COVID-19 Important Information

The Coronavirus (COVID-19) pandemic continues to grow and we are all making significant adjustments to our working and home lives in response to government guidance. Our primary priority is to ensure we protect the well-being and safety of our staff, and you, our Service leavers. We have been closely monitoring the situation and working with the MOD and they have now confirmed a policy to suspend face to face activity until 30th April 2020, in order to follow advice on social distancing. This policy will be reviewed regularly and will be adjusted in line with advice from the Government.

Please be assured that despite this, CTP staff remain fully operational to work remotely, are contactable, and very much still here to support you. Please email your usual point of contact if you require any help with your resettlement.

We have created some FAQs to address questions you may have – please click the green button below.

[READ FAQS]
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Retail Sector Guide – Considering a career in this sector?

Retail is a fast paced industry with room for professional growth and development. There are a number of areas Service leavers of all ranks can specialise in, which makes Retail a great career choice.

Retail is not just about the front line positions in Retail Managers, Retail Assistants and Checkout Operators. Like any industry, Retail companies need many people; drivers, or warehouse operatives as well as other areas of business; logistics, personal shoppers, operations, infrastructure and research to name but a few.

The Retail sector welcomes Services leavers, because they value the strategic skills, your ability to manage teams and execute plans, ability to be reactive and flexible.

There are many Retail companies that support Service leavers transitioning into the sector, providing employment, Work Placements and Insight Days. Many of them have their own internal Veterans Network to continue the support once you are employed.

Why work in Retail Sector?

Attractive packages and good promotion prospects:

- Exciting training and development opportunities
- Great variety of career paths
- Global opportunities

Key Skills:

- Leadership
- Attention to Detail
- Interpersonal skills
- Effective communication
Organisations that support Military Recruitment

- Tesco
- Lidl
- Ocado
- Aldi
- ASDA
- Morrisons
- Amazon
- Sainsbury’s
- Marks & Spencer
- CTP
Tesco was founded in 1919 by Jack Cohen from a market stall in London’s East End. Over the years our business has grown and they now operate in 12 countries around the world, employs over 530,000 people and serve tens of millions of customers every week. Tesco have many different aspects to their business including Online Shopping, Tesco Bank, F&F Clothing, Tesco Direct and Tesco Mobile. Although Tesco are closing shops and have frozen their plans to expand, they are still actively recruiting for their current stores and working closely with CTP; for vacancies click on Careers with Tesco or RightJob.

Asda are part of the global family that is Walmart - the largest retailer in the world. They joined Walmart in 1999. Asda employs nearly 200,000 staff and currently have over 300 positions advertised on their website. Asda are also involved in community projects and have their own Asda Foundation to support worthwhile projects. CTP work in partnership with ASDA, for vacancies click on ASDA Careers Home or on RightJob.

We are proud to be the Yorkshire food retailer serving customers across the UK over almost 500 stores and an online home delivery service. Our business is mainly food & grocery and, uniquely, we source & process most of the fresh food that we sell through our own manufacturing facilities. CTP work in partnership with Morrisons, for vacancies click on Morrisons Careers or on RightJob.
Aldi is a leading global discount supermarket chain with almost 10,000 stores in 18 countries, and an estimated turnover of more than €50bn. Based in Germany, the chain was founded by brothers Karl and Theo Albrecht in 1946 when they took over their father's store in Essen which had been in operation since 1913; it is one of the world's largest privately owned companies. CTP work in partnership with Aldi; look for vacancies click on Aldi Careers or RightJob.

Argos is a unique, multi-channel retailer, recognised for choice, value and convenience. We’re a unique employer too. Some 34,000 people have jobs at Argos. Argos is part of Home Retail Group, which includes Homebase and Habitat. When you apply for a job at Argos, or start to build a management career with us, you’re joining the UK’s leading home and general merchandise retailer. Vacancies include Retail Assistant, Admin Support, Assistant Buyers, Project Management, Managers and Drivers and new vacancies are added every couple of days; look for vacancies click on Argos Careers or RightJob.

