

Options@16 - Retail and Wholesale



Retail work involves selling goods and services in shops and stores to customers for their own personal use. Multiple retailers, (such as BHS and Marks & Spencer), department stores, (such as Debenhams and John Lewis), and supermarkets (such as Asda, Morrisons, Sainsburys and Tesco) offer a wide range of different careers. They will have their own warehouse and distribution network. Smaller shops are more limited in the number of jobs they can offer. They do not have the finance or storage space to buy in bulk and so need the service of wholesalers. A wholesaler buys goods in large quantities from manufacturers and then sells them to shops.

The following give examples of typical jobs available:

1. Those who sell goods and services directly to the public.

- Display Designers/Visual Merchandisers
- Florists
- Retail Assistants
- Retail Managers
- Stock Controllers/Stores Assistants
- Store Demonstrators
- Warehouse Workers/Managers

2. Others who do not deal directly with the public but ensure the smooth operation of the store.

- Accounts/Finance Clerks
- Administrative Assistants/Administrators
- Human Resources Officer/Manager
- Marketing Managers
- Retail Buyers

Additional Information

What will the job be like?

This can be as varied as the number of different types of shops and warehouses. Some environments have to be cold, e.g. frozen food storage, whilst others can be air-conditioned such as large department stores. Warehouses are usually basic, as they are not designed to attract customers. Retail work can involve standing or moving around for most of the day, dealing with customers and keeping areas clean and tidy. In retail

environments staff could be expected to work late evenings and at weekends, as supermarkets open on a 24-hour basis. A uniform may be provided and there are likely to be some company rules about staff's appearance i.e. make-up, jewellery and hairstyles.

Skills checklist

- able to communicate well in a pleasant manner
- able to use basic maths
- attendance
- computer skills
- personal hygiene - particularly when dealing with food
- physical fitness, particularly if warehouse work is involved
- punctuality
- smart appearance
- trustworthy, especially when dealing with money

Employment Trends

Where are the jobs?

Jobs are available at a number of different levels. In a shop it is possible for a 16 year old to get a job on the sales counter, in the warehouse or in the office. With experience and by taking qualifications it may eventually be possible to progress into management, depending on the size of the organisation, e.g. team leader/supervisor/retail manager.

Most large stores have an annual intake of graduates onto management trainee schemes, however competition for places is fierce. Although it is possible to study for a degree in retail management, all companies consider graduates of any discipline.

Promotion can often involve moving to another branch and management jobs may entail responsibility for all the stores in an area. Therefore, someone who is unable or unwilling to move away from his or her home area may find career progression difficult.

With longer opening hours, the number of jobs in retail in general is likely to increase over the next few years, but these may well be part-time.

How much will I get paid and what are the opportunities?

Accounts/Finance Clerks

Starting salaries are usually around £13,000 to £15,000 a year. With experience, clerks can earn around £15,000 to £20,000. A senior clerk can earn from £25,000 upwards.

There are thousands of people employed in this area and prospects are good. Opportunities exist throughout the UK with a range of companies and organisations, in both the private and public sectors, and including charitable trusts.

Administrative Assistants/Administrators

The average starting salary may be around £13,000 to £18,000 a year. With experience, salaries may be around £18,000 to £24,000. For senior positions, salaries may be over £25,000 a year.

Nearly 4.5 million people are employed within business administration. This accounts for approximately 13 per cent of the UK workforce. There are jobs throughout the UK, in both the private and public sector. This includes local and central government, the financial sector, construction, retail and the media. Employment trends are stable and long-term prospects are good. There continues to be a number of job opportunities at entry level.

Display Designers/Visual Merchandisers

Salaries may start at around £14,500 a year. With experience this could rise to £24,000. People in senior positions in large companies could earn £50,000 or more.

Employers include the design departments of large organisations, design consultancies, display companies, printers, exhibition contractors and retailers. Freelance work is common. There are jobs in large towns and cities throughout the UK.

Florists

Starting salaries for florists may be inline with the National Minimum Wage. Experienced florists may earn up to £18,000 or more. Shop managers may earn £25,000 or more. Self-employed florists charge set fees for specific jobs or negotiate rates with individual customers.

