

The Placed Guide to Joining the Service Sector 2021



Whether you're leaving school and looking to kickstart your career, or simply in need of a change of work scenery, the Service Sector is packed full of amazing opportunities.

With our expert knowledge in the field, we lay out the many incredible options for you, to help guide your next career move.

The fact is there are options for everyone, from Summer gigs, side hustle, or developing a meaningful career.

Discover all your options in this practical guide, created by recruitment experts.



CONTENTS

- 1 What is the Service Sector?
- 2 Pathways into the Sector
- 3 What is an Apprenticeship?
- 4 4 Great Apprenticeships you can take:

- Greene King
- Yorkshire Building Society
- Pizza Hut Restaurants
- Mid Cheshire NHS

"There's loads of benefits, you get wild tips and loads of support. Your career is in your own hands and if you want to progress, you can."

- Sophie Burgess, Greene King Locals

- 5 Applying for Jobs within the Service Sector
 - Top tips for applying
- 6 Your Essential Checklist
- 7 Trusted Brands Hiring Now



1 What is the Service Sector?

The service sector is a broad term for the industries that provide services rather than goods, to others. It encompasses retail, finance, the public sector, business administration, leisure and cultural activities. The jobs within these industries vary widely and often involve working with customers either directly or indirectly.

The valuable skills you'll get from working within this dynamic industry range from interpersonal skills, empathy, adaptability, teamwork and leadership skills to many more.

The service industries accounted for 80% of total UK economic output (Gross Value Added) and 82% of employment in January-March 2021





Hospitality

The Hospitality sector is a super dynamic, energetic environment, where no two days are the same!

It's perfect for those looking for exciting, upbeat working environments, with opportunities to work up through management, and even work abroad.

Our very own Founder and CEO came from a hospitality background, and this inspired her to start her own business to address the needs of people running their businesses in hospitality.

"What I love best about hospitality is the social aspect - getting to know people, the entertainment, comradery, teamwork. Once you're in, it's a family."

- Mark Judson, Greene King



Retail

The Retail sector is great for those who love meeting different people.

With fantastic career growth opportunities, you could start in store and work your way up to management and eventually, Head Office.

Working in retail will enable you to gain skills like selling, product knowledge, and customer service, as well as handling merchandise, and preventing theft and loss. You'll need to be a team player if you're interested in retail, you will not only be frequently interacting with customers and suppliers, but also managing your own teams of staff.

UK Retail made **£403 billion in 2020**, of which offline retail accounted for 72%. The workforce totalled **2.9 million people worked** in 2020. (ONS, 2020)





Logistics

Are you ambitious and driven? Thanks to globalisation and rapidly increasing consumer demands, the logistics industry is quickly expanding.

Whether you're interested in the business side of logistics or you're looking for a more hands-on role, there is a rewarding career in it for you. If you're interested in technology and travelling, and love a challenge this is the industry for you.

The shift towards online retail has led to a growth in this industry. Investment into UK industrial and logistics totalled **£9.3 billion in 2020**.
(Knight Frank, 2021)



Healthcare

The Healthcare sector is not just about health! This sector contains a huge variety of both clinical and non-clinical roles.

There are lots of clinical roles available, many of which do not require qualifications (such as GCSEs or A-Levels). There are also roles that are focussed on the running of the operations on the business side, rather than directly interacting with patients.

Just like with any business, these could be IT staff, customer service, HR, finance and marketing roles. If you're seeking a rewarding job where you can truly make a difference, Healthcare might be for you.

Healthcare is one of the most popular sectors for apprenticeships, making up **27% of all apprentice starts in 2016**.
(FEWeek, 2018)



2

Pathways Into the Sector

If you're considering joining the Service sector, it may help to know that it is generally very accessible. Many of the sector's required skills are transferable from other fields, and there are plenty of jobs for those fresh out of school or who have no working experience at all.

If you're just looking for a quick seasonal gig, there will certainly be a role for you. You could apply for a role such as cashier, bartender or waiter/waitress. These can be great for short term stints, as they're easily accessible, fun sociable environments and allow for flexible working.

If you're just leaving school and looking to kickstart your career, you could take on an apprenticeship, where you'll both work and learn, gain reputable qualifications, and often get paid too.

Whatever your job-seeking goal is, it's worth getting stuck in and trying out a job in the Service sector so you can really see if it is right for you.



SERVICE SECTOR FAQ

Q: Do I need specific experience or qualifications to join?

