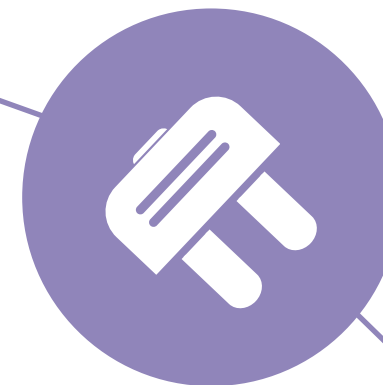
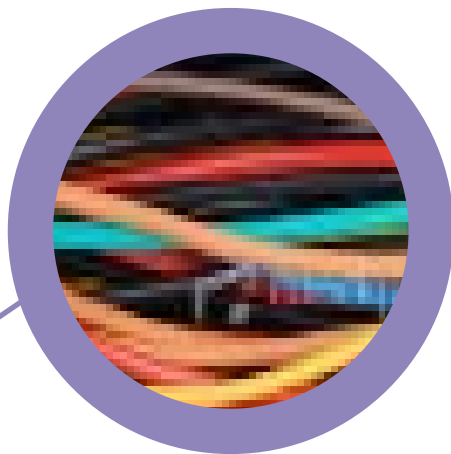
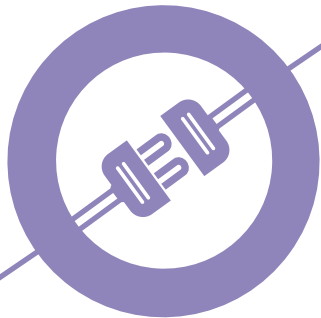


Skills for Logistics



Electrical Wholesaling Industry

 A Career That Delivers



Choose a Career in Electrical Wholesaling and you will be joining an industry that affects everybody's life, everyday.

So what is Electrical Wholesaling?

Electrical Wholesaling involves the movement and supply of electrical goods – this is known as the electrical 'supply chain'. Examples range from lights and switches fitted in your home to those needed in very large industrial plants such as nuclear power stations, as well as hospitals, shopping and leisure centres, schools and every other building you may use.

Electrical Wholesalers supply products to customers by delivering to their premises, and to construction sites, and many customers collect their goods from the industry's branches and warehouses.

So why is Electrical Wholesaling such an important industry?

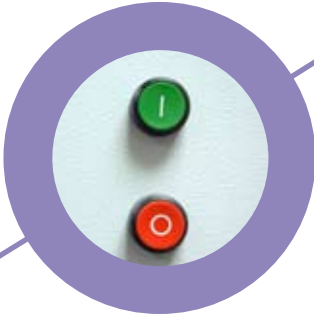
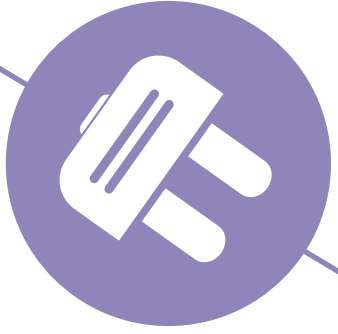
- Electrical Wholesaling is an industry that serves a wide range of customers, supplying a vast range of electrical products including: lighting, switch sockets, cables, test equipment and much much more
- Customers range from small, medium and large electrical contractors to the biggest national companies and service providers eg BNFL, the NHS and the MoD
- There is a branch representing the Electrical Wholesaling industry in every significant town in the UK
- Just think of all the electrical goods required in the UK every day then you begin to understand why the Electrical Wholesaling industry plays such an important role



LG
Life's Good
LCD TV
37 inch (94 cm)
FRONT
37LG3000
WARNING
SEE USER MANUAL AND
INSTRUCTIONS FOR
CLOSED CIRCUIT
TELEVISION
FIRST
AID

Unbeatable performance
Topaz T100SI
Unbeatable performance
features and
performance.
2 YEAR
8.5kW
TRITON
PowerSaver



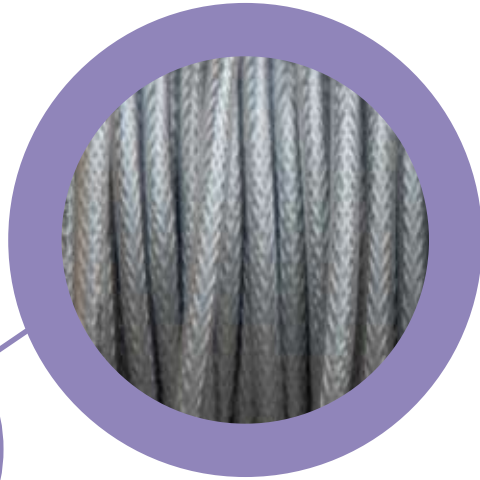
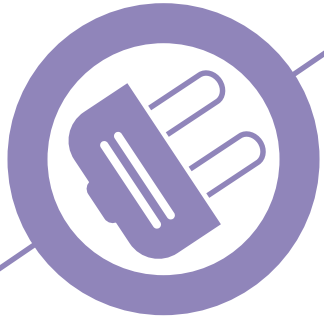


So what employment opportunities does Electrical Wholesaling offer?

