

# Millbrooke Enterprises CIC Dress for Less Volunteer Retail Assistant Role Description



## Job Role **Volunteer Retail Assistant Dress for Less Boutique**

Dress for Less is an up-market charity boutique & 50/50 dress agency located in St James Street, Newport. It was established to generate revenue in support of Sight for Wight (Isle of Wight Society for the Blind). It operates under Millbrooke Enterprises CIC and gifts all of its annual profits to Sight for Wight (IWSB).

Day-to-day operational management of Dress for Less is the responsibility of the Retail Manager employed by Sight for Wight, however all of the retail assistants at Dress for Less are volunteers.

For the efficient operation of the shop, which prides itself on offering a personal service to customers, the ideal complement of volunteers required each day of opening is four volunteer retail assistants, two covering the morning hours, 10.00am – 1.00pm, and two the afternoon hours, 1.00pm – 4.00pm. The shop currently opens Tuesdays, Thursdays, Fridays and Saturdays. Once there is a large enough team of trained volunteers, it would be our wish to extend these opening days.

We are seeking volunteers who understand and value excellent customer service and have a genuine interest in fashion. Confidence with numeracy and cash handling is also required. Previous retail experience is desirable, but not essential, as full training in systems and procedures to be followed will be provided.

**Responsible to:** Dress for Less Retail Manager for routine, operational Dress for Less matters, and to Sight for Wight Volunteers Manager at Millbrooke House, (Wednesdays & Thursdays) for recruitment, training and other matters.

## Key Tasks

### 1 **Customer Care**

- ❖ Help to maintain an attractive shop environment, ensuring all areas are presented and stocked as trained and that good standards of housekeeping and cleanliness are maintained. Follow procedures and checks prior to opening and again at the end of your shift and at the end of the day.
- ❖ Provide a warm welcome to all customers and offer assistance as appropriate, without becoming intrusive.
- ❖ Observe at all times the principles of good customer care and always project a friendly, helpful and approachable image, so that the reputation of Dress for Less and the Society is enhanced and good sales achieved. Assist visitors/customers with queries in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.
- ❖ Ensure that any constraints on visitors, such as not bringing in food or drink to consume in the shop, are applied in a sympathetic manner in order to protect our image.
- ❖ Always refer to the manager if, having followed appropriate protocols above, a customer remains dissatisfied, is becoming difficult to manage or wishes to make a complaint.
  
- ❖ Acquire and maintain an appreciation of the current activities and objectives of the charity to ensure that customers understand the value of the support they give in buying from Dress for Less.

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### 2 Sales & Administration

- ❖ Always refer to the manager if in any doubt about any procedure.
- ❖ Follow the established procedures for dealing with sales, ensuring that care is taken to accurately record all transactions.
- ❖ Follow the established procedures for dealing with 50/50 donations and sales.
- ❖ Follow the established procedures for dealing with donated goods.
- ❖ Develop a full working knowledge of assorted shop equipment including till and card machines.
- ❖ Answer telephone when possible.
- ❖ Assist with shop layout, stocking, pricing and cleaning, following guidelines provided.
- ❖ Take all reasonable precautions as directed to keep secure cash, documentation and other valuables.
- ❖ Liaise and work in close co-operation with the manager and other members of the volunteer team.

### 3 Personal Development

- ❖ Attend training sessions and team meetings and undertake one-to-one training as and when required.

### 4 Fire Safety

- ❖ Working with other volunteers, be able to evacuate the shop, in the case of the fire alarm sounding. Training will be given.

### 5 General

- ❖ All volunteers are expected to work within the terms of their volunteer job role and adhere to the charities wider policies.
- ❖ All volunteers are required to give as much notice as possible to then manager if they are unable to volunteer on usual days/times agreed.
- ❖ Take reasonable care for the health and safety of themselves, and of others who may be affected by their acts and omissions.
- ❖ Undertake other activities as required, commensurate with the general job role.

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## **KNOWLEDGE, SKILLS AND EXPERIENCE – (E) denotes essential; (D) denotes desirable**

Experience of Customer Service /Selling / Administration. (E)

Good verbal communication skills (E)

Good numeric skills (E)

A team player (E)

Has experience in assisting the general public (E)

Proven ability in carrying out instructions (E)

Cash handling experience (E)

An interest in fashion (E)

An interest in the work of the charity (E)

Retail experience (D)