

March 2016



The retail industry is about selling to customers – essentially ‘the high street’ although of course this includes supermarkets, out of town shopping and increasingly online. Also included are vehicle (car and bike) and parts sales.

Around 391,000 people are employed  
in the retail sector in the South East region<sup>1</sup>



The South East encompasses Berkshire, Buckinghamshire, East Sussex, Hampshire, the Isle of Wight, Kent, Oxfordshire, Surrey and West Sussex. Our region (South Central) overlaps with the South East as a whole.

## Jobs in Retail

Retail is not all about serving customers in a shop; some other departments may be of interest too:

- Visual Merchandising
- Finance
- Public Relations and Marketing
- Merchandising
- Logistics
- Buying
- Human Resources
- Information Technology

The retail sector can be viewed as a very attractive industry for both men and women to work in with flexibility of working hours to suit lifestyle choices and the ability to learn many transferable skills (customer relationships, team working, selling and health and safety) very quickly.

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<sup>1</sup> BRES 2014

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## Working Patterns

58% of retail employees in the South East work part time with 42% working full time<sup>1</sup>.

Retail typically has a high turnover due to the seasonal nature of the work and the fact that it often provides opportunities for students.

## Outlook

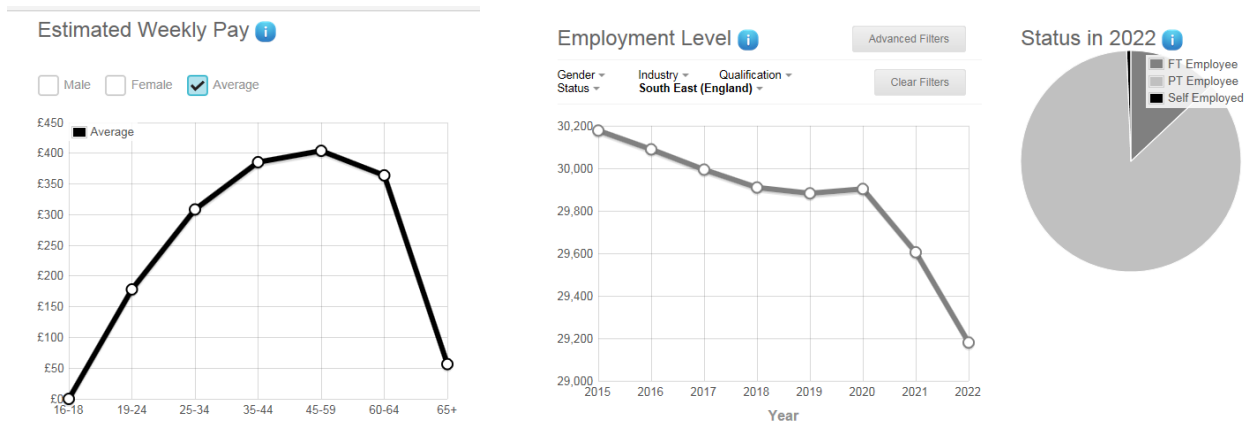
**Online sales** continue to be a growing area for retailers as they can reach more customers at a time and place convenient to them. This figure does however go up and down slightly depending on the time of the year. The proportion of sales made online fell by 0.2% to account for 11.0% of all sales in August 2014. Despite this fall in the proportion of sales, the amount spent online increased by 8.3% in August 2014 compared with August 2013.<sup>2</sup>

**Value retailers.** Stores that offer budget prices are generally doing better as shoppers look for ways to save money.

**Ethical retailing.** Retailers are now expected to take more of a responsibility in terms of the environment and green issues.

## The future of the Retail Industry in the South East

Employment in the Retail industry is expected to decline very slightly between now and 2022 as the graph below indicates.



Source: Careers Explorer

<sup>2</sup> ONS Retail Sales 2014

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### More information:

The following websites may be useful when searching for a job in retail:

- InRetail <http://www.inretail.co.uk/>
- Retail Careers <http://www.retailcareers.co.uk/>
- Retail Moves <http://www.retailmoves.com/>
- Retail Week <http://www.retail-week.com/>
- Talking Retail <http://www.talkingretail.com/>

### Find out more

- National Skills Academy for Retail <http://www.people1st.co.uk/Training-services/National-Skills-Academy-for-Retail>
- National Careers Service <https://nationalcareersservice.direct.gov.uk/>

**Careers Practitioners in schools can access this factsheet and many other resources on our Supporting Inspiration website. If you are a Careers Practitioner and would like to gain access to these resources please email [inspirations.sc@ncs-cfbt.com](mailto:inspirations.sc@ncs-cfbt.com) to request a log-in.**