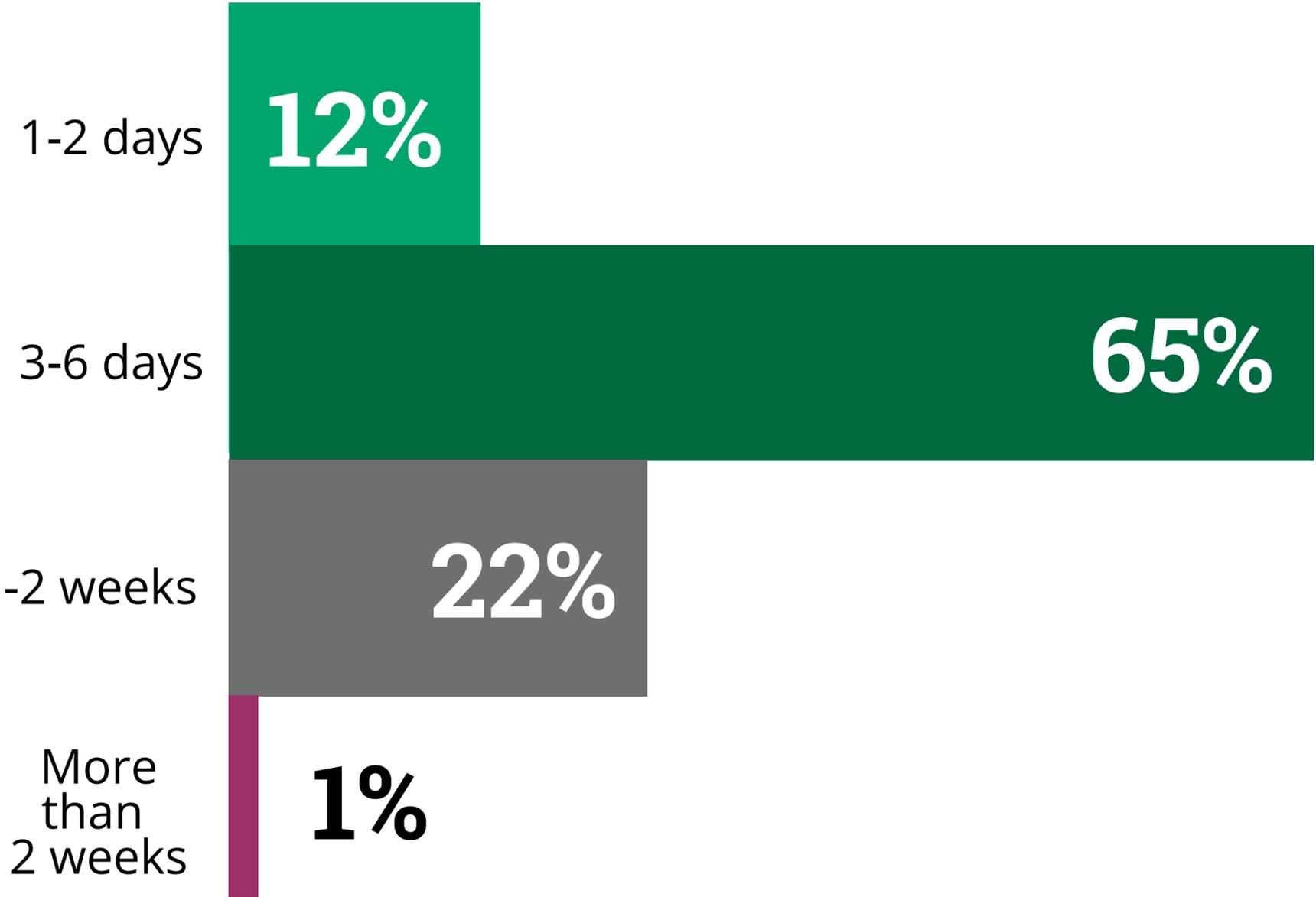
Interview type- conversational or having to do a task



