

---

## Role Mandate

Job Title:	Service Development Pharmacist
Function /CFBU:	Professional & Patient Services
Dimensions of the Job:	Development and Implementation of Private & NHS Pharmacy Services
Reports to:	Patient Service Manager
Location:	Birmingham or Runcorn

---

## Job Summary:

The role will drive the production of high quality clinical content that will enable the business to product guides, toolkits, training and support material to support delivery of the Rowlands services strategy and Numark members to be able to offer both private and NHS commissioned services to their patients. The quality of this material is essential to ensure that the materials produced set the standard for the industry.

## Responsibilities:

The job holder will be accountable for the clinical content that will help design develop and implement a wide range of pharmacy services for members, currently including:

- COVID vaccination Service
- Weight Management Service
- Flu vaccination Service
- Ear irrigation service

Review the current Private & NHS Commissioned services portfolio to ensure it is up to date and relevant to both Rowlands and Numark member needs

To design and develop new and innovative pharmacy services where needed as identified by the business.

To work alongside both the Patient Services Team and Rowlands Superintendent's Team to ensure all services are fully supported by appropriate training material & resources

To engage with and develop strong working relationships with a variety of both internal and external stakeholders and suppliers to drive initiatives forward.

To conduct regular competitor analysis to ensure services offering is current and appropriate to business needs versus competitor offerings.

Provide a point of contact to support Rowlands branches and Numark members with the engagement and delivery of pharmacy services.

## **General**

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people

---

### Key Experience, Knowledge, Skills & Qualifications:

#### **Key Experience**

- Detailed knowledge of pharmacy and the NHS
- Previous experience of delivering pharmacy services
- Understanding of the NHS, pharmacy and pharmacy services agenda

#### **Knowledge and skills**

- Project management skills with evidence of planning and personal organisational skills and ability to work to deadlines
- Ability to produce high quality clinical content
- Self-motivated and energetic
- Proactive and pragmatic
- An effective team player
- Flexible and adaptable
- Commitment to personal development

#### **Qualifications**

- Pharmacy University Degree
- Post graduate pharmacy qualification

### Key Interfaces

- Pharmacy Services Business Unit
- External suppliers including Pharmaco's & Industry bodies
- Rowlands Superintendents and Operations Team
- Numark members

### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

Business

Customer

Quality

People

### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement