

STEP INTO...

# RETAIL



# How to use this resource

This guide is here to help you explore different job opportunities, understand how your skills can be applied in Retail, and discover the pathways that can lead you to a fulfilling career.



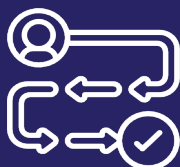
**Basic LMI:** Learn about Retail jobs, how many people are employed and the companies you could work for. This will give you a broad understanding of the job market.



**Explore Jobs:** Discover descriptions of different jobs to find ones that interest you.



**Apply Your Skills:** See how the Skills Builder Universal Framework can be used in jobs to develop skills like teamwork and problem-solving. Your tutor or adviser will help you to review your skills and rate your current ability. There is also an opportunity to provide your own examples.



**Discover Pathways:** Find out about education, training programs, and other resources to guide you on your career journey.



Are you a friendly person who likes speaking to others?



Do you like organising things and making them look good on store shelves?



Are you curious about how stores decide what toys or clothes to sell?

If the answer is **YES** then a job in Retail could be for you.

# DID YOU KNOW...

The Retail industry boasts a range of career paths that lay a crucial role in shaping customer experiences and driving innovation in retail environments?

More than...

# 400,000

people across Central London work in retail based roles.

With a further...

# 638,400

employees expected across London between 2020 - 2027.



Could you be one of them?

# WHERE CAN YOU FIND LOCAL VACANCIES?



High Street Shops



Supermarkets



Food Outlets



Car Dealerships



Logistics & Distribution



Online Retail Companies

## LOCAL INCLUSIVE EMPLOYERS INCLUDE...

Sainsbury's



H&M

TESCO

John Lewis

MARKS & SPENCER

PRIMARK®

## RETAIL

# WHAT JOBS CAN YOU DO?

You can work as a sales associate, cashier, customer service rep, or store manager, involving customer interaction, product availability, and store operations.



**TALENTINO<sup>®</sup>!**

The CEC has adopted Talentino's #SameAndDifferent model, a national SEND school career framework designed to deliver effective career activities for young people with SEND. Developed from Talentino's work in schools, this concept enhances early career development and encourages employers to support the progression of individuals with SEND.



# JOB GROUP 1

don't require Level 2 Qualifications / GCSEs but can lead to supported employment, Supported Internships, Inclusive Apprenticeships, supported Enterprise, T-Levels, Traineeships and FE College.



## Shelf Filler

They help put stock out on the supermarket shelves and in display cabinets.



Annual Salary

£18,000 - £24,000



## Bagging Assistant

They help customers bag their purchased items at checkout.



Annual Salary

£13,000 - £24,000



## Trolley Attendant

They help customers load and unload items, return trolleys to the store and complete general cleaning.



Annual Salary

£18,500 - £25,500



## Cleaning Assistant

They help clean offices, shops and homes, or more specialised cleaning like upholstery or the outsides of buildings.



Annual Salary

£17,000 - £24,000

# JOB GROUP 2

do require at least Level 2 qualifications / GCSEs and can lead onto a Apprenticeships, University, College, EMO or Enterprise



## Sales Assistant

They help sell products and help customers with the products they purchase.



Annual Salary

£13,000 - £26,000



## Merchandise Receiver

They receive deliveries, unpack merchandise, check items against orders, and organise stock.



Annual Salary

£15,000 - £24,000



## Customer Service Assistant

They provide product information, handle customer inquiries, and help resolve complaints.



Annual Salary

£17,000 - £25,000



## Price Checker

They scan items to check prices, update pricing systems and make sure prices are labelled correctly.



Annual Salary

£18,000 - £24,000

# HOW DO ESSENTIAL SKILLS HELP?



Listening well helps you understand what customers need.



Talking clearly helps everyone assist customers and work together.



Finding solutions like locating products keeps customers happy.



Being imaginative makes store displays exciting for customers.



Being friendly makes working in stores fun, even when it's busy.



Setting goals ensures customers have a great shopping experience.



Helping others makes serving customers easier for everyone.





Working together makes stores welcoming and enjoyable for customers.


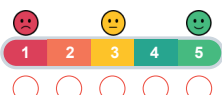



Rate your ability in each skill on a scale of 1 😞 to 5 😊.

Can you provide any examples of when you have used each skill?

**Skill**                      **Rating (1-5)**                      **Examples of when you have used this skill.**

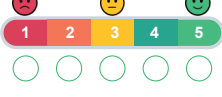
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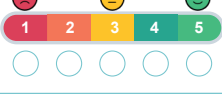
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# ROUTES & PATHWAYS

Discover local options by clicking or scanning the QR codes on the following pages.

For more details about the pathways available



SCAN ME



SUCCESS

**1** **EMPLOYMENT**  
Supported Employment, Inclusive Employment, Self Employment / Freelance



**2** **VOLUNTEERING**  
Supported Volunteering / Work Placement (short or long term / during school after school)



**3** **APPRENTICESHIPS**  
Inclusive Apprenticeships (1-2 yrs), Apprenticeships (1-5yrs)



**4** **FURTHER EDUCATION**  
A Levels (2yrs), T Levels (2yrs), FE College (1-5yrs), Specialist College (SEND - 1-6yrs)



**5** **SUPPORTED INTERNSHIPS**  
Supported Internships (6months - 1yr)



# 1. EMPLOYMENT



Earn money



Learn and grow



Contribute to society

# 2. VOLUNTEERING



Helping the community



Learning new skills



Feeling happy

# 3. APPRENTICESHIPS



On the job training



Earn while you learn



Excellent job outcomes

# 4) FURTHER EDUCATION



Learn what you love



Gain practical skills



Different levels for everyone

# 5) SUPPORTED INTERNSHIPS



Learn on the job



Get extra help



Prepare for future jobs

# 1. EMPLOYMENT



Street League



Whizz Kidz



Mencap



Haringey London



Shaw Trust



Ingeus



Thera Trust



Camden Disability Action



Choice in Hackney



# 2. VOLUNTEERING



Haringey Volunteer Centre



Volunteer Centre Camden



Voluntary Action Islington



NHS Central London Community Healthcare



Southwark Council



Volunteer Centre Tower Hamlets



Lambeth Council



Voluntary Centre Kensington & Chelsea



Lewisham Local



# 3. APPRENTICESHIPS



Haringey Works



Camden Apprenticeships



Islington Council



Hackney Council



New City College (Tower Hamlets)



Wandsworth Lifelong Learning



LeSoCo



LIFT



Lambeth College



# 4) FURTHER EDUCATION



City and Islington College



Camden College



New City College (Hackney)



City of Westminster College



New City College (Tower Hamlets)



South Thames College



Lambeth College



Southwark College



Lewisham College



# 5) SUPPORTED INTERNSHIPS



Shaw Trust



Mencap Training Academy



West Lea



Transport for London



Care Trade



DFN Project SEARCH



Harington



Choices College



Ambitious College



## BUILD YOUR VOCATIONAL PROFILE

Helping you to explore future pathways

Education choices and future planning tools for young people with SEND

Scan to START building your Vocational Profile