Sainsbury’s was founded in 1869 and today operates over 1,200 supermarkets and convenience stores and employs around 161,000 colleagues. Sainsbury’s have many different aspects to their business including Banking, Clothing range and Sainsbury’s Mobile. Sainsbury’s have been an award winning supermarket consistently winning awards such as 2013 Retail Industry Award and The Gold Grocer Award 2013. Working for Sainsbury’s offers many benefits including discount schemes, annual bonus, pension scheme, share save scheme and awards for long service. Look for vacancies click on Sainsbury’s Careers or RightJob.
Over the last 130 years M&S has grown from a single market stall to become an international multi-channel retailer. M&S now operate in over 50 countries worldwide and employ almost 86,000 people. With 798 stores across the UK and a growing e-commerce business M&S sell high-quality, great value food and remain the UK market leaders in womenswear, lingerie and menswear. CTP work in partnership with M&S; look for vacancies click on Marks & Spencer Careers or RightJob.

When Amazon.com launched in 1995, it was with the mission “to be Earth’s most customer-centric company, where customers can find and discover anything they might want to buy online, and endeavours to offer its customers the lowest possible prices.” This goal continues today, but Amazon’s customers are worldwide now, and have grown to include millions of Consumers, Sellers, Content Creators, and Developers & Enterprises. Each of these groups has different needs, and we always work to meet those needs, innovating new solutions to make things easier, faster, better, and more cost-effective. Amazon is planning to hire thousands of additional employees to focus on its grocery delivery services Pantry and Fresh. The new positions, 2,500 of which will be in the UK. CTP work in partnership with Amazon; look for vacancies click on Amazon Careers or RightJob.

Ocado was established in the UK over 15 years ago and listed on the London Stock Exchange in July 2010. We are the world’s largest dedicated online grocery retailer with over 500,000 active customers shopping with us today. Our objective is to provide our customers with the best shopping experience in terms of service, range and price, which builds a strong business and delivers long term value for our shareholders. CTP work in partnership with Ocado; look for vacancies click on ocado careers or RightJob.
Why work in Retail?

By its very nature retail is a fast-moving industry as organisations try to respond to - and predict - customer demand and future trends. But if you think that a career in retail is limited solely to the shop floor, think again.

Diversity of opportunity

By its very nature retail is a fast-moving industry as organisations try to respond to - and predict - customer demand and future trends. But if you think that a career in retail is limited solely to the shop floor, think again. And these roles can also be found in a number of associated sectors, from warehousing and distribution to finance, marketing and design.

A global career

Retail is international in nature and some roles can offer excellent opportunities for travelling and working in other countries.

Still Thinking!

One of the other benefits of retail is the flexible working hours and Retail Sales Assistants account for 13% of all part-time positions in the UK.

In an age when consumers demand access to goods and services 24/7, retail workers are needed to 'man the shop' around the clock meaning there are many opportunities to fit your working hours around your personal and family commitments.

And finally…

Still not convinced? Working in Retail offers a huge variety of opportunities as well as the possibility of early responsibility, rapid career progression and good pay and benefits. It’s also a challenging profession that looks to its talented new workforce to help boost the economy.
Retail in detail, what do they do?

Here are a few examples of jobs from across the retail spectrum:

What happens in Retail?

In both traditional retail stores and in new online markets, there really are limitless opportunities for people to work within a sector that interests them regardless of whether you are a petrol-head or fashion lover. The retail industry has plenty of variety – not least because of the vast array of products in the marketplace.

- Merchandiser - Forecasting trends and budgeting
- Retail Manager - Running an outlet and meeting targets
- Visual Merchandiser - Designing product displays
- Logistics Manager - Distributing and storing products
- Market Researcher - Analysing consumer behaviour
- Buyer - Finding new products and anticipating demand
- PR & Marketing - Promotion of brands to consumers
Merchandiser - Forecasting trends and budgeting

Merchandisers forecast trends and budgeting by negotiating prices with suppliers as they need to help to maximise profit. They liaise with retail buyers, who select the product ranges, to plan the range of goods to be sold. Merchandisers decide on the exact quantity of goods to order and determine specific stock levels for each retail outlet - often using computer modelling software to look at previous sales and predict future performance. They also work closely with marketing personnel to promote special offers and sales identifying products for promotion - often linked to supplier discounts.

Smaller retailers may combine buying and merchandising roles in a general retail management position.

Retail Manager - Running an outlet and meeting targets

Retail managers are in overall charge of a retail outlet. This could be a department store, local or national chain store, supermarket or an independent shop selling goods such as clothes, books, wine, gifts or electrical items. In large stores, there may be more than one manager, each responsible for a specific department, and there will also usually be other managerial staff at a lower supervisory level working on the shop floor.

