**JOB DESCRIPTION**

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| **JD Unique ID:** |  |
| **Job Title:** | Shop Manager |
| **Company:** | Self Help Africa  |
| **Location:** | Ballalley Lane, Mallow, Co, Cork |
| **Contract type:** | Permanent  |
| **Hours:** | Part time – 28 hours per week  |
| **Reports to:** | National Retail Manager |
| **Salary:** | €20,165.60 |
| **Organisation overview:** | **About Self Help Africa & United Purpose** In late 2021 Self Help Africa (SHA) and United Purpose (UP) merged. The two organisations – one headquartered in Ireland and the other in Wales – implement projects to end extreme hunger and poverty.This merger doubled our size and reach – and means that in 2022 we are implementing poverty eradication projects in 17 countries, mainly in sub-Saharan Africa. Collectively, we are also part of a group that includes social enterprise subsidiaries Partner Africa, TruTrade and Cumo Microfinance. In 2022 our work will reach more than six million people and invest upwards of €45m in more than 100 development programmes designed to improve food systems, facilitate access to markets and financial services, combat climate change, gender inequality, and improve access to clean water, sanitation and hygiene. This is an exciting time to join us as we unite two like-minded and entrepreneurial organisations seeking to tackle the global challenges in progressive and innovative ways. |
| **Key Responsibilities:** | **Role Specific**1. To maintain the Gorta-Self Help Africa shop to the highest standard
2. Present both shop interior and shop window to the highest standard
3. Adherence to GSHA shop handbook, policies and procedures
4. Drive and maximise sales within the shop
5. To ensure continuous supply of stock
6. To maximise the recycling business
7. To respond promptly to correspondence received from other departments
8. To keep shop costs to a minimum
9. Store, file, and, if necessary, copy, all correspondence to and from the shop
10. Keep accurate financial documentation
11. To assist other departments where and when necessary
12. Manage Retail Assistant, Community Employment Scheme/TUS personnel
13. Recruit, train, motivate volunteer team in Retail and Customer Service skills
14. Adhere to health and safety policy
15. Ensure there is no discrimination on the grounds of race, creed, age, or sexual orientation.
16. Ability to work under pressure and prioritise a changing workload
17. Shop managers may be required to travel to other shops in the region, or to attend meetings set up by senior management
18. Any other tasks as requested by the Company from time to time
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| **Key Relationships:** | **Internal*** Head of Retail
* GSHA National Retail Manager
* GSHA Retail Managers Network
* Shop retail staff and Volunteer Team

**External*** Members of the public
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| **Knowledge, Experience and Other Requirements** | **Essential*** Must have completed secondary level education.
* Must have store management experience 2-3 years minimum
* Evidence of motivational and leadership skills
* Ambitious with a proven ability to take initiative and implement change.
* A proven track record in driving sales
* Experience of working with members of the public
* Attention to detail
* Evidence of strong commitment to excellent customer service

**Desirable** * Sales training an advantage.
* Experience of the charity sector is desirable.
* Clean driving licence and use of a car
* Computer literate
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| **Role Competencies** | * Excellent interpersonal and communication skills
* Be an active team player
* Excellent organisational and people management skills
* Have a professional manner and be respectful to colleagues & others
* Be reliable, goal oriented and work in a wholehearted manner with a “can do” attitude
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*All candidates offered a job with Self Help Africa/United Purpose will be expected to sign our Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require Police/DBS/ [relevant police authority] vetting.*

**Self Help Africa/United Purpose strive to be an equal opportunities employer.**