**JOB DESCRIPTION**

| **Job Title:** | Retail Shop Assistant |
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| **Company:** | Self Help Africa |
| **Department:** | Retail |
| **Location:** |  |
| **Reports to:** | Retail Manager |
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| **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 |
| **Key Relationships:** | **Internal**   * Retail Manager * National Retail Manager * Volunteers   **External**   * Members of the public |
| **Knowledge and Experience** | * Dealing with members of the public * Experience of the charity sector is desirable |
| **Role Competencies** | * Excellent interpersonal skills & be an active team player * Good Organisational 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” |