A: As with most sectors, there will be some jobs that may require some experience, or will be helped by a qualification. However, the great thing about the Service sector is that it is generally very accessible, and most hiring managers look for candidates who fit well, rather than looking for experience or qualifications.

Q: I've heard there are long hours and the pay is low. Is this true?

A: Nope. The Service sector has evolved drastically over the past decade or so, and many misconceptions about the industry do not apply today. The hourly pay for many jobs within the sector matches (or beats) entry level jobs across most other fields. You can easily progress up the ladder within the sector, too, meaning you'll quickly increase your salary as your title grows. Hours are often flexible, and many companies now have measures in place to really adapt to their staff's needs.

Q: Can I make a career out of a job within the sector?

A: Yes! You can most definitely make a really meaningful and long lasting career within the Service sector. What's more, there are so many schemes like apprenticeships and training to help you out.



3

What is an Apprenticeship?

First things first, apprenticeships have got nothing to do with pompous contestants marching round London completing tasks to impress Lord Sugar. That's just a television programme. Secondly, they're also not the same as internships, which tend to be shorter and less structured.

The point of an apprenticeship is to formally train up inexperienced workers over a period of time and provide them with a designated job at the end of it, or at least the skills and experience they need to get a similar job elsewhere. Apprenticeships can be for school leavers, those looking to combine work and study while at University, graduates, and those looking to take on a new industry.

During the course of a programme, apprentices are given set tasks and learning opportunities designed to prepare them for a specific career or company. For the employer, the benefits are clear in that they get to nurture and shape young talent while getting government sponsorship and incentives in return.



APPRENTICESHIPS VS. REGULAR JOBS

It's easy to pie off apprenticeships in favour of a regular job that pays fully and doesn't require more education. But depending on your circumstances and the industry you're entering, that might not be the best thing to do for your career in the long-term.

While regular jobs do provide opportunities for learning and development, it's unlikely they will match up to those offered by an apprenticeship. For example, if you apprentice for a big company, they will typically put you into different departments across the business to help you understand how things fit together and see where your skills fit best. An experience you're unlikely to get with regular junior roles.

Another advantage is that jobs given to apprentices tend to be a bit more secure, as companies are unlikely to want to let you go if they have spent months or years training you up.

Top employers retain 91% of their apprentices.





4 Great Apprenticeships You Can Take

If you've decided an apprenticeship could be worthwhile to you, you might now be wondering which one to take on. It's worth taking the time to do some research to discover which companies truly align with your values, what qualifications you will get, and how the apprenticeship will help you develop your skills.

With so many amazing apprenticeships out there, it can be hard to know which ones are reputable. To help you out, we've highlighted 4 excellent apprenticeship schemes you can take, from trusted brands. Take a look!





GREENE KING

There are a range of apprenticeships available at Greene King, whether you want to work in a pub, in a hotel, in a brewery, in marketing or logistics - there are opportunities in cities, towns and villages across Britain. And that's just scratching the surface! Greene King is an extremely diverse business and with that comes an amazing array of opportunities at your fingertips. It's one of the things that makes us so unique and such a fun place to work.

The Greene King programme can open doors in Front of House and Kitchen roles, all the way up to supervisory and management levels. Apprenticeships cover a range of hospitality services - from food and beverage service and professional cookery, right through to leadership and management.

 [LEARN MORE](#)



“One of the key things in coming to work with us is you can start with a level two apprenticeship which is sort of GCSE level. But within a few years, you could take that route of apprenticeships and you can be running your own multi-million pound site with employees working alongside you. So there’s real opportunity to grow and develop with us.”

- **Charlotte Hewson, Greene King**

“One of the main things that I love about apprenticeships is meeting new people. You meet so many people on a daily basis, whether that be your colleagues, you’ll end up making so many new friends with people and especially in hospitality”

- **Lucy, Greene King Apprentice**

[Explore jobs at Greene King](#)





YORKSHIRE BUILDING SOCIETY

The YBS apprentice scheme offers a wide breadth of roles offered across the organisation to suit different people's skill sets or interests - from cyber security, to financial risk and project management, to marketing, to working in the branch network!

So, what sets YBS apart? They guarantee a permanent role to all their apprentices at the end of the scheme.

People and communities are at the heart of YBS. They call it 'Society Matters', which focuses on 4 key areas – Customer, People, Community and Environment. The YBS Apprentices Scheme is just one of the initiatives which helps people realise their potential!

 [LEARN MORE](#)



“The thing that I enjoy the most is getting to learn lots of different skills with people that are so much older than me. So it's really giving you an advantage of learning things that would probably take years for someone fresh out of university to learn so it is really good on that side.”

