

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.

# 107,000

people across West London work in the retail based roles.

# 5,200

employees needed by 2030.



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...

John Lewis



City of Westminster

TESCO

M&S



Thorpe  
PARK



Queen Mary  
University of London

# 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

The 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, EMPLOYMENT or Enterprise



## Sales Assistant

They help sell products and help customers with the product 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, 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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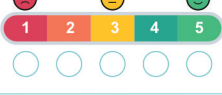
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# ROUTES & PATHWAYS

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



Base UK



West London Alliance



Mencap



Haringey London



Shaw Trust



WLA Work Finder



West London NHS



Hammersmith & Fulham



# 2. VOLUNTEERING



Hands on London



West Youth Zone



NHS West London



Hammersmith & Fulham



Action West London



The Felix Project



Action for Children



Barnardo's



# 3. APPRENTICESHIPS



Brent Works



West London College



West London NHS



West London IoT



HRUC



College of North West London



City of Westminster College



Dynamic Training



# 4) FURTHER EDUCATION



Richmond upon Thames College



College of North West London



Uxbridge College



City of Westminster College



Harrow College



Stanmore College



Barnett & Southgate College



West Thames College



West London Colleges



# 5) SUPPORTED INTERNSHIPS



Shaw Trust



Mencap Training Academy



Project Search



West London Alliance



Transport for London



DFN Project SEARCH



Whittington Hospital



Work Start



Hammersmith & Fulham



## 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

