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Program of Study: Certificate in Higher Education Business Skills for the Workplace

Module Code: LCLM 4005

Module Name: Employability and Career Development

Assessment: Component 2: Portfolio of Written Tasks

Select Job Adverts and Identify Key Skills:

Introduction and Job selection

For this task, I chose two job advertisements in the UK retail sector.

Retail Store Manager at Specsavers and Store Manager at Boots. Both roles are important leadership positions in well-known companies. These stores do not just sell products they also provide health and pharmacy service to the community.

Comparison of Key Skills and Knowledge Areas

When comparing these two job adverts, I found several key skills that both companies require.

- **Leadership and Teamwork**

Specsavers is looking for a motivated team leader who can lead by example. Boots want an inspiring leader who can coach staff and build a strong team culture.

- **Running the store Operations**

Boots need someone with strong commercial awareness to drive sale. Similarly, Specsavers wants an organized hard worker who can keep the store running smoothly.

- **Customer focus**

Both brands put the customer first. Specsavers wants a (customer first mindset,) while boots ask for an (exceptional customer and patient experience.)

- **Flexibility**

Both jobs require an eye for detail and the ability to adapt to a busy, fast paced environment.

How I Will Use One Key Skill in My Future job

The most important-shared skill is Team Leadership in a Fast-Paced Environment. In my future job as a Store Manager, I will use this skill every day.

Managing a busy store means dealing with different groups of people, such as retail staff and health specialists. I will use my leadership skills to make sure everyone works well together, especially during busy hours. I will focus on coaching my team to help them grow

and feel motivated. By building a positive and organized work environment, I can keep the staff happy while also hitting the stores sales targets. My ability to stay calm and lead under pressure will help me solve daily problems quickly and keep customers satisfied.

Self-Assessment and Evidence of Readiness

Self-Assessment SWOT Analysis

To understand my readiness for a Store Manager role, I have conducted a personal SWOT analysis. This helps me identify what I am good at and where I need to improve.

SWOT Analysing

Strengths

- **Leadership & Problem Solving:** 18 years of experience in high-pressure operation Tjx Europe, managing teams and solving technical and human issues quickly.
- **Commercial Mindset:** Experience running my own business SMP in the UK, managing sales, customers relations and business operations.
- **Attention to detail:** Precision work in both automation system ASRS and scalp micropigmentation.

Weaknesses

- **No Direct Retail Management Experience:** Most of my leadership experience comes from logistics, production and personal business rather than traditional retail store environments.
- **Formal Pharmacy Optical Knowledge:** Lack of specific industry knowledge in healthcare *Boots* or optics *Specsavers*.

Opportunities

- **Transferable Skills:** Applying my strong operational system driven mindset from logistics to improve store efficiency.
- **Growing Health and Wellness Sector:** High demand for manager who can connect great customer service with technical or health services.

Threats

- **Fast Changing Retail Trends:** Rapid changes in customer shopping habits and technology.
- **Competition:** Competing against candidates who have spent their entire careers solely in retail sales.

Analysis of SWOT Results

Strengths and Opportunities

My biggest strength is my transferable leadership. Over my 18 years career at Tjx Europe, I moved from basic warehousing to managing advanced Automated Storage and Retrieval System ASRS. This progression shows my adaptability and ability to learn complex systems. Managing teams in a high-pressure environment taught me how to motivate people and keep operations running.

Additionally, running my own freelance SMP Scalp Micropigmentation business in the UK has given me a strong commercial focus. I do not just manage tasks, I understand how to attract customers, deliver high-quality personal care and manage finances. This combination of operational discipline from logistics and commercial awarenesses from my business perfectly aligns with the requirements of both Boots and Specsavers.

Weaknesses and Threats

My main weakness is the lack of direct retail management experience. However, a modern retail store like Boots or Specsavers operates much like a high-tech facility it requires inventory management, staff scheduling and quick problem solving. My lack of retail specific experience is countered by my deep understanding of processes and logistics. To mitigate the threat of competition, I will focus on my unique background, I bring a fresh perspective, high precision technical skills and proven loyalty 18 years with one major employer.

Evidence of Readiness

To prove my readiness for a store Manager position, I can present concrete evidence from my professional career.

Leadership and Team Management

At Tjx Europe, I was responsible for coordinating team members on the sortation floor and later within the automated ASRS department. I worked closely with engineers and technical teams to maintain daily operations. This is direct evidence of my ability to build collaborate with different stakeholders and manage staff to achieve daily targets.

Operational Capability under Pressure

Working with advanced Dematic automation, conveyors and sensors meant dealing with unexpected system failures daily. I had to make quick decisions, troubleshoot errors and keep the system moving. This experience proves my capability to manage the complexity and fast paced nature of a large retail store. Furthermore, my commitment to safety and professional training.