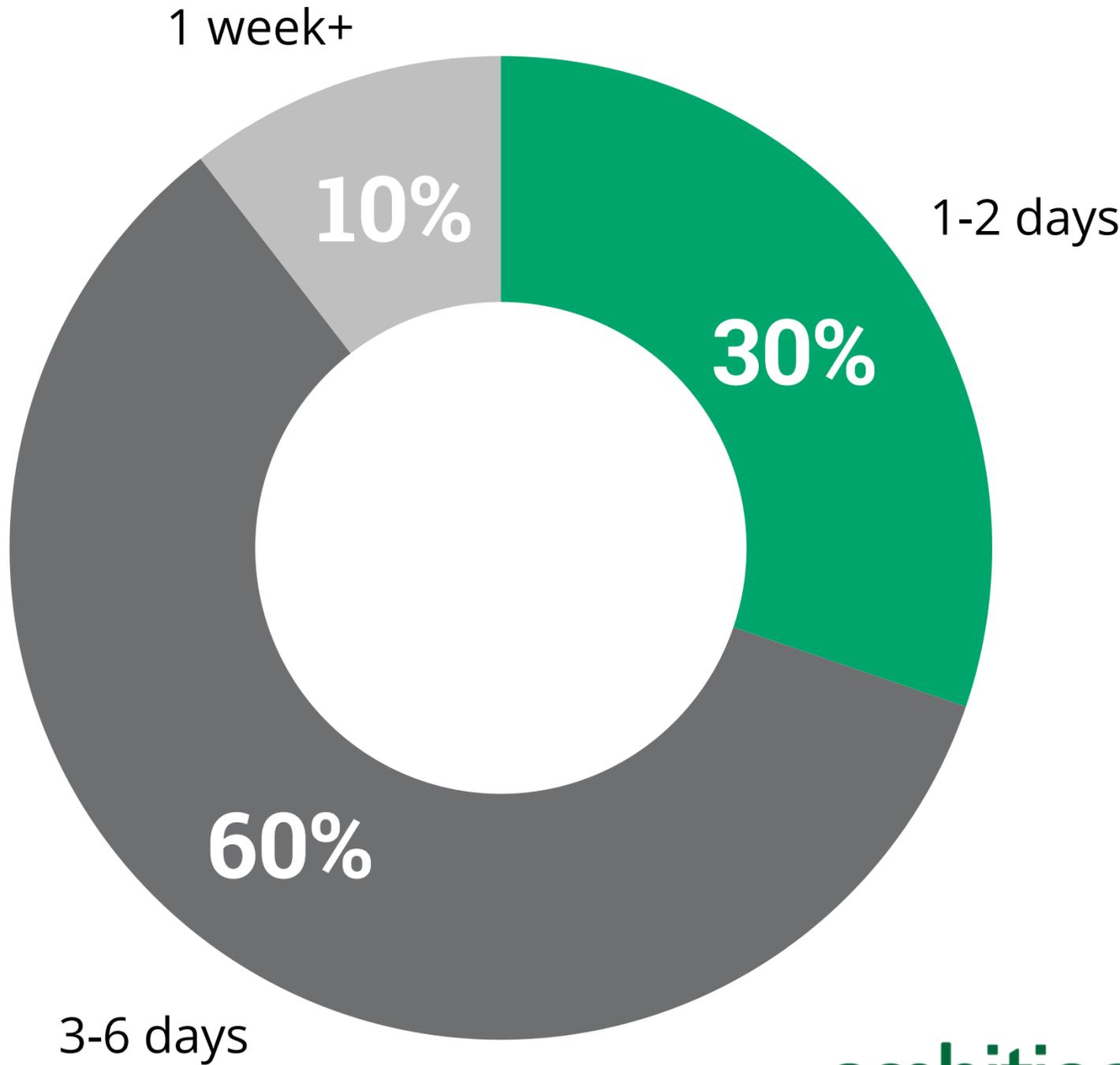
# What is your preferred time of day to interview?