Electrical Wholesaling involves the storage, movement and sale of electrical goods. This gives rise to a large range and variety of activities and employment opportunities which include:

- Branch Managers and Assistant Managers in hundreds of branches across the UK ensure that customers receive the highest levels of service, as well as ensuring the branch is efficient and profitable
- Branch Assistants are responsible for managing and moving stock, dealing with deliveries, serving customers, keeping records of transactions and the drivers making the deliveries
- Warehouse staff and drivers of vans and forklift trucks also play a vital role ensuring an efficient and effective service to customers by picking goods and ensuring they are despatched correctly
- Sales staff are vital to the success of each company whether on the Trade Counter of the branch or in telesales

A Career in Electrical Wholesaling – The Facts



Key Benefits of Working in Electrical Wholesaling

- You work independently but also as a key member of a team
- You work in an industry that is crucial to us all
- This is a career that gives you real responsibility
- Gain a range of skills and qualifications as your career progresses
- Start at any level and work your way up
- You can work in Electrical Wholesaling whether you are a school leaver, a graduate, unemployed or a career changer
- Job security – work in an industry that needs more people not less
- The work is well paid compared to similar jobs in other sectors
- A flexible career – with part-time or full-time opportunities



Making the right career choice is vital – it is therefore essential to base that decision on reliable information. It is very easy for people to have inaccurate perceptions about an industry such as this.

Here are the facts:

Fiction

Fact

The work is low paid (especially warehouse work)



Everyone entering the Electrical Wholesaling industry has the potential to earn good money, especially if they work hard and show initiative

The work is menial with no prospects



Work in this sector is often varied, interesting and challenging and can be great fun. “Firstly you never stop learning; there are new experiences everyday, not least because of the use of technology. Secondly it is a very varied job, there are never two days the same, and thirdly it gives you a real sense of achievement.” (Assistant Manager)

There are very few opportunities to develop your career



There are always opportunities to make progress in the industry. This includes many examples of employees who have started out in the lowest paid positions and who have progressed to senior management positions

It is not a career for everyone



Electrical Wholesaling is increasingly an industry that offers opportunities to everyone, men and women, whatever their interests, skills and qualifications



GOODS IN



FLUKE
Infrared and Contact Thermometer
601

Non-contact infrared thermometer with contact probe for accurate temperature measurement.

Key features include:

- 180° rotation for easy access
- 100% accuracy
- 1000 readings
- 1000 memory
- 1000 auto-off





Electrical Wholesaling offers opportunities for young people who prefer to go directly into work when they leave school, as well as those who wish to continue their education and training.

Typical examples would be:



Where are you now?		Job Opportunities	Development Opportunities	Career Progression Opportunities
Few Qualifications		Warehouse Assistant Trade Counter Assistant	Product Knowledge Programmes Apprenticeship, NVQ/SVQ 2	Warehouse Supervisors Telesales Assistant
Some Qualifications e.g. GCSE or Standard Grade/Intermediate 1 & 2		Trade Counter Assistant Telesales Assistant	Product Knowledge Programmes Apprenticeship, NVQ/SVQ 2 Advanced Apprenticeship, NVQ/SVQ 3 CGLI Level 2	Warehouse Supervisors Assistant Managers Sales Representatives
Higher level Qualifications e.g. A-level or Highers/Advanced Highers		Junior Management – specialising in warehousing or customer service		Branch Manager Regional Manager Operations Director
Degree level qualification		Large companies operate management training schemes		Branch Manager Regional Manager Operations Director



Harj Dosanjh (Age 38)
Area Director
Newey and Eyre



Background – Harj left school in Derby with 9 GCSEs and 3 A levels, before moving onto De Montford University. Here he successfully completed a Degree in Industrial Business Studies, before joining the graduate training scheme at Newey and Eyre in 1993.

Career Development – Harj’s career with Newey and Eyre developed rapidly and successfully. He was promoted into his first management position at the Loughborough branch after only two and a half years. Harj says: “I enjoyed the role of branch management because it requires a good ‘all-rounder’ with good people skills.” Further advancements over the next few years led to his promotion firstly to Area Sales Manager for the East and North Midlands region and then more recently to Area Director.

What Harj says about his job: “My career to date offers a good example of how the Electrical Wholesaling industry offers many opportunities to develop your career rapidly, as well as working in an industry that gives excellent customer service. Of course, this sometimes demands putting extra work in - often outside of the normal 9 to 5 hours!”