Customers Focus and Quality Control

In my SMP business, I work directly with clients to deliver life changing cosmetic procedures. This work requires extreme attention to detail, active listening and high empathy to build trust. This is solid evidence of my customers first mindset and my ability to build strong, trusted relationships within the local community, which is highly valued by Specsavers and Boots.

Conclusion

In conclusion, my self assessment shows that while I have a non-traditional background, my skills are highly transferable. My long-term career stability, leadership in high pressure environment and hands on business experience prove that I am ready to step into a Store Manager role and lead a diverse team to success.

Set Employment Goals & Personal Development Plan

Set Employment Goals

Based on my SWOT analysis, my career goal is to transition from logistics and self-employment into a Retail Store Manager role

- **Short Term Goal 1-12 Months**

Secure a Store Manager or Deputy Store Manager position at a well-known retail brand like Boots or Specsavers. My focus will be on adapting my operational and leadership skills to the retail floor and learning the industry specific product lines healthcare and optics.

- **Long Term Goal 3-5 Years**

Progress into an Area Manager or Multi Site Manager role. This goal aligns with my ambition to lead larger operations, manage multiple store budgets and develop future store leaders, leveraging my 18 years of stable, long term employment history.

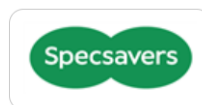
Personal Development Plan (PDP)

To address my main weakness lack of direct retail management experience and formal pharmacy-optical knowledge I will take the following actions:

Action/Objective	Timeline	Resources Needed	Success Measure
Retail & Sales Training: Complete online courses in retail operations, merchandising and commercial KPLs.	Months 1-3	LinkedIn Learning Coursera courses.	Completion of certificates and understanding store metrics conversion.
Industry Knowledge: Learn basic regulation regarding pharmacy service for Boots or optical NHS vouchers for Specsavers.	Months 1-6	Internal company training portals and NHS guidelines.	Ability to confidently support pharmacists opticians during daily audits.
Mentorship: Shadow an experienced Store Area Manager to learn best practices in retail customer service.	Months 3-6	Internal networking and company management team.	Positive feedback on my first quarterly store performance review.

Retail Store Manager

1 week ago by Specsavers



£ £40,000 per annum

🕒 Permanent, full-time

📍 Staines-upon-Thames, Middlesex

Apply now

♡ Save

Full job description

Retail Store Manager - Staines

Are you a motivated team leader with an eye for detail wanting to bring your skills to a global, difference-making company? You've come to the right place.

Are you a motivated team leader with an eye for detail wanting to bring your skills to a global, difference-making company? You've come to the right place.

As long as you're ready to lead by example and champion a customer-first mindset, you can make a difference as a Store Manager at Specsavers Staines. Alongside your hard work keeping our store and team running like clockwork, we'll support you to grow your skills even further than you thought possible. You'll be at the forefront of bringing better hear and eye care to your community, while progressing your career and supporting others to do the same. In short, this is an opportunity you don't want to miss.

Alongside the great work you do to keep the store and team running smoothly, we're committed to helping you develop your skills even further. If you aspire to complete Pathway and progress to a Director role within the store, our Directors are here to support you every step of the way.

Our team

We have a wonderful team of dedicated people in our store ready and waiting for you to meet.

What's on offer?

As well as all the support you need and great training and development opportunities, we have a whole load of benefits on offer for you to enjoy. These include:

- Salary - up to £40,000 per annum (Depending on Experience)
- Full time - 40 hours per week including weekend working
- 28 days annual leave plus your birthday off
- Pension contribution
- Specsavers Perks - our discounted benefits scheme
- Annual subscription to the "Headspace" app
- WeCare - UK confidential employee helpline
- Loyalty Reward Scheme
- In-store Family Discounts

What we're looking for?

- Great communicator
- Experience in managing teams
- Eye for detail
- Be flexible and adaptable
- Passionate people person
- Organised
- Hard worker

Desirable skills:

- Experience working in optics business

Find out more

If you have everything we're looking for and are excited by this opportunity, we're excited to hear from you. We can't wait for you to apply!



Store Manager (Large Store)

BOOTS

UPDATE DATE :  MAY 27, 2026

COUNTRY : UNITED KINGDOM 

REGION : LONDON

COUNTY : GREATER LONDON

TOWN : LONDON

CATEGORY : RETAIL

CONTRACT TYPE : PERMANENT

AVAILABILITY : FULL TIME

Job description

Are you an inspiring, transformational leader ready to lead in an exciting and high-profile retail environment?

At Boots, our large stores are more than just stores - they are destination environments that showcase the very best of our brand, our people and our customer experience. They combine premium beauty and wellness, trusted healthcare, market-leading pharmacy services and beautiful, innovative retail experiences, all under one roof.