Right for you?
- Good under pressure
- Analytical and numerical skills
- Fast learner
- Head for figures

Skills:
- Leadership
- Excellent communication and 'people' skills
- Good Under Pressure
- Confidence, drive and enthusiasm
- Attention to detail
Visual Merchandiser - Designing product displays

A flair for fashion or brands and the understanding of how to present an easy-to-buy look to customers is the basis of a visual merchandiser's skillset.

As a visual merchandiser, you'll develop, deliver and communicate visual concepts and strategies to promote retail brands, products and services in-store, in catalogues or online. You may also work with museums and galleries or create visual concepts for events.

The majority of visual merchandising personnel are employed in retail stores, the lowest level being assistant visual merchandiser and the highest being visual merchandising, employing a staff of 50+ in a large organisation.

Logistics Manager - Distributing and storing products

Logistics and distribution managers organise the storage and distribution of goods. In this role you will ensure that the right products are delivered to the right location on time and at a good cost. You may also be involved in transportation, stock control, warehousing and monitoring the flow of goods.

Understanding the whole supply chain is important so that you can coordinate it effectively and liaise with suppliers of raw materials, manufacturers, retailers and consumers.
Market Researcher - Analysing consumer behaviour

If you're a confident individual, good with analysing data and can rise to the challenge of communicating large amounts of information, a career as a market researcher could be for you.

As a market researcher, you'll collect and analyse data and information to present to your clients. The information you provide helps them to make informed political, social and economic decisions.

You may be employed directly by a company (known as client-side), where you'll collect information on customer opinions, investment and marketing trends. The majority of market researchers, however, are employed by marketing agencies that range in size, where work is carried out on numerous projects for different companies and industries.

Buyer - Finding new products and anticipating demand

To be a successful retail buyer you'll need commercial awareness, creative flair and excellent analytical skills.

A retail buyer is responsible for planning and selecting a range of products to sell in retail outlets. The buyer must consider several factors when making purchasing decisions including customer demand, including price, quality and availability. Market trends, store policy and Retail budgets are other considerations and restraints.

As a buyer you'll source new merchandise and review existing items to ensure products remain competitive. By fully understanding customer needs, you are able to maximise profits and provide a commercially viable range of merchandise at competitive prices.
PR & Marketing - Promotion of brands to consumers

Creative communicators who thrive on the demands of client reputation management should check out the competitive field of public relations

Public relations (PR) is about managing reputation. A career in PR involves gaining understanding and support for your clients, as well as trying to influence opinion and behaviour.

You'll use all forms of media and communication to build, maintain and manage the reputation of your clients. These range from public bodies or services, to businesses and voluntary organisations.

You'll communicate key messages, often using third party endorsements, to defined target audiences in order to establish and maintain goodwill and understanding between an organisation and its public.

As a PR officer, you'll monitor publicity and conduct research to find out the concerns and expectations of your client organisation's stakeholders. You'll then report and explain the findings to its management.

Retail Banking

What is Retail Banking?

Retail provides products and services like loans, mortgages and current accounts to individuals and small companies. It's the kind of banking we think we all know, but there's much more to it than high-street branches and call centres. It's a huge, complex and competitive business where customers want the latest digital technology without losing access to personal advice.

Opportunities in retail range from front-line customer service and branch management to relationship management and product development. People with aptitude can progress quickly and will get the chance to study for professional qualifications.
Know your skills? Service leavers have the skills that the Retail Sector is looking for

**Decision Making**: Do not underestimate the value of your experience. For example, the experience of handling difficult, ambiguous situations where you have had to make a decision at the spur of the moment.

**Leadership**: There is no institution in that world that teaches you leadership like the military.

**Determination**: Imagine your platoon having no sleep for three days, it has not stopped raining for a week and you get a call saying you have to move immediately to a destination 50 miles away. That is a unique experience that prepares you for any kind of challenge you could face in the Retail Industry.

**Organisational skills**: Many jobs in the military revolve around organisation and require meticulous attention to details and deadlines. There are a variety of jobs in the retail sector that are a perfect match for Service leavers in departments like Operations, Logistics, Management, and Technology.

