



South Lincolnshire

Academies Trust

Careers Education

JOB
OF THE WEEK

Aspire | Challenge | Achieve

JOB

OF THE WEEK

Our Job of the week this week is
Retail Sales Assistant



Job of the Week – Retail Assistant

WHAT YOU DO

Every day will be different, but you could:

- serve and advise customers
- unpack and sort new stock deliveries
- arrange goods in displays and on shelves
- rotate and replace stock
- promote products
- take cash and card payments and ensure the till balances
- deal with customers wishing to return items; refund payments and log details manually or electronically
- meet sales targets
- keep the store clean and tidy

SKILLS REQUIRED

You will need:

- customer service skills
- the ability to work well with others
- patience and the ability to remain calm in stressful situations
- to be thorough and pay attention to detail
- sensitivity and understanding
- persuading and negotiating skills
- the ability to use your initiative
- excellent verbal communication skills
- to be competent using a PC and main software packages

WHAT YOU WEAR

Either smart/ casual clothes or there may be a uniform provided for you to wear



WORKING CONDITIONS

You could work at a store, in a stock room, at a garden centre or at a garage.

Your working environment may be physically demanding and crowded.

WORKING HOURS

39-41

Including evenings, weekends, bank holidays and shifts

ANNUAL LEAVE

25 days

This can be taken at any time during the year.



ANNUAL INCOME

Starter £13,000

Experienced £26,000



EDUCATION & EXPERIENCE

You can get into this job through:

College:

You can learn some of the skills you need for this job by doing a:

Level 2 Certificate or Diploma in Retail Skills
Level 3 Diploma in Retail Skills Sales Professional

You'll usually need 2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a level 2 course and 4 or 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, for a level 3 course

Apprenticeship:

You could get into this job through a retailer intermediate apprenticeship.

You'll usually need some GCSEs, usually including English and maths, or equivalent, for an intermediate apprenticeship

Direct Application:

You can apply directly for jobs. Employers may ask for some GCSEs at grades 9 to 4 (A* to C), including English and maths. Retail or customer service experience will also be helpful

Additional information:

You'll need to be over 18yrs to sell alcohol and other restricted goods. Some stores, like mobile phone or DIY shops, may expect you to have good knowledge of their products before you apply

Volunteering:

Getting experience volunteering in a charity shop will give you retail skills and could lead into paid work



Labour Market Information

In the Careers section of the school website you can find the useful comparison tool the 'Labour Market Information widget'

Use the widget to compare different job roles in any employment sector or relating specifically to the 'Job of the Week'.

Sales and retail assistants		Call and contact centre occupations		Waiters and waitresses	
Weekly Pay £330	Annual Pay £17,160	Weekly Pay £350	Annual Pay £18,200	Weekly Pay £330	Annual Pay £17,160
Hours/Week 32h	Hourly Pay £10	Hours/Week 33h	Hourly Pay £11	Hours/Week 38h	Hourly Pay £9
Workforce Change (projected)		Workforce Change (projected)		Workforce Change (projected)	
Contraction -3.9%	Replacement 61.3%	Growth 8.4%	Replacement 44.9%	Growth 0.2%	Replacement 63.6%
The workforce is projected to contract by -3.9% over the period to 2027, losing 51,300 jobs. In the same period, 61.3% of the workforce is projected to retire, creating 799,700 job openings.		The workforce is projected to grow by 8.4% over the period to 2027, creating 12,200 jobs. In the same period, 44.9% of the workforce is projected to retire, creating 65,300 job openings.		The workforce is projected to grow by 0.2% over the period to 2027, creating 600 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 194,100 job openings.	
You might find this job in Retail trade Wholesale trade Food & beverage services Sale of motor vehicles Accommodation		You might find this job in Office admin. Retail trade Financial services Telecommunications Services to buildings		You might find this job in Food & beverage services Accommodation Employment activities Sport & recreation Retail trade	
More info	Clear card	More info	Clear card	More info	Clear card

Sales and retail assistants	Call and contact centre occupations	Waiters and waitresses			
<p>Sales and retail assistants demonstrate and sell a variety of goods and services in shops, stores, showrooms and similar establishments.</p>	<p>Workers in this unit group receive and respond to telephone calls from potential clients and existing customers regarding the products and services offered by an organisation.</p>	<p>Waiters and waitresses serve food and beverages in hotels, clubs, restaurants and other establishments.</p>			
<p>Common tasks in this job:</p> <ul style="list-style-type: none"> ▪ discusses customer requirements, including type and price range of goods/services desired; ▪ advises customer on selection, purchase, use and care of merchandise and quotes prices, discounts and delivery times; ▪ advises customer making major purchase on credit terms and arranges finance as appropriate; ▪ receives full or partial payment, checks validity of form of payment, writes or prints bill, receipt or docket and packages merchandise for customer; 	<p>Common tasks in this job:</p> <ul style="list-style-type: none"> ▪ answers incoming telephone calls from existing or prospective customers; ▪ interviews caller to establish the nature of any complaint or the requirements of the client; ▪ informs existing and potential customers on any immediate action to be taken, and refers the matter to a more senior member of staff if necessary; ▪ advises on services available and sells additional products or services; 	<p>Common tasks in this job:</p> <ul style="list-style-type: none"> ▪ sets tables with clean linen, cutlery, crockery and glassware; ▪ presents menus and wine lists to patrons and may describe dishes and advise on selection of food or wines; ▪ takes down orders for food and/or drinks and passes order to kitchen and/or bar; ▪ serves food and drinks; 			
Back	Clear card	Back	Clear card	Back	Clear card

Powered by LMI For All.

To compare the Labour Market Information of different job roles that you might be interested in please visit the Careers section on the school website.

JOB OF THE WEEK

Find out more about Retail Assistants with these videos:



BP Retail Careers

21K views • 5 years ago



Every day is different in our BP Retail stores. Find out how our teams work together to make sure they're giving customers the best ...



<https://www.youtube.com/watch?v=b9ndqSn01TI>



Customer Assistant | Explore our world | Tesco

19K views • 3 years ago



Customers are at the heart of everything we do. It takes lots of different people to run a store and this is a job for doers, with plenty ...

<https://www.youtube.com/watch?v=OBS-lwIFXBA>



Lidl Training

15K views • 1 year ago



<https://www.youtube.com/watch?v=rLmOqnYdu54>

JOB OF THE WEEK

Click on the website links to research the job role further:

[Sales assistant | Explore careers | National Careers Service](#)

[How To Become A Sales assistant | Explore Jobs | UCAS](#)

[Sales assistant | My World of Work](#)

[Customer assistants | Morrisons Careers](#)

[Customer Service Diploma Level 2 | Stamford College](#)