As Store Manager, you'll lead at scale in a fast-moving environment where expectations are high, opportunities are huge and no two days are ever the same. This is a role for exceptional leaders who thrive on pace, complexity and visibility - and who know how to inspire large, diverse teams to deliver brilliance every day.

We're looking for leaders who are commercially sharp, operationally brilliant and deeply passionate about people. Leaders who can create high-performing cultures, develop future talent and deliver results while never losing sight of what matters most: our customers, patients and colleagues.

If you're ambitious, passionate about the customer and colleague experience alike and excited by the opportunity to lead one of our most prestigious locations, this could be the defining next step in your career.

What you'll be doing

Guided by our purpose of "With you. For life.", we're here to support our customers and colleagues through every stage of life and you'll have to opportunity to lead a store that sets the standard and embeds our purpose, values and behaviours into everything you and your team do.

As Store Manager, you'll report to the Area Manager and lead a large, multi-skilled team across retail, pharmacy, wellness, beauty and healthcare.

You will:



<https://uk.fashionjobs.com/job/boots/Store-manager,11679583.html>

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Jobs Store Manager, LONDON #11679583

- Create an exceptional customer and patient experience that reflects the very best of Boots
- Drive sales and operational performance across multiple categories, with the customer always at the heart
- Be visible on the shop floor, supporting customers and role-modelling great service to your team
- Partner with senior stakeholders across the business and build strong relationships with GP surgeries, primary care networks and the local community
- Champion the Boots brand and make your store stand out
- Create a store environment where colleagues feel proud to work and that customers want to return to
- Get to know your people - what motivates them, and what needs to change
- Coach your team, develop future leaders and create a culture where everyone can thrive
- Be bold, try new things and use customer insight, commercial data and market trends to shape strategy and looks for ways to improve every day

What you'll need to have

- Significant retail management experience in a large, fast-paced or complex environment
- Strong commercial awareness and operational capability with proven track record of delivering results
- Proven people leadership skills and ability to implement strategy in-store
- Experience building strong, effective relationships with a wide range of stakeholders
- Great customer service skills and a love for delivering care
- A genuine interest in pharmacy with a willingness to learn, even without prior experience
- A calm, flexible approach with the confidence to make decisions and adapt at pace
- A collaborative style and the ability to build a strong team culture
- Passion for learning and a drive to support others to grow

It would be great if you also have

- Exposure to healthcare, beauty or pharmacy
- Experience managing multi-category or multi-service operations
- Experience developing senior leaders and high-potential talent
- Confidence using digital tools, insight and performance analytics to drive decisions

Where your brilliance can take you

At Boots, your career can be as ambitious as you are. As Store Manager of a destination store, you could progress into senior leadership roles such as General Manager, Area Manager, or move into Pharmacy Field positions that influence operations, resourcing, and clinical governance across multiple stores.

This role gives you the opportunity to develop a strong leadership team, manage greater pace and complexity, and build the experience needed for bigger, more strategic positions.

As the UK's largest health, beauty and wellness retailer, your career possibilities extend far beyond the shop floor. Whether you're interested in working at our Nottingham-based Support Office or in a strategically important field-based role, there are opportunities across Commercial, HR, Marketing, Buying, Supply Chain, Strategy, Finance, Pharmacy and Governance.

At Boots, we believe in growing our leaders from within. Wherever your ambition takes you, you'll have opportunities to broaden your experience, explore new directions, and shape your career around what motivates you most and we'll support you with the development, exposure and experiences to help you build a career you're proud of.

Rewards designed for you

- Boots Retirement Savings Plan
- Generous employee discount across Boots and partner brands
- Discretionary annual bonus
- 38 days holiday
- Enhanced maternity/paternity/adoption leave pay, and a gift card for those expecting or adopting
- Flexible benefits scheme; holiday buying, gym discounts, life assurance and more
- 24/7 counselling and wellbeing support through TELUS Health, our Employee Assistance Programme

There's lots more in our rewards and benefits package, MyBoosts, our way of helping you get the most out of the good stuff. Find out more at <http://boots.jobs/rewards>. Exclusions may apply; eligible roles only. Please note that any salary estimates provided on third-party sites are not endorsed by Boots and may not be accurate.

A bit about us

At Boots, we're proud to be an equal opportunity employer, creating a place where everyone feels welcome, supported and free to be themselves. We believe that when our people feel valued and included, they thrive, so we're committed to creating a brilliant Boots for our people so they can make a difference for our customers and colleagues every time.

What's next?

If you apply, our team will be in touch to let you know the outcome of your application or to arrange next steps.



<https://uk.fashionjobs.com/job/boots/Store-manager,11679583.html>

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Jobs Store Manager, LONDON #11679583

Where a role is advertised as full-time, we are open to discussing part-time and job share options.

If you require additional support as part of the application and interview process, we are happy to provide reasonable adjustments to help you be at your best.

We hope to hear from you soon.

Be brilliant with Boots.