

STEP INTO...

RETAIL



How to use this resource

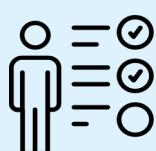
This guide is here to help you explore different job opportunities, understand how your skills can be applied in retail jobs, and discover the pathways that can lead you to a fulfilling career.



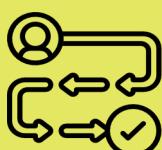
LMI: Learn about retail careers, how many people are employed and the companies you could work for. This will give you a broad understanding of the job market.



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.

RETAIL

DO YOU LIKE...

1



Helping others to learn

...explaining homework to friends — similar to showing customers how products work.

2



Organising & planning

...planning school events — the same skills used to organise shop displays or stock?

3

Being creative

...designing posters — skills you would use when creating eye-catching displays in stores?



4



Talking to people

...chatting with classmates — just as you would when helping customers choose what they need?

Working with numbers

...tracking spending — the same as handling money and discounts in retail.

5



Researching



...comparing products online — useful for finding the best deals for customers.

6

WHAT IS RETAIL?

Retail jobs are about selling products and helping customers in shops or online. People in this area make sure customers can find what they need and have a good shopping experience.

Key careers areas include:



Shop Assistants: Help customers, arrange stock on shelves, and work at the till.



Supervisors/Managers: Organise staff, deal with deliveries, and make sure the shop runs smoothly.



Online Retail Workers: Prepare and pack items for delivery to customers who shop online.

Jobs in retail are great for people who enjoy talking to others, being helpful, and working in busy, customer-facing environments.

**DID YOU
KNOW?**

Retail provides about **30,000** jobs in Tees Valley. It is one of the largest employers, and it's not just high street shops — supermarkets, online shopping, and big retail parks all need staff too.

WHERE CAN YOU FIND LOCAL VACANCIES?



High Street
Shops



Supermarkets



Food Outlets



Car Dealerships



Logistics &
Distribution



Online Retail
Companies

LOCAL INCLUSIVE COMPANIES INCLUDE...

next

PRIMARK®

Sainsbury's

Boots



Foot Locker®

BARKER AND
STONEHOUSE

TESCO

MARKS &
SPENCER

ASDA

NEW LOOK

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®

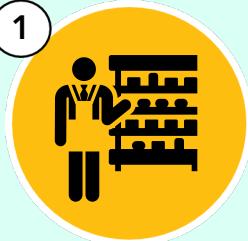
The CEC has adopted Talentino's #SameAndDifferent model, a national SEND school career framework designed to deliver effective career activities for young people with SEND. Developed from Talentino's work in schools, this concept enhances early career development and encourages employers to support the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

1



Shelf Filler

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

2



Bagging Assistant

They help customers bag their purchased items at checkout.

3



Trolley Attendant

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

4



Cleaning Assistant

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



Annual Salary

£18,000 - £24,000



Annual Salary

£13,000 - £24,000



Annual Salary

£18,500 - £25,500



Annual Salary

£17,000 - £24,000

JOB GROUP 2

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

5



Sales Assistant

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

6



Merchandise Receiver

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

7



Customer Service Assistant

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

8



Price Checker

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



Annual Salary

£13,000 - £26,000



Annual Salary

£15,000 - £24,000



Annual Salary

£17,000 - £25,000



Annual Salary

£18,000 - £24,000

HOW DO ESSENTIAL SKILLS HELP?



Listen to what the customer wants.



Greet customers in a friendly way.



Find a product that is out of stock.



Make a display look better.



Keep smiling when the shop is busy.



Try to give quick, good service.



Lead the team when the manager is out.



Work together to put out new stock.

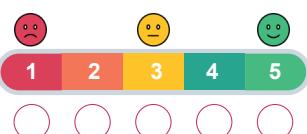
Rate your ability in each skill on a scale of 1 😕 to 5 😊.

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

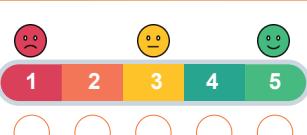
Skill

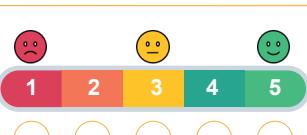
Rating (1-5)

Examples of when you have used this skill.

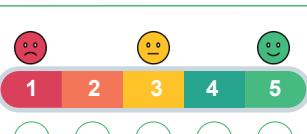


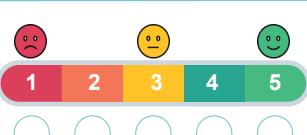


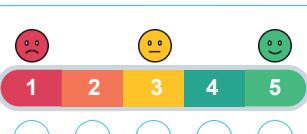












ROUTES & PATHWAYS

For more details
about the
pathways available



SCAN ME

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



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



Tees Valley
Jobs
(vacancies)



BBC Bitesize
Careers



National
Careers
Service



iCould
Careers



Tees Valley
Jobs (Home)



2. VOLUNTEERING



vinspired



Tees Valley
Youthwatch



Futures
Through
Friendship



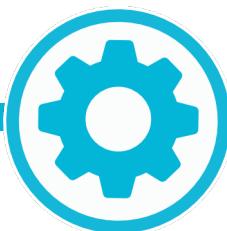
TV YMCA
Volunteering



TV Festival
Volunteering



3. APPRENTICESHIPS



TV Jobs –
Apprentice-
ships



TVCA
Apprentice-
ships



TVLPN
Directory



Amazing
Apprentice-
ships



Find an
Apprentice-
ship .gov.uk



4) FURTHER EDUCATION



TVCA - Sixth
Form &
College



Tees Valley
Careers
Hub



TVE
SEND
Info



TV
Scholarships



Teesside
Uni



5) SUPPORTED INTERNSHIPS



NHS
Choices
College



Redcar
Internships



Hartlepool
Internships



Youth
Guarantee



Prior
Pursglove
College

