| | |
|---|---|
| **Role Mandate**<br>Job Title:<br>Function /CFBU:<br>Dimensions of the Job:<br>Reports to:<br>Location: | <br>Pharmacist<br>Retail<br>Pharmaceutical Service Provision and General Business Support<br>Pharmacy Manager<br>Field |
| **Job Summary:** | Drive income revenue streams with a particular emphasis on service delivery. Mentor the team, support Pharmacy training needs and focus on building strong local professional relationships, in order to drive long term profitable business growth. |
| **Responsibilities:** | 1. Maximise profitability by focusing on all service income streams. Support the Pharmacy Manager to control costs and ensure all colleagues operate in line with business requirements and initiatives.<br>2. Engage fully with all local, national and private services in line with PHOENIX Group objectives to drive all available income streams.<br>3. Ensure the pharmacy complies with GPhC standards and other relevant guidance in order to provide safe pharmaceutical services where risks are minimised.<br>4. Ensure all colleagues comply with operational guidance, SOPs and company policies.<br>5. Ensure the pharmacy complies with the national NHS and local service contractual requirements and all other legal requirements relevant to the operation of a pharmacy.<br>6. Maximise usage of the company's automated centralised dispensing solutions.<br>7. Ensure all relevant stock control principles and policies are adhered to and pro-actively drive down stock holding to ensure optimised stock levels are maintained.<br>8. Support the Pharmacy Manager to ensure all required actions are completed in a timely fashion and to the required standard.<br>9. Embed exceptional patient and customer service as a core value within the pharmacy and ensure that all colleagues promote this core value with patients, customers and local healthcare professionals to drive business growth.<br>10. Support the Pharmacy Manager in managing the performance of the team to deliver excellent standards and exceptional customer care. |

11. As required, manage and lead in the front of the Pharmacy:
    - Ensure all 'front of house' policies and procedures are adhered to.
    - Ensure that all patients and customers are greeted promptly and that they receive an exceptional customer experience.

12. Pro-actively ensure that all colleagues are utilising their skills and knowledge effectively to drive productivity in the pharmacy.

13. Ensure the whole pharmacy team have a sound working knowledge of all activities associated with running a pharmacy by utilising all available training across all platforms.

14. Protect colleagues and premises by ensuring compliance to all security policies and procedures.

Solid understanding:

15. GPhC standards.
16. Pharmacy contract requirements.
17. Public health and wellbeing services.
18. Legal requirements relevant to the operation of a pharmacy.

***General***

19. Demonstrates the company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people.
20. Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.

| | |
|---|---|
| Key Experience, Knowledge, Skills & Qualifications: | ***Key Experience***<br>*Previous Pharmacy experience may have been gained during period of study towards professional qualification*<br><br>***Knowledge and skills***<br>*Understanding of relevant NHS contractual requirements.*<br>*Understanding of professional regulations relevant to pharmacy operations.*<br><br>***Qualifications***<br>*Registered Pharmacist.* |
| Key Interfaces | *Pharmacy colleagues.*<br>*Local NHS personnel and other local health professionals.*<br>*GPhC inspectors.*<br>*Patients and customers.* |

PHOENIX group

## Business

### 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

## Customer

### 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

## Quality

### 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

## People

### 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