



# THE THIRD ESTATE

## Role Description

<b>Role</b>	Part-time Shop Assistant		
<b>Salary</b>	London Living Wage	<b>Location</b>	<i>Shop Premises, London N7 0BT</i>
<b>Duration</b>	tbc	<b>Start date</b>	tbc
<b>Days</b>	1-2 days per week, including Saturdays		

## 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 they are produced under non-sweatshop conditions and do not contain animal ingredients. Wherever possible, we try to source 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. The purpose of the shop is to provide a service to help people make more positive lifestyle choices and promote animal-free, ethical and more sustainable living by offering a range of carefully selected stylish products.

We are looking for a part-time shop assistant with experience in retail to help us grow.

## Overall Purpose of the Role

The Part-time Shop Assistant will assist in the day-to-day running of the shop, predominantly customer focussed and keeping the shop looking presentable.

This role would suit a friendly and outgoing person who enjoys helping customers and is passionate about animal-free, ethically produced and eco-friendly/sustainable fashion.

## Main Duties and Responsibilities may include:

### Customer Focus

- > Assisting customers and ensuring they are looked after and receive a quality service either face to face, over the telephone or online
- > Answering customer queries
- > Assisting customers to find the item they are looking for and giving advice on product selection
- > Give accurate and current information about the products for all enquiries
- > Organisation and dispatch of customer online orders
- > Remediating customer problems and complaints
- > Management of refunds and returned items

### Stock

- > Preparing garments for the shop floor (steaming, pricing, labelling etc.)
- > Stock control and management, including re-stocking of shelves/rails
- > Checking deliveries against delivery notes
- > Quality control checking of products
- > Updating stock and adding new deliveries and products to the website.
- > Storing and hanging received goods

### General

- > Keeping the shop clean & presentable, including (but not limited to) tidying the racks/rails/shelves throughout the day, vacuuming, wiping down counters/shelves/shoes, keeping communal spaces clean & tidy, watering plants, cleaning mirrors & windows
- > Use of our ePOS (till) system
- > Processing of transactions including cash and card payments
- > Reporting and resolution of discrepancies and problems
- > Management and reordering of consumables (bags, hangers, ink cartridges, paper etc.)
- > Assisting with special promotions, internal displays and window displays

### Requirements

- > Strong and demonstrable interest in, and knowledge of, veganism
- > Retail experience (preferably working in a clothing or footwear shop)
- > Fluency in English
- > Comfortable talking with members of the public
- > Interest in ethically made and eco-friendly/sustainable products
- > Interest in fashion – footwear & clothing
- > Clean and professional presentation
- > Confidence with PC computers, but no need to be an expert
- > Polite
- > Friendly
- > Punctual and reliable
- > Thorough

### Physical Requirements

- > Safely lift boxes up to 15kgs
- > Use a small step ladder to access stock at the top of shelves
- > Stand for extended periods of time

### We can offer you

- > London living wage
- > A friendly working environment
- > Support and supervision
- > Employee discount (upon completion of probationary period)
- > Unlimited tea whilst at work\*

\* well, up to the amount that we drink - which is a lot.