



THE THIRD ESTATE

Role Description

Role	Internet Sales Assistant (volunteer)		
Reporting To	<i>tbc</i>	Location	<i>Shop premises, London</i>
Duration	1 - 2 days per week for minimum 3 months	Start date	<i>To be agreed</i>

Context

The Third Estate is a small business that has been trading since 2005. We sell clothing and footwear that adhere to a number of criteria – the most important of which is that no animal ingredients are used in the products and that they are produced in non-sweatshop conditions. Wherever possible, we try to find products that are also made from environmentally-friendly or recycled materials, made in a sustainable way or made within the UK.

Although we are a profit-making business, the ethical and environmental aspects of what we do are of paramount importance.

Overall Purpose of the Role

The Internet Sales Assistant will assist with the day-to-day running of our online retail business.

This role would suit someone who is looking to gain insight into retail, animal-free and non-sweatshop clothing and footwear, and/or running a small business.

Main Duties and Responsibilities - may include assisting with:

- > the management of the payment systems in accordance with our procedures and policies at all times, and with staff and customer safety as the uppermost priority.
- > the organisation and dispatch of customer orders.
- > the management of refunds and returned items.
- > telephone and internet queries and ensure effective communication is taken and customer service levels maintained.
- > the development and management of the online shop.
- > stock control and management, particularly Excel and website-based records.
- > the reporting and resolution of discrepancies and problems.

Qualities (required)

- > Able to listen and follow instructions.
- > Able to work as part of a team.
- > Confidence with computers, but do not need to be an expert.
- > Experience working with Microsoft Excel.

- > Experience shopping online for clothing and footwear.
- > Good attention to detail.
- > Helpful.
- > Interest in animal-free products.
- > Interest in non-sweatshop produced products.
- > Interest in footwear/clothing.
- > Patient.
- > Punctual and reliable.
- > Thorough.
- > Well organised.
- > Willingness to ask questions when something is not clear.

Qualities (preferred)

- > Experience working with an online shop.
- > Knowledge of animal-free products.
- > Knowledge of footwear/clothing.
- > Knowledge of inventory techniques.
- > Knowledge of non-sweatshop produced products.

We can offer you

- > The opportunity to learn more about The Third Estate and contributing to what we do and how we do it.
- > Hands-on experience.
- > Instruction in all required tasks.
- > Full support and supervision throughout your placement.
- > Possibility to find or create tasks/projects to provide experience you require for your career or academic goals.
- > Reference for your next employer.
- > Reasonable travel and lunch expenses paid.

Practicalities

- > **Frequency of volunteer support required:** one or two days per week depending on availability. Possibility that the days worked each week can be flexible, if desired.
- > **Length of placement:** variable (ideally 3 month minimum including a 2 week trial period)
- > **Expenses:** reasonable travel expenses, and lunch (up to £5).
- > **Location:** shop premises, London.
- > **Anticipated start date:** immediate.
- > **Contact:** admin@thethirdestate.co.uk