

Jeweller - Retail

A jeweller (retail) sells jewellery, clocks, watches and silverware. They may also carry out basic jewellery repair or cleaning services.

The Work

You could be:

- arranging displays of jewellery, clocks, watches and silverware in the shop
- discussing what the customer wants and choosing suitable items
- arranging different methods of payment: cash, credit and debit cards or by instalments
- gift wrapping items purchased
- examining pieces of jewellery and quoting a value
- repairing, adjusting and cleaning jewellery
- carrying out stock control duties
- working to meet a set sales target
- specialising in one particular area, such as diamonds or watches.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW).

As of 1 April 2025 the National Minimum Wage is £7.55 an hour for workers under 18, £10.00 an hour for workers aged 18 to 20. The National Living Wage for those aged 21 and over is £12.21 an hour.

This may rise to £12.00 an hour or more with experience. Salaries can increase with commission earned on sales.

Conditions

- You will work a five-day week including some evenings and weekends.
- Part time work is common.
- Your pay may depend partly on commission for sales.
- If you are in a management job you might have to travel about the country or abroad to fairs, spending occasional overnights away from home.
- You will have to wear protective goggles if cleaning or cutting stones.
- You may have to wear a uniform.

Getting In

- You do not always need formal qualifications, but a good general education is useful.
- Previous retail or customer service experience would be useful.

What Does It Take

You should have:

- a good eye for detail
- excellent customer service skills
- good observation skills
- a smart appearance
- sales skills
- good practical skills for cleaning or repairing items
- an interest in and knowledge of jewellery.

Training

- You will get training on the job.
- There are SVQs in Retail Skills at SCQF Levels 4 and 5 and Retail (Sales Professional) at SCQF Level 6.
- Your employer might expect you to study for professional exams.
- The [National Association of Jewellers](#) offers online courses through the Jewellery Education and Training (JET) programme. There are six levels: Essentials, JET 1, JET 2, Business Development, Management and Foundations of Appraisal Practice.
- The [Gemmological Association of Great Britain](#) offers a range of tailor made courses in the gem and jewellery trade. There is a gemmology or diamond route.

Getting On

- You can work for independent jewellers as well as for large chains.
- If you work for a large company you can get promotion to a management post.
- You can repair and polish jewellery on a freelance basis for a group of shops.
- You can become self-employed if you have a lot of capital to invest.

Contacts

British Retail Consortium (BRC)

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Email: info@brc.org.uk

Website: www.brc.org.uk

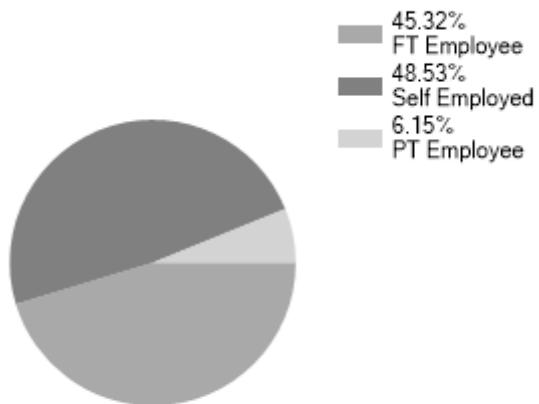
Website (2): www.rethinkretail.org.uk

X: [@the_brc](#)

Facebook: www.facebook.com/thebrc

Statistics

Employment Status UK %

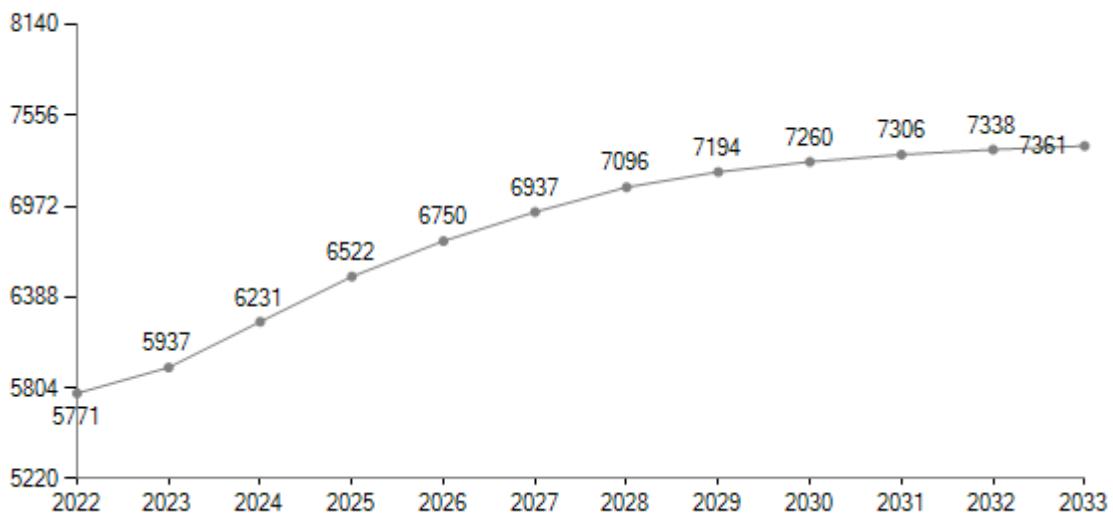


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)