

For  
14-19s

# Retail

## The scene in Sheffield

### What is Retail?

There's a lot more to this sector than sales work. It also includes buying, marketing, finance, customer service, logistics and much more.

"If you work hard and learn quickly you can get on."



"It's not just working on tills and stacking shelves."

"There is a pressing need to attract higher quality workers."



### What's happening in the sector?

The economic downturn hit retailers badly and it could be some time before they have fully recovered. However, employers are hopeful that the worst is now over and some of the big supermarkets have said they plan to recruit soon.

- In Sheffield, plans for building a new retail quarter in the city centre were put on hold last year.
- Retailing is a fast moving industry and companies and staff must be able to adapt. For example, many customers now shop online so retailers have had to develop websites.
- You nearly always need previous experience to work in retail - a part time job or work experience from school is a good start.
- Most retailers employ under 10 staff so don't just look for jobs at big stores.

### What jobs are there?

Job	Salary range (£)	Job	Salary range (£)
Buyer	18,000-40,000	Sales Representative	15,000-35,000
Customer Service Assistant	13,000-19,000	Supply Chain/ Logistics Manager	18,000-40,000
Departmental Manager	25,000-30,000	Van Driver/Sales	10,000-15,000
In Store Demonstrator	8,500-12,000	Vehicle Sales Executive (often paid commission)	10,500-22,000
Merchandiser	18,000-40,000		
Sales Assistant	11,000-15,000		

These are national average salaries for qualified staff and the higher rates are for experienced workers or supervisors. Pay rates in Yorkshire and the Humber may be lower.

Sheffield futures

#### Want to know more?

[www.getconnectedsheffield.com](http://www.getconnectedsheffield.com) & [www.applysheffield.org.uk](http://www.applysheffield.org.uk) – for local vacancies  
[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk) – for apprenticeship vacancies across the country



## The routes in

**If you're choosing options in Year 9 (or Year 8)** pick a broad range of subjects. Good grades in English and Maths are important.

Some schools also offer qualifications which involve learning about the sector e.g.

- Diploma in Retail Business or BTEC First in Retail
- Young Apprenticeships in Retail
- Vocational Skills Programmes in Retail

Ask at your school, use the *Look Ahead* booklet from Sheffield Futures or visit [www.applysheffield.org.uk](http://www.applysheffield.org.uk)

**After Year 11** there are full time courses and work based learning at different levels:

- **Level 1** might be right for you if you're expecting grades E-G.
- **Level 2** normally needs some GCSE grades D.
- **Level 3** normally needs at least 4 or 5 GCSE grades A\*-C.

If you have equivalent qualifications check whether you still need some GCSEs, particularly in English and Maths.

## Where can I learn after Year 11?

Here is a basic guide to opportunities in local colleges, sixth forms and work based learning.

**Warning:** This information can change – always check it on [www.applysheffield.org.uk](http://www.applysheffield.org.uk)

Subject	Level 1	Level 2	Level 3
<b>Job specific qualifications (e.g. NVQ)*</b>			
<b>Retail</b>	CTS	A4e, CTS, JHP, Protocol Skills, STL, The Source	A4e, CTS, JHP, Protocol Skills, STL, The Source
<b>Customer service</b>		A4e, ESA Business Future-Wize, JHP, Protocol Skills STL, The Source, VT Training	A4e, ESA Business Future-Wize, JHP, STL, The Source, VT Training
<b>Work related qualifications (e.g. Diploma, BTEC)</b>			
<b>Retail skills</b>	Hillsborough College	Hillsborough College	
<b>General qualifications</b>			
<b>A Levels (Discuss choice of subjects with your Personal Adviser)</b>			All colleges and sixth forms

\*If you normally complete Levels 1-2 before Level 3

Hillsborough College is part of The Sheffield College.

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