**Focus & Discipline**: Service leavers are very good at focusing on the mission and have a very strong set of principles that form the basis of how they conduct themselves. Service leavers also have a high degree of discipline and attention to detail learned on active duty. These attributes are highly transferable in the retail sector.

**Essential skills**: One of the most important things all recruiters will be looking for is a keen interest in the retail markets. Being well informed about the industry in general, as well as the specific organisation you are applying to, and having the ability to form your own opinions about current issues affecting the industry is crucial.

**In order to set yourself apart, you will also need to show you have:**

- Commercial awareness
- Leadership qualities and interpersonal skills
- Initiative and enterprise
- Analytical ability and a talent for problem solving
- Influencing skills and the ability to negotiate
- The ability to be inquisitive and research topics thoroughly
- Resilience
Expected Salaries

**Store Operations**

- Retail Managers may earn from around £16,000 - £36,000 a year. Senior managers in charge of very large stores in some areas may earn up to £70,000.
- Retail Assistants may earn around £12,000 a year and with experience may be able to earn between £13,000 and £16,000.
- Checkout operators may earn around £12,000 a year and with experience may be able to earn £16,000 or more.
- Personal Shoppers may earn around £13,000 a year and with experience may be able to earn between £18,000 and £25,000.

**Buying**

- Retail buyers and merchandisers may earn from around £20,000 - £30,000 a year and up to £50,000 with experience. Senior retail buyers and merchandisers may earn up to £55,000 a year.
- Customer Contact Centres
- Contact centre (or call centre) operators may earn from around £13,000 - £17,000 a year and around £20,000 with experience.

**Logistics**

- Distribution managers may earn around £19,000 a year and up to £30,000 with experience. Senior distribution managers may earn up to £60,000 a year.
- Importers and exporters may earn from around £11,000 - £15,000 a year and up to £35,000 with experience. Senior managers may earn up to £65,000 a year.
- Large goods vehicle drivers may earn around £15,000 a year and up to £30,000 with experience. Drivers of fuel, chemical or other specialist tankers may earn around £36,000 a year.
- Warehouse workers may earn around £12,000 a year and up to £20,000 with experience. Warehouse managers may earn from £18,000 a year and up to £45,000 with experience.

**Marketing**

- Brand managers/product managers may earn from around £28,000 a year and up to £45,000 with experience. A group brand manager can earn in excess of £65,000.
- Marketing executives, at graduate entry level, may earn around £22,500 a year and up to £65,000 with experience. A marketing director can earn in excess of £110,000.
- Sales Managers may earn from around £19,000 - £30,000 a year and up to £60,000 with experience. Senior sales managers may earn up to £100,000.
## Vacancy Information

<table>
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<tr>
<th>Job ID</th>
<th>Job Title</th>
<th>Location</th>
<th>Closing Date</th>
</tr>
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<tbody>
<tr>
<td>N321764</td>
<td>Assistant Store Manager- London/Brighton-£23-24k</td>
<td>East of England, Brighton &amp; Hove, London</td>
<td>03/05/2020</td>
</tr>
<tr>
<td>F326884</td>
<td>Commercial and Procurement Manager, Distribution</td>
<td>South East</td>
<td>27/05/2020</td>
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</tbody>
</table>

Remember to check RightJob Regularly for new Retail Opportunities
Training Useful in the Retail Sector

Career Transition Partnership offers a range of courses relevant to the Retail Sector industry

Virtual classrooms becoming a Reality!

CTP have been working hard to ensure that Service leavers can access resettlement services in the safest possible way and we have introduced Virtual Classrooms to some of our existing Vocational Training courses.

A course delivered in a Virtual Classroom is where learners log into an online platform, from their home or safe location and they can see and interact with a live trainer who is delivering the course in the same way as it would be in the classroom. End of course examinations are taken online and learners will be required to have a webcam, microphone and speaker/headset in order to interact fully.

