

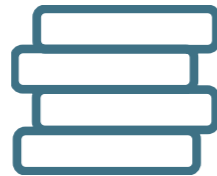
# Retail Sector

## What is the Retail Sector?

The Retail sector covers all aspects of high-street and eCommerce shopping. Workers in the sector ensure that shops, services, and online outlets run smoothly.



Average annual salary  
**£32,300**



Percentage of GM workforce working in this sector

**17.6%**

(232,000 employed)

Approximate number of GM employers

**21,750**



Who might you work for?

- [The Hut Group](#)
- [ASDA](#)
- [Amazon](#)
- [JD Sports](#)
- [Tesco](#)
- [Estee Lauder](#)
- [Pets At Home](#)
- [Specsavers](#)
- [Selfridges](#)



**Soft skills**

- Customer service
- Sales
- Merchandising
- Budget management
- Patience
- Digital skills

## Workplace trends

- The sector was heavily impacted by the pandemic with non-essential shops mostly closed.
- Environmental considerations have led some retailers to shorten supply chains and start exploring reusable packaging.
- Increasing demand for warehouse space driven by eCommerce trends and online sales adoption.
- Greater Manchester has both historic (like Bury Market) and modern (like The Trafford Centre) retail hubs.



## Roles that GM employers are currently recruiting for

- Customer Service
- Warehouse Worker
- Marketing Manager
- Retail Sales Associate
- Shop Floor Manager
- eCommerce Specialist
- Account Manager
- Merchandising Specialist
- Buyer / Purchasing
- Delivery Driver

## Types of qualifications

GCSEs grade 4 and above in maths, English, and science.

Some apprenticeship qualifications are available in roles like Retailer, Retail Team Leader, and Retail Manager.

Warehousing qualifications from level 2–5.

## What do I need to start my career?

**Entry level roles often require no experience with training on the job available.**

Some apprenticeships are offered in both shop-floor and warehouse roles.

Advanced roles in things like eCommerce or management sometimes recruit graduates.



## Shortage and in demand roles

- Warehouse Worker
- Delivery Driver
- eCommerce Specialist

## What does the future hold for this sector?

- Digitalisation is impacting the sector more widely but particularly in warehouse management.
- eCommerce has accelerated over the course of the pandemic and more shops are selling online.
- Store experience – some shops are creating a more in-depth “experience” for shoppers, with bespoke customer service.



**Want to know more?** - You can find out more and [search for retail careers online](#) or visit the [British Retail Consortium](#).