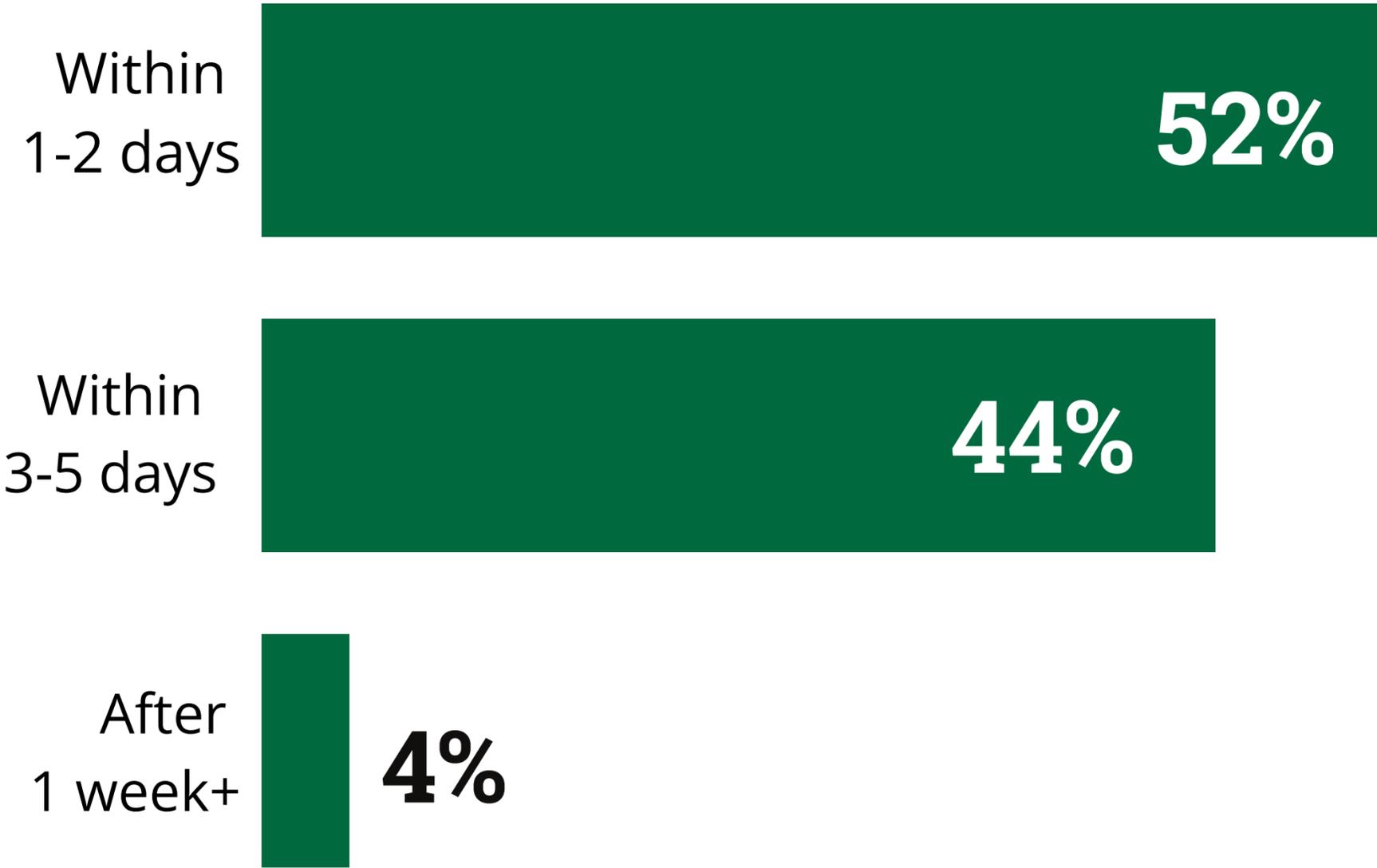
# In what timeframe, after submitting your CV, do you expect to hear if you have been shortlisted for an interview?