- **Maya, YBS Apprentice**

“Sometimes the perception about an apprenticeship is that it's purely linked to things like, you know, the old style GNVQs and NVQs and things like that. But actually, you can gain degrees, masters in a whole range of different subjects.”

- **Amy Thistle, YBS Apprentice**

[Explore jobs at Yorkshire Building Society](#)





PIZZA HUT RESTAURANTS

Did you know that 80% of Pizza Hut's Restaurant General Managers started out as Team Members? Not to mention their top managers with responsibility for hundreds of people and millions of pounds! Within three years of joining, you could end up running a £multi-million restaurant, leading up to 90 people.

Pizza Hut Restaurants have a dedicated education team delivering our programmes to our apprentices. We offer a qualification at every step of the career ladder. There are so few industries that offer a career path for those with no qualifications who can in just a few years be managing a multi-million pound business.

 [LEARN MORE](#)



"I would recommend completing an apprenticeship to school leavers, especially if they're not sure what they want to do, or there's not any courses that appeal to them. Because it's a whole different experience getting out there and working, it will build your confidence, it will give you the qualification, you'll also earn money as well as learning."

- **Georgia, Pizza Hut Restaurants Apprentice**

"If someone has the right behaviours and the right attitude, we can deliver everything else, we can give you that knowledge and those skills." - **Becki Keenan, Pizza Hut Restaurants**

- **Becki Keenan, Pizza Hut Restaurants Apprentice**

[Explore jobs at Pizza Hut Restaurants](#)





MID CHESHIRE HOSPITALS

Supported by Mid Cheshire College, the Trust's apprentices will be able to gain experience working in non-clinical areas at Leighton Hospital as well as study towards a National Vocational Qualification (NVQ).

David Pitt, National Head of Planning & Implementation said "As a major employer in the community, we are already in regular contact with our local schools and colleagues to promote the various careers which the NHS can offer."

Interested in applying for one of the apprenticeships? Visit the NHS Jobs website.



[LEARN MORE](#)



[Explore jobs at Mid Cheshire Hospitals](#)



"There's lots of starting points into many, many different careers. And so I think, even if you choose one that actually you think I don't want to be in this career forever, the NHS is such a broad organisation with many, many different roles, that actually it gives you the opportunity to change streams if you want to"

- **Kay Brown, Leighton Hospital Apprentice**

"I've worked with pretty much every other team within my department, so it's helped me get an overall understanding of the hospital. But not only that, it's helped me meet a bunch of other teams, and made good friends with a lot of other people in different parts of the hospital."

- **Louis, Leighton Hospital Apprentice**

5

Applying for a Job Within the Service Sector

Not feeling an apprenticeship?

While apprenticeships are excellent opportunities for many, they aren't for everyone!

If you're just looking for short term work, to expand your skills, or would rather learn solely through experience, applying for jobs straight away might be a better option for you.

Taking on a job first is also often a great way to get a feel for the sector and whether you its a good fit for you, before committing to it longer term.

Keep in mind, you can still work your way up without a formal apprenticeship. Many jobs within the Service sector don't require qualifications as a necessity, and have great measures in place t support you and help you develop your career, if you wish to!



TOP TIPS



1. Research the company!

Do it for yourself! Find out the company's values, culture and benefits. If they suit your lifestyle and beliefs, its a match!

2. Consider what skills you currently have

Reflect on your own experiences - What skills have you acquired from previous work? Many skills are transferable across the sector. Or if you don't have any working experience, consider what you may be good at, and what value you can bring to the workplace.

3. Explore different platforms to find jobs

Times have changed and so has the world of job-seeking. Many recruiters within the Service sector are using apps such as Placed to recruit - perfect if you want to apply quickly without creating a CV.



6

Your Essential Checklist

Here are some useful things to ask yourself before taking on a job or apprenticeship within the sector, to help you decide whether it will suit you best.

- ✓ What skills do I currently have?
- ✓ What skills will the job or apprenticeship provide me with?
- ✓ Does the company's values match mine?
- ✓ Do I enjoy a fast-paced environment?
- ✓ Do I prefer to work alone or in a team?
- ✓ Am I looking for a short term role or hoping to work my way up the ladder?



7

Trusted Brands Hiring Now



You can explore and apply to jobs and opportunities from hundreds of trusted brands within the Service sector through Placed App, a recruitment app built by industry professionals.



[**EXPLORE JOBS!**](#)