There are approximately 8,400 floristry businesses throughout the UK, employing around 17,000 people. Most shops are small, although some are part of a national chain. There are full and part-time opportunities. Most florists work for, or operate, a small business or are self-employed. A few large event venues/organisers may employ their own florists. Floristry businesses are often linked together by large 'relay' organisations - national organisations which arrange for flowers to be made up and delivered by a local florist in their network, regardless of where it is ordered.

Human Resources Officers/Managers

Starting salaries for human resources officers may be around £26,000. Experienced managers salaries may be up to £40,000 a year. Experienced senior managers may earn over £65,000 a year.

Marketing Managers

Marketing managers who are new to the role can expect to earn around £21,400 a year. After several years' experience, marketing managers may earn between £30,000 and £41,000 a year.

Job specifications for this role can vary widely and so can the salaries available. Additional benefits may include car allowances, private healthcare insurance, company pension schemes and share options. Some companies may offer bonuses linked to performance.

All industry sectors employ marketing managers, including financial institutions, manufacturers, retailers, service providers, the public sector, charities and IT companies, so jobs are available nationwide. However, they are generally concentrated around major cities such as London, Edinburgh, Birmingham and Liverpool. This is a popular area of work so competition can be intense. There are some opportunities for marketing managers at specialist agencies that work as marketing consultants for businesses.

Retail Assistants

Starting salaries for retail assistants may be around £11,000 a year. An experienced retail assistant may earn around £13,000 a year, but can potentially reach £16,000 as a basic salary. Staff working at supervisory levels may earn up to £19,000. Many larger stores offer benefits such as staff discounts and bonus schemes. Working shifts and overtime may also increase hourly rates.

Many organisations employ retail assistants, including High Street chain stores, supermarkets, wholesalers, local shops, farmers markets and market stalls. These outlets sell a full spectrum of goods, products and services, including food, fashion, electrical goods, furniture, as well as offering personal shopping and home improvement services.

There are around 3 million people working in the retail sector in the UK, with more than 1.8 million people employed as retail assistants. Nearly half of all retail sales personnel work part time. Jobs are available throughout the country. Many retailers are based within towns and cities, or large out-of-town shopping centres. Although competition in the retail sector is becoming increasingly intense, the number of sales jobs remains stable. There is always a demand for skilled, experienced retail assistants.

Retail Buyers

Retail buying assistants or junior assistant buyers may earn £12,000 to £20,000 a year. An experienced retail buyer may earn approximately £15,000 to £35,000. Senior retail buyers may earn £50,000 or more a year. Some retail buyers may receive performance related bonuses. Benefits such as contributory pension, medical care, life assurance, retail discount and share saving schemes are common.

Virtually all retailers and manufacturers employ someone to take responsibility for buying. In some cases, it may be combined with other sales or marketing duties, or another retail management role.

Around 12,000 people are employed specifically as retail buyers in the UK. There are more applicants than vacancies. Opportunities are available with High Street retailers and other shopping businesses, including:

- department, discount and home improvement stores
- internet retailers
- mail order companies
- retail chains and independent retailers
- supermarkets
- television shopping channels.

Many retail buying jobs are based in head offices, the majority of which are in London and the south east of England. However, opportunities do exist in other parts of the UK.

Retail Managers

Starting salaries are usually from around £15,000. Experienced managers may earn from around £17,000 to £28,000. Managers of large stores may earn up to £65,000 or more in some areas. Pension schemes, staff discounts and other benefits may be available.

There are good opportunities, as nearly three million people work in retail jobs across the UK. Retail managers are employed by national or international companies running shops and stores across the country, department stores and independent retail businesses of different types and sizes.

Most shops and stores handle their own staff recruitment, so it is worth personally contacting local ones to find out about job vacancies. Jobs may be advertised in local newspapers or on websites of national retail companies.

Stock Controllers/Stores Assistants

Starting salaries for stores assistants are from £10,000 to £14,000 a year. An experienced person could earn more than £15,000. Stores managers can earn up to £25,000.