# How much time do you like to be given to prepare for an interview?



# After attending an interview, when do you expect to receive feedback?



# Do you expect to receive detailed feedback on your CV following an application, if you have not been successful?

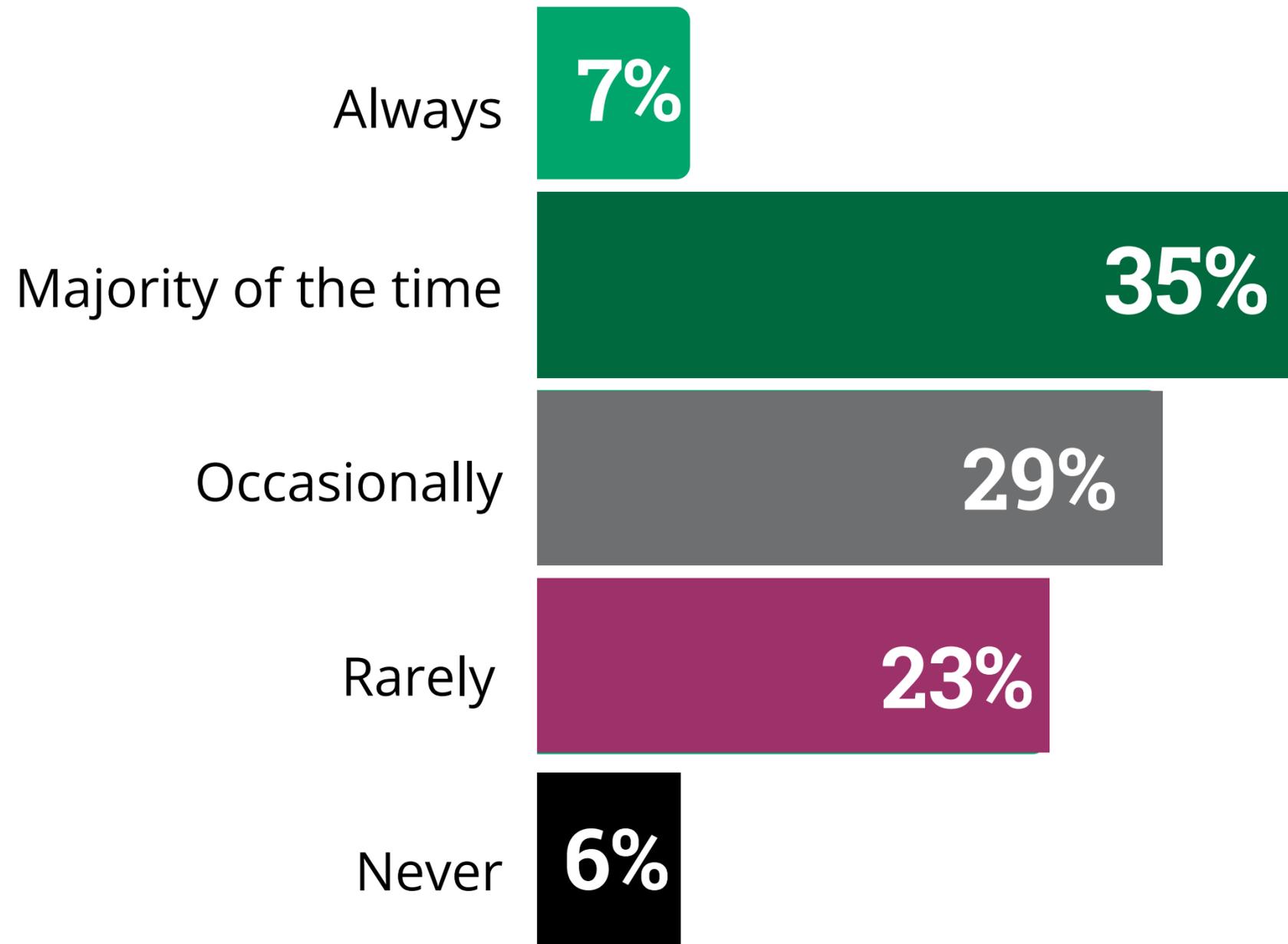


56%  
Yes

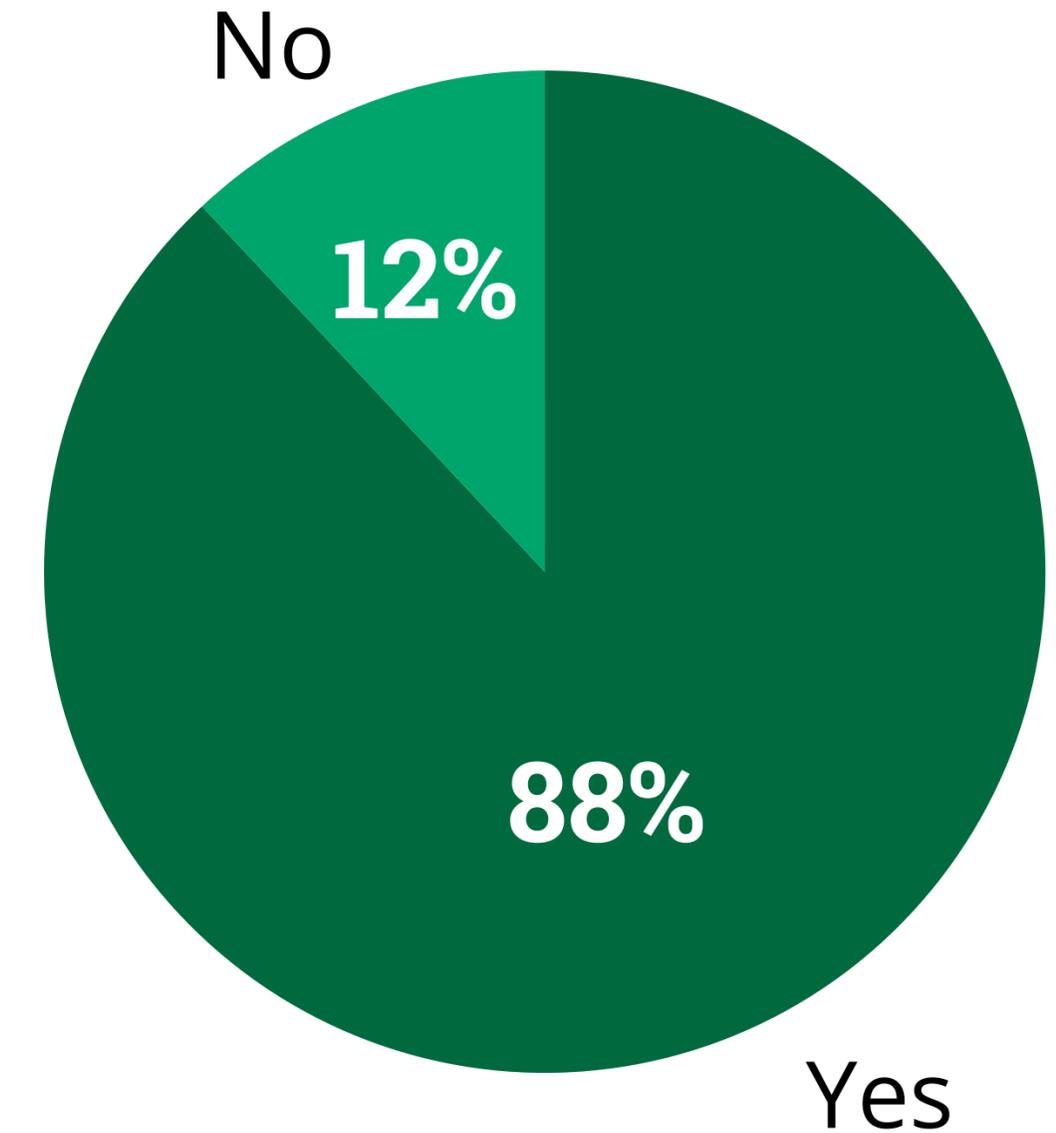


44%  
No

## How often have you received feedback following an interview?



## Did you find the interview feedback following your last interview detailed and constructive?



# What feedback is particularly important for you to receive if you haven't been successful in an interview process?

How I can improve

