

# Careers in Retail

## Information Technology

The choice of careers in retail is wide and varied. There are opportunities in shops of all sizes and product mix and behind the scenes in the warehouse, head office and support departments like human resources, merchandising, IT, purchasing and finance.

Almost every retailer and distribution centre is reliant on information technology to make sure that the buying, deliveries, sales and promotions are ready in the right place at the right time and to keep the business running smoothly. Most jobs in retail and distribution will involve some aspect of information technology even if it is only using a touch screen till.

The hardware and software need to be maintained and information kept up to date, this is where a member of an IT support team will be called upon. Often the IT specialists are on call through a Helpdesk or Contact Centre, helping the customer who is located in a shop with a queue of impatient customers waiting to buy their goods. Nothing is guaranteed to get people in to a panic more than the computer letting them down, so the requirement to be cool and calm in a crisis is absolutely essential.

The IT specialist not only has to be able to handle their customers, the staff in the offices and shops, they also have to have knowledge of the IT system in use and how to solve problems that might arise. In addition to supporting the customer the IT specialist might be involved in projects like installing a new system setting up websites, training staff to use the systems and looking at new developments and the future IT needs of the organisation

An IT specialist will need to have excellent communication skills and be able to work through a process in a logical sequence using good problem solving skills.

Anyone working with Information Technology will need to have a passion for technology and how it operates. They should be able to work well in a team and be adaptable to change as technology never stands still.



### Routes to entry:

Most Employers will look for GCSEs or the equivalent if you haven't achieved these then it will be necessary for you to develop a CV that reflects your interest in IT over a period of time.

There are IT qualifications widely available from colleges and training providers. These range from Vendor and Professional Qualifications to the new ITQ User qualification. It is likely that an employer will look for an IT qualification of some type unless they have an apprenticeship place available. On-the-job training is likely to be given as there are new developments emerging all the time.

### Useful links:

[www.lsc.gov.uk](http://www.lsc.gov.uk)  
[www.skillsmartretail.com](http://www.skillsmartretail.com)  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)  
[www.connexions-southcentral.org](http://www.connexions-southcentral.org)  
[www.e-skills.com](http://www.e-skills.com)

### Check out these sites for careers in retail.

[www.retailrecruitment.net](http://www.retailrecruitment.net)  
[www.retailmoves.com](http://www.retailmoves.com)  
[www.camcity.co.uk](http://www.camcity.co.uk)  
[www.inretail.co.uk](http://www.inretail.co.uk)  
[www.retailcareers.co.uk](http://www.retailcareers.co.uk)  
[www.graduatetoretail.org](http://www.graduatetoretail.org)  
[www.doctojob.com](http://www.doctojob.com)  
[www.thebigchoice.com](http://www.thebigchoice.com)

### Freephone

Call the Retail Career line for advice and guidance on training and careers in retail on **0800 093 5001**

### e-mail

[contactus@skillsmartretail.com](mailto:contactus@skillsmartretail.com)