Stores assistants work for any company or organisation that stores and supplies products, tools or parts. There are opportunities for stores assistants across a wide range of industries and sectors, including manufacturing, engineering, distribution, motor vehicle, aerospace, the Armed Forces, retail and electronics.

Opportunities for employment are good and may be available throughout the UK, but there are some regional differences. The largest concentration of specialist storage companies are in the South East and London, the North West and the East. Work can be temporary, depending on the current needs of the employer. For example, in the warehousing industry, vacancies can peak at certain times of the year, such as Christmas. Vacancies are advertised in local newspapers, Jobcentre Plus offices, Connexions centres and employment agencies.

Store Demonstrators

The starting salary for a store demonstrator is between £10,000 and £11,000 a year. More experienced staff may expect to earn around £13,500. The highest salary for a store demonstrator is around £18,000.

There may be opportunities to earn more from overtime and commissions (based on the number of sales made). Benefits may include staff discounts and free products. If employed through an agency, demonstrators may be paid by the hour or by the day.

There are nearly three million people employed in the retail sector across the UK. Over the last five years, the retail industry has created more jobs than any other sector. In almost every region of the UK, retail sales occupations account for over half of total retail employment. Store demonstration is a specialised area, with approximately 3,000 store demonstrators working throughout the UK.

Store demonstrators work for large or small organisations, from multi-chain supermarkets to independent department stores. Store demonstrators may be employed directly by larger companies or may work on a freelance basis. Vacancies are advertised in Jobcentre Plus offices, in the local and national press, directly with the retailer and through recruitment agencies, some of which specialise in opportunities for store demonstrators.

Warehouse Workers/Managers

Warehouse workers may start on around £14,000 a year. This may rise to around £18,000 with experience. Team leaders may earn around £25,000. Warehouse managers may start on around £22,000 a year. This may rise to around £30,000 with experience. Salaries at the highest level may be around £50,000 a year.

There are around 360,000 warehouse workers employed in the UK. Employers include logistics and distribution companies, supermarkets and High Street shops, wholesalers, mail order companies, distribution companies, manufacturers, government departments, the NHS and the Armed Forces. There are around 76,000 warehouse managers in the UK.

Some warehouse managers and workers look after the storage and warehousing for their company whose business may be, for example, retail or manufacturing. Other companies, known as 3PL or third party logistics, have warehousing as their main business and operate storage and distribution on behalf of other companies.

Jobs are advertised in local newspapers and Jobcentre Plus offices. Jobs are also advertised on recruitment websites. Many warehouse worker jobs are filled through agencies and are temporary jobs based on casual labour.

Apprenticeships/National Vocational Qualifications/Work based Learning.

Apprenticeships/Advanced Apprenticeships – Employer Led

Some employers will employ young people on an apprenticeship programme, however this is a competitive area. Apprenticeships (NVQ Level 2) are the starting point for most young people. Achievement of Level 2 enables progression to Advanced Apprenticeships (Level 3). Apprenticeships are 'Employer Led' and therefore the trainee is employed and will be paid a wage. Apprenticeships last between 2-3 years depending on the person's progress.

Apprenticeships – Programme Led

Sometimes 'Employer Led' apprenticeships are not immediately available therefore it may be possible to start training in an off-the-job setting where the person will undertake job skills and training prior to moving onto employment and an Employer Led Apprenticeship.

For further information about Work Based Learning ask your Personal Adviser for details of vacancies and how to apply.

Full Time Education

You will need 4 - 5 GCSEs at grade A - C to study at Advanced level. Many people who do Advanced level study go on to higher education (degrees & foundation degrees). Because of the general nature of retail and wholesale work, 'A' level subjects may not be of primary importance. Grades are often more important than the subject, so choose courses you will be interested in and do well at. However in some careers, such as finance, where mathematics is sometimes preferred, subject choice is more critical.

For degree entry two 'A' levels (or their equivalent) are the minimum requirement but three are often necessary. Some universities may want specific GCSEs such as English Language and Maths. Vocational qualifications are job related and can also be used to go on to higher education.