Whether they thought I was over or underqualified

Detailed feedback

Areas that were perceived weak by the hiring manager

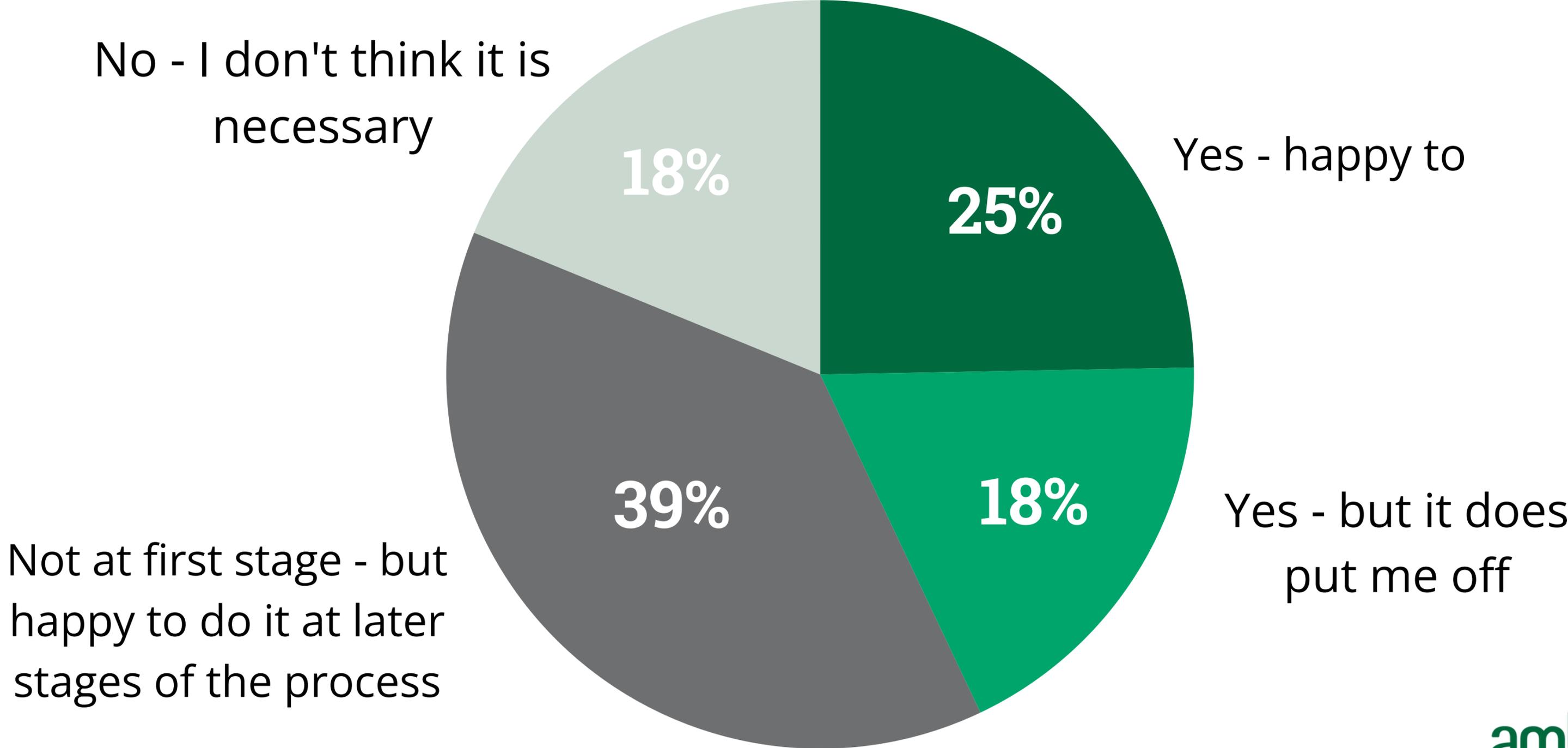
Specific reasons why

Whether it was lack of experience

Constructive suggestions on what could have been better

What skills or qualities I was missing so that I can consider growing them in my next role

# Would you be happy to complete a task / exercise as part of a first stage interview?



**Have you ever asked for reasonable adjustments before attending an interview?**



**92%**

No



**8%**

Yes

**If you answered 'Yes', was your reasonable adjustment request met to a satisfactory level?**



Said Yes

# Is there anything else that would be important to you when interviewing for a potential role?

Culture

Salary

Overall office environment and open-mindedness of staff

Work from home/  
Remote working

Success and  
prestige of firm

Benefits

Job security

Flexibility around  
childcare responsibilities

Recognition of the importance of business support

Career progression

Good communication, not  
being micromanaged

Realistic working hours

Team dynamics

**Thank you**