**JOB DESCRIPTION**

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| **Job Title:** | Retail Shop Assistant |
| **Company:** | Self Help Africa |
| **Location:** | 7 Church St, Tipperary Town |
| **Contract type:** | 1 year fixed term, part time – 12hrs p/week |
| **Reports to:** | Retail Manager |
| **Salary:** | €7051.20 per year  |
| **Organisation overview:** | **About Self Help Africa** Self Help Africa is an international development organisation that works through agriculture and agri-enterprise development to end hunger and extreme poverty. In 2021, Self Help Africa merged with United Purpose, doubling our size.The organisation now works in 17 programme countries, 15 of these are in sub-Saharan Africa. Subsidiary organisations, ‘Self Help Brazil’ and ‘Self Help Bangladesh’ have been created for our programmes in the two countries where we are working outside of Africa.In early 2023 we launched a new five-year organisation strategy, which definesshared mission as the alleviation of hunger, poverty, social inequality and theimpact of climate change through community-led, market-based and enterprise-focused approaches, so that people can have access to nutritious food, cleanwater, decent employment and incomes, while sustaining natural resources.Our wider organisation also includes social enterprise subsidiaries Partner Africa,which provides ethical auditing and consultancy services, TruTrade, an innovativetrading platform in East Africa, and CUMO, Malawi’s largest micro-financeprovider.Our three core values are:▪ Impact: We are accountable, ambitious and committed to systemic change.▪ Innovation: We are agile, creative and enterprising in an ever-changingworld.▪ Community: We are inclusive, honest and have integrity in ourrelationships. |
| **Key Responsibilities:** | **Role Specific*** To maintain the Self Help Africa shop to the highest standard
* To develop & maintain customer services
* To assist the manager to fulfil the duties of the shop
* To maintain sales within the shop and continue to increase sales
* To respond promptly to decisions made by management
* To keep shops costs to a minimum
* Store, file and when necessary, copy all correspondence to and from the shop
* Adhere to the Health & Safety Policy and Code of Conduct
* Adhere to the shop handbook
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| **Key Relationships:** | **Internal*** Retail Manager
* National Retail Manager
* Volunteers

**External*** Members of the public
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| **Knowledge, Experience and Other Requirements** | **Essential*** Dealing with members of the public
* Experience of the charity sector is desirable
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*All candidates offered a job with Self Help Africa 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 strives to be an equal opportunities employer.**