Consult your Personal Adviser if in doubt about specific entry requirements.

Working in Retail and Wholesale Information

Course	Where?	How Long?	Entry Requirements
BTEC Introductory Certificate and Diploma in Business, Retail and Administration	Hull College	1 year	2 GCSEs at grade D or 4 GCSEs at grade E. A satisfactory reference may be required.

For information on any of the above courses and to make an online application go to either:

East Riding & Hull Prospectus:

www.logonmoveon.co.uk

North Lincolnshire and North East Lincolnshire Prospectus:


www.lincs2.co.uk

Please check with Colleges directly as course details and entry requirements may change. Before making any final decision or if you need help to understand this leaflet, discuss all the options with your Personal Adviser.

Useful Addresses

British Shops and Stores Association (BSSA)

Middleton House
2 Main Road
Middleton Cheney
Banbury
Oxon
OX17 2TN

 01295 712 277

 www.british-shops.co.uk

Institute of Grocery Distributors


Grange Lane
Letchmore Heath
Watford
Hertfordshire
WD25 8DQ

 01923 857 141

 www.igd.com

The Chartered Institute of Logistics and Transport (CILT UK)

Logistics and Transport Centre
Earlstrees Court
Earlstrees Road
Corby
Northamptonshire
NN17 4AX

 01536 740 100

 www.ciltuk.org.uk

The Chartered Institute of Purchasing and Supply (CIPS)

Easton House
Easton on the Hill
Stamford
Lincolnshire
PE9 3NZ

 01780 756 777

 www.cips.org

Skillsmart Retail Ltd

(The Sector Skills Council for Retail)
4th Floor
93 Newman Street
London
W1T 3EZ

 020 7462 5060

 www.skillsmartretail.com

Institute of Export

Export House
Minerva Business Park
Lynch Wood
Peterborough
PE2 6FT

 01733 404 400

 www.export.org.uk

The British Retail Consortium

21 Dartmouth Street
London
SW1H 9BP

 020 7854 8900

 www.brc.org.uk

The Chartered Institute of Marketing (CIM)

Moor Hall
Cookham
Maidenhead
Berkshire
SL6 9QH

 01628 427 120

 www.cim.co.uk

Skills for Logistics

(The Sector Skills Council for UK's Freight Logistic Industries)

14 Warren Yard
Warren Farm Office Village
Milton Keynes
MK12 5NW

 01908 313 360

 www.skillsforlogistics.org

United Kingdom Warehousing Association (UKWA)

Walter House
418-422 Strand
London
WC2R 0PT

 020 7836 5522

 www.ukwa.org.uk

Useful websites:

Available as free downloads at www.connexions-direct.com

For further information look in your Connexions library under classifications

Retail Sales and Customer Services



Transport and Logistics



Connexions Centre Addresses

Beverley Connexions Centre

3 North Bar Within
Beverley
HU17 8AP

 01482 862741

Bransholme Connexions Centre

76 Goodhart Road
North Point Shopping Centre
Bransholme
Hull
HU7 4EF

 01482 835780

Bridlington Connexions Centre

20 Blenheim Road
Bridlington
Y016 4LD

 01262 678943

Goole Connexions Centre

71-73 Boothferry Road
Goole
DN14 6BB

 01405 608810

Grimsby Connexions Centre

Queen Street
Grimsby
DN31 1JA


 01472 355303

Hessle Connexions Centre

1st Floor
Library Building
Southgate
Hessle
HU13 0SN

 01482 647127

Holderness Connexions Centre

To make an appointment to be seen in Hedon, Hornsea or Withernsea please call Beverley Connexions on  01482 862741 or your local Customer Service Centre.

Hull Connexions Centre

84-86 Paragon Street
Hull
HU1 3QA

 01482 223081

Pocklington Connexions Centre

Pocklington Youth Centre
25 New Street
Pocklington
YO42 2QA

 07824 486538

Scunthorpe Connexions Centre

60 Oswald Road
Scunthorpe
DN15 7PQ

 01724 282200

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080 800 13 2 19

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