**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
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| **Key Relationships:** | **Internal*** Retail Manager
* National Retail Manager
* Volunteers

**External*** Members of the public
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| **Knowledge and Experience** | * Dealing with members of the public
* Experience of the charity sector is desirable
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| **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”
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