Emma Clarke (Age 23)
Human Resources &
Benefits Adviser
Wilts Electrical Wholesalers



Background – When Emma left school in Wiltshire with 10 GCSEs she quickly realised that she did not want to stay in full-time education. A local recruitment agency placed her with Wilts, in their HR Department. She made a real impact at Wilts and they took her on permanently.

Career Development – With over 700 employees in 73 branches, her responsibilities included helping with recruitment and induction of new staff, as well as filing and managing the databases. The company also gave Emma the opportunity to improve her skills and qualifications. She said - “It was quite hard work, but I was awarded a certificate from the Chartered Institute of Personnel Development (CIPD).”

In 2007 she was promoted to the post of HR and Benefits Adviser - “It’s been a real challenge for me and a good step up in my career. I am really enjoying the role, and the extra responsibility. I feel like I make a difference!”

Emma says: “My ambition is to go into a more senior HR job in a few years time. Wilts have given me a really good opportunity, and I feel I can grow here.”

Paul Finnis (Age 38)
Branch Manager
R & B Star Electrical
Wholesalers Ltd



Background – Paul left school after having completed his GCSEs and he then applied for a warehousing job at R & B Star, as a Stores Junior responsible for signing in and checking out goods that were being sent to customers.

Career Development – Paul soon progressed from this role to the trade counter and then the telesales office. In 2002, he was given the opportunity to study a Lighting Industry Federation course on a part time basis which enabled him to design lighting systems for clients in residential, commercial and industrial buildings, using specialised software. Three years ago Paul was promoted to the position of Branch Manager. He is responsible for 30 employees and feels that this was a ‘natural progression’ from his earlier roles in the company.

Paul says: “I have worked for R & B Star for twenty years and my career demonstrates that there are definitely opportunities for career progression. You need to be flexible and responsive in order to meet the needs of clients in a competitive market place – it’s not all about selling light bulbs!”

Peter Holmes (Age 26)
Driver & Warehouse Assistant
Edmundson Electrical



Background – Peter left school with 8 GCSEs to take up a traineeship with the local Volvo garage. After 3 years he decided that his career was not progressing fast enough and that warehousing and storage offered greater opportunities. He joined Edmundson Electrical in Kettering.

Career Development – Peter started as a van driver, but with the chance to study for the Warehousing and Storage NVQ (level 2) qualification that Edmundsons run through the Electrical Distributors Association (EDA). Shortly afterwards he was promoted to run the warehouse. “It’s a fast changing industry because there is always new legislation and new procedures that we have to help customers understand.”

Peter has recently completed the NVQ (level 3) in Customer Service, and won the ‘advanced category’ award from EDA which he received at a national ceremony in London.

Peter says: “I feel that I have been given many opportunities to grow and develop since joining Edmundson. It’s an excellent industry to be in and I really believe that I can progress further, perhaps into management - the chances are there!”

Andrea Foster (Age 25)
Product Manager
Senate Electrical



Background – Andrea left school with 10 GCSEs and 3 A levels. In 2005 she graduated from Liverpool John Moores University with a degree in International Business Studies and Spanish. Andrea opted to join the management training scheme at Senate Electrical - “Senate Electrical is part of an international company which could give me the opportunity not only to develop my business skills but also use my language skills.”

Career Development – The 19 month training scheme at Senate Electrical gave Andrea the opportunity to experience a full range of skills - “You get a lot of exposure to all aspects of the business. I was surprised at the variety of the work involved.” Andrea decided to move into the Marketing Department and was appointed Product Manager with responsibility for a range of electrical products.

Andrea says: “When I took over the job I didn’t appreciate the level of responsibility I’d be given for over 100 branches, but I am really enjoying it now. I am also surprised at how much fun you can have!”

Pete Keeler (Age 38)
Driver & Store Assistant
KEW Electrical



Background – Pete left school with 5 GCSEs and the ambition of becoming an electrician like his father, but following a successful warehouse traineeship with an independent local electrical wholesaling company he quickly made up his mind that he’d rather work supplying electricians than become one.

Career Development – After training as a storeman and driver Pete moved on to KEW Electrical in Whitstable, helping to develop a new branch. Pete was attracted by the challenge, and, “the money was good too.” He has now taken over responsibility for running the stores at the branch and organising other team members in picking, packing, checking and despatching orders. For his next move in the company he says: “I might consider working in sales.”

Pete says: “I have been with KEW for nearly five years and don’t regret my decision to move. It’s hard work but I’m working with a bunch of people I know and like, and doing a job I personally enjoy.”

Beverley Mayes (Age 34)
Internal Sales Manager
Lockwell Electrical
Wholesalers



Background – Beverley left school after having successfully completed 8 GCSE’s and joined Lockwell as a van driver in 2003. With training courses provided by the company Beverley soon progressed and was promoted to the role of Sales Advisor.

