



# THE THIRD ESTATE

## Role Description

<b>Role</b>	Shop Assistant (Volunteer)		
<b>Reporting To</b>	<i>tbc</i>	<b>Location</b>	<i>Shop premises, London</i>
<b>Duration</b>	1 - 2 days per week for minimum 3 months	<b>Start date</b>	<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 Shop Assistant will assist in the day-to-day running of the shop, predominantly customer focussed.

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 greeting customers who enter the shop.
- > with answering customer queries.
- > customers to find the goods and products they are looking for.
- > stock control and management, including daily re-stocking of shelves/rails.
- > with the processing of cash and card payments.
- > remedying customer problems and complaints.
- > the reporting and resolution of discrepancies and problems.
- > customers with advice and guidance on product selection.
- > with customer refunds.
- > keeping the shop tidy and clean, including tidying the racks and rail, vacuuming and mopping.
- > the enforcement of security within the shop by being vigilant.
- > the receipt, administration and storage of deliveries.
- > packing and posting customer orders.
- > with special promotions, internal displays and window displays.
- > pricing and labelling stock.

## Qualities (required)

- > Able to listen and follow instructions.
- > Able to work as part of a team.
- > Comfortable working with members of the public.
- > Confidence with computers, but do not need to be an expert.
- > Friendly.
- > Good attention to detail.
- > Helpful.
- > Interest in animal-free products
- > Interest in non-sweatshop produced products
- > Interest in footwear/clothing
- > Patient.
- > Polite.
- > Punctual and reliable.
- > Thorough.
- > Well organised.
- > Willingness to ask questions when something is not clear.

## Qualities (preferred)

- > Experience working in a clothing or footwear shop.
- > Knowledge of animal-free products.
- > Knowledge of non-sweatshop produced products.
- > Knowledge of footwear/clothing.
- > Knowledge of inventory techniques.
- > Neat hand-writing.

## We can offer you

- > Hands-on experience whilst learning more about The Third Estate, and contributing to what we do and how we do it.
- > 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:** 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](mailto:admin@thethirdestate.co.uk)