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| **Role Title:** | Social Enterprise Retail Assistant – part time volunteering role |
| **Role Purpose:** | Retail assistant in one of our Social Enterprise Charity Shops |
| **Reports to:** | Social Enterprise Supervisor |
| **Location:** | Dublin City |

**Purpose of Dublin Simon Community Social Enterprise**

Our shops have two important purposes – to raise much needed funds for our homeless services and to provide a working environment for our clients to receive training as a potential pathway out of homelessness and to employment. We have recently been successful in achieving a Re-Mark award - Ireland’s Reuse Quality Mark of Excellence. This demonstrates our commitment to quality, safety and reuse. It also demonstrates our commitment to sustainability and championing a circular economy.

**Core Role Requirements:**

Stock Management

* Sort sellable items based on shops sorting policy.
* Ensure shop floor is stocked sufficiently with items for sale.
* Steaming of items if required.
* Hang items in storage area and prepare for pricing.
* Tag items with pricing gun.
* Price items as per shops pricing policy.

Customer Support and Customer Service

* Provide assistance to customers as required.
* Make and receive calls from services and the general public and deal with queries in a polite and helpful manner.

Sales

* Use of Till and log items under appropriate codes.

Supporting clients

* Support clients when they arrive in the shop to help select items of clothing.
* Log all client clothing discounts through the Clover till system.

**Training**

Appropriate training is provided for all volunteers within Dublin Simon Community.

## Requirements of all Dublin Simon Volunteers

* Commitment to the purpose of Dublin Simon Community and to volunteer within the values, policies and procedures of the organisation and in the context of current legislation and regulations.
* To report any area of concern to your supervisor in a timely manner.
* To show reasonable flexibility in relation to hours of attendance to meet the needs of the service.
* Have a flexible approach to your placement in response to organisational change, development and review of best practice.
* Identify training needs with your supervisor and participate in training opportunities appropriate to the role.
* To be vigilant of any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative.
* To participate in the efficient flow of information within the organisation by sharing and seeking information as appropriate.
* To undertake other duties as may be requested by the supervisor from time to time.
* To undertake your volunteering in a manner that is friendly, positive and flexible

**Note:** This Role Description will be reviewed and updated in line with the needs of the placement.