Career Development – In her new role Beverley served customers over the counter and by phone, taking orders and processing them. Beverley says about her Sales Advisor role, “I enjoy everything about my job. There is nothing I dislike about it.” After five years Beverley has recently been promoted to the role of Internal Sales Manager. In her new role Beverley is responsible for ordering stock and ensuring that she sources it at competitive prices. She feels that the company has supported her greatly in the time she has been with them.

Beverley says: “Sometimes the hours are long but there is a real training ethos and if you want to progress further then you are supported to do so.” She says of the industry itself – “We sell customers the parts that make their machines work, which means that the industry is vital to the national economy.”

Training Opportunities in the Electrical Wholesaling Industry

Whichever branch of the industry you choose to join, Electrical Wholesaling offers many opportunities to improve your skills and knowledge as you progress in your chosen career. Indeed you can get to the top wherever you start. You don't have to be a graduate to become the Managing Director!

The Electrical Distributors Association is the trade association for the UK Electrical Wholesaling Distribution industry. One of its key aims is to promote career and educational opportunities through its Learning and Development Portfolio. There are two key programmes in the Portfolio:

1. Vocational Programmes

These programmes are provided in partnership with Protocol Skills, the UK's largest provider of vocational qualifications. There are two opportunities for vocational learning:

i. Apprenticeships (UK except Scotland) are available at two levels – Apprenticeship (NVQ level 2) and Advanced Apprenticeships (NVQ level 3). The frameworks for these programmes comprise – an NVQ, Technical Certificates and Key Skills (Essential Skills – N Ireland).

Modern Apprenticeships (Scotland) are currently available only at level 3. The frameworks comprise an SVQ (level 3) and Core Skills. Level 2 Modern Apprenticeships will be developed in 2008.

ii. Stand-alone NVQ/SVQs can be taken in:

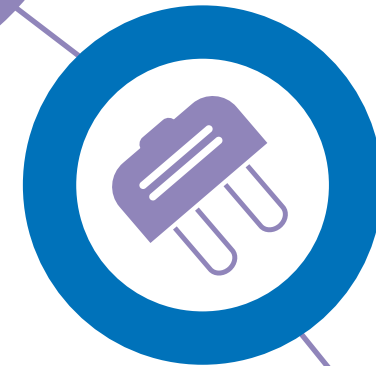
- Warehousing and Storage (levels 1 & 2)
- Business and Administration (levels 2 & 3)
- Logistics Operations Management (level 3 only)
- Skillbuild (Wales only, levels 1 & 2)
- Customer Service (levels 2 & 3)
- Team Leading (level 2 only)

(Funding for NVQs is currently available through the Train to Gain scheme in England)

2. Product Knowledge Programmes

These programmes are provided in partnership with MOL, a division of The Manchester College. They consist of a series of open learning modules designed to be fully flexible and allow the learner to choose the product areas which will bring them maximum benefit. To achieve the City and Guilds 6117 Certificate in Construction and Electrical Materials Distribution a learner must successfully complete the 2 core modules, (Health and Safety and Customer Care), plus a minimum of 3 others from a list of 7 choices.

For more information about all these programmes and careers please see the contact details on the back cover of this brochure.



Where to now?

To find out more about jobs and training in the Electrical Wholesaling industry:

Connexions Service (England)

If you are between 13 and 19 years of age contact:
www.connexions-direct.co.uk

Young people can also talk to a Connexions Adviser
Tel: 0808 001 3219 - or - Text: 07766 413 219

Please note that the Connexions Direct website also includes the popular jobs4u careers database:
www.connexions-direct.com/jobs4u

If you are over 20 years of age contact learndirect:
www.learndirect.co.uk

Careers Wales

Use this site to find your local Careers Office in Wales
www.careerswales.com

Careers Scotland

Tel: 0845 850 2502 Text: 0141 889 8581
Website: www.careers-scotland.org.uk

Careers Service (Northern Ireland)

Tel: 028 9044 1781 Fax: 028 9044 1861
Website: www.careersserviceni.com

For further information relating to relevant training opportunities contact:

JHP

(Official provider of vocational training to EDA Members)

Tel: 0870 974 8069
Email: eda@jhptraining.com
Website: www.jhpparticeships.com

MOL

(Official provider of open learning in product knowledge to EDA Members)

Tel: 0161 953 6219

Fax: 0161 953 6207

Website: www.themanchestercollege.ac.uk

Email: enquiries@mol-openlearning.co.uk

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The following organisations have supported the development of this careers brochure:



Electrical Distributors Association, Union House,
Eridge Road, Tunbridge Wells, Kent TN4 8HF
www.eda.org.uk

Skills for Logistics

Skills for Logistics, 12 Warren Yard, Warren Farm Office
Village, Milton Keynes MK12 5NW