

Why complete a... Retail Service, Supply and Administration Foundation Apprenticeship

A solution for your training needs and career progression

ROLE OVERVIEW

Retail service, supply and administration practitioners work across a range of settings such as food, fashion, building and automotive and manufacturing. The broad purpose is to support the administration of retail businesses, help provide excellent customer service and ultimately to ensure the efficient flow of goods and services between manufacturers and customers. Daily duties will vary dependent on where they work and whether their work is focused on working in an office or retail environment – they could also be working with a more skilled customer base, for example in trade supply.

KEY POINTS

- **Level:** 2 Foundation
- **Duration:** 8 months + Apprenticeship Assessment
- **Entry requirements:** The apprentice must normally be aged 16 to 21 at the start of their apprenticeship
- **Career progression:** Upon successful completion you may progress onto role specific apprenticeships

KNOWLEDGE REQUIREMENTS



- Introduction to the retail sector and how its service, supply and administration functions contribute to its operating environment
- The flow from supplier to distribution to store and customer
- Branding, visual standards, promotional activity and how these relate to merchandising
- Fundamental digital tools and methods to support service, supply and administrative activities, including omnichannel basics
- Key regulatory and legislative requirements and methods to support key responsibilities, including the importance of their application
- Key approaches and metrics to support continuous improvement

SKILL REQUIREMENTS



- Communicate with customers to support and recover excellent customer service
- Support the management and storage of stock
- Support sales goals and business objectives
- Use digital tools to support service, supply and administrative activities
- Use administrative approaches and organisational tools to handle data and support workflow
- Comply with regulatory and legislative requirements relevant to the role
- Support continuous improvement activities
- Work in line with equity, diversity and inclusion principles

BEHAVIOUR REQUIREMENTS



- Communicate and share information using verbal, non-verbal, written and digital methods
- Apply new learning and feedback to everyday practice
- Complete own work tasks and ask for help when needed
- Work with colleagues to contribute to team outcomes

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