The following courses will be delivered in this format:

• 6 Day APM (PMQ): https://www.ctp.org.uk/resettlement-training/find-a-course/details/6-day-apm-project-management-(pmq)
• 10 Day APM (PMQ): https://www.ctp.org.uk/resettlement-training/find-a-course/details/10-day-apm-project-management-(pmq)
• PRINCE 2: https://www.ctp.org.uk/resettlement-training/find-a-course/details/prince-2
• APMG Change Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/apmg-change-management
• Management of Risk: https://www.ctp.org.uk/resettlement-training/find-a-course/details/management-of-risk
• Agile Project Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/agile-project-management-foundation-and-practitioner-certificate

Those who have already booked places on our face to face courses between now and 30 April have been offered the opportunity to switch onto our Virtual Classroom courses, and we will be opening up bookings for our May courses shortly. For further information on courses and start dates please visit our website https://www.ctp.org.uk/resettlement-training/find-a-course?department=general-management
To book your place please contact CBIC on 01252 954007

Please read through our Frequently Asked Questions on www.ctp.org.uk which answers many of your queries regarding training during the current Coronavirus situation.
Training Useful in the Retail Sector

Career Transition Partnership offers a range of courses relevant to the Retail Sector industry

New Vocational Training course dates to September 2021 are available on our website!

CTP are pleased to advise that our vocational training course dates are now available for booking for courses commencing up to September 2021!

We have added additional availability to our most high demand courses, and continue to offer a range of highly subsidised contract funded training, providing excellent value for money. Course dates, locations and prices can be found on our website, along with detailed descriptions and downloadable factsheets.

To make a booking for any of our courses, please call our Course Bookings & Information Centre CBIC on 01252 954007.
### Further Information

<table>
<thead>
<tr>
<th>National Careers Service</th>
<th>Find out more about careers in the Retail Sector, skills, qualifications and training.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Transition Partnership</td>
<td>The MoD's official provider of Armed Forces Resettlement. We also provide a free recruitment service for employers wishing to hire ex-military personnel.</td>
</tr>
<tr>
<td>The Chartered Institute of Logistics and Transport (CILT)</td>
<td>The Chartered Institute of Logistics and Transport in the UK is the membership organisation for professionals involved in the movement of goods and people and their associated supply chains.</td>
</tr>
<tr>
<td>Chartered Institute of Marketing (CIM)</td>
<td>The Chartered Institute of Marketing is a United Kingdom-based professional body offering training and qualification in Marketing and related subjects, focused on Marketing and Sales for business; together with ongoing support for members.</td>
</tr>
<tr>
<td>Chartered Institute of Personnel and Development (CIPD)</td>
<td>The Chartered Institute of Personnel and Development is a professional association for human resource management professionals.</td>
</tr>
<tr>
<td>Chartered Institute of Purchasing and Supply (CIPS)</td>
<td>The Chartered Institute of Procurement &amp; Supply, is a United Kingdom-based global professional body working for the purchasing and supply professions.</td>
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<tr>
<td>Fashion Retail Academy</td>
<td>The Fashion Retail Academy is a vocational training college.</td>
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<tr>
<td>The Institute of Occupational Safety and Health</td>
<td>The Institution of Occupational Safety and Health (IOSH) is the world's leading professional body for people responsible for safety and health in the workplace.</td>
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<tr>
<td>City &amp; Guilds</td>
<td>What we do is about more than skills, qualifications and jobs. Backed by a Royal Charter, we exist to make sure that people can contribute to successful businesses and economies.</td>
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<tr>
<td>Open University</td>
<td>The Open University is a public distance learning and research university, and one of the biggest universities in the UK for undergraduate education.</td>
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<tr>
<td>Edexcel</td>
<td>Edexcel is a multinational education and examination body owned by Pearson.</td>
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<tr>
<td>ELCAS</td>
<td>The MOD's Enhanced Learning Credits Scheme (ELC) is an initiative to promote lifelong learning amongst members of the Armed Forces. The ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.</td>
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<tr>
<td><strong>Useful Links</strong></td>
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<tr>
<td><strong>Internet Retailing</strong> - Retail news, research and analysis for Europe's ecommerce and multichannel professionals.</td>
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<td><strong>The Retail Bulletin</strong> - The online retail news resource for retailers. Breaking news on retail, e-tail and multichannel/omnichannel retailing.</td>
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<td><strong>Retail Focus</strong> - Retail Design and Visual Merchandising news, the latest store concepts, specialist features, trade show listings, opinions, retail design blog and the retail supplier directory.</td>
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<tr>
<td><strong>Talking Retail</strong> - All the latest news, opinion and analysis for independent retailers &amp; convenience stores within the grocery retail industry.</td>
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<tr>
<td><strong>Retail Gazette</strong> - It aims to provide clear, concise, accurate and balanced news reports and features about British retailers or international retailers trading in the UK.</td>
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Last Updated May 2020