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**Job Title:** Pharmacy Assistant

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**Job Summary:** Participate in all branch processes and establish relationships with customers, patients as well as healthcare professionals. You will assist in the delivery of all pharmacy services where appropriate.

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- Key Responsibilities:**
- General**
- Deliver courteous and effective customer service
  - Carry out all dispensing activities under the supervision of a pharmacist
  - Comply with all relevant company SOP's, Information Governance, policies and procedures
  - Develop positive working relationships with healthcare professionals
  - Assist in the development of other staff members where appropriate
  - To assist in the sale of medicines and other merchandise
- House Keeping**
- Maintain the cleanliness and tidiness of the branch
  - Complete all records required when supplying medicines
  - Complete date checking and cleaning in accordance with company SOP's and ensure that adequate records are maintained
  - Have due regard for health and safety for both yourself, colleagues and customers
- Stock Control**
- Effectively manage pharmaceutical/OTC stock and equipment
  - Receive, store, maintain and issue stock in accordance with Company SOP's
  - Follow shrinkage procedure and use DSRS and OSRS where appropriate
- Security**
- Implement company security procedures, with particular reference to the controlled drugs cabinet and cash handling
  - Have due regard for security in the branch and its stock
- Services**
- Deliver appropriate healthcare advice and signpost where necessary
  - Ensure that all Essential, Enhanced and Advanced Services are successful promoted and carried out in accordance with Company SOP's
  - Assist, participate in and deliver additional commercial services required in your branch for example BP measuring, weight management etc
  - Assist and participate in healthy living events where necessary
- Other Responsibilities**
- To have a clean and tidy appearance in accordance with the company dress code
  - To undertake any additional duties requested by the Line Manager to meet short-term requirements
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**Key Experience,  
Knowledge, Skills &  
Qualifications:**

**Experience**

Essential:

- Experience of working in a customer focused environment

**Knowledge**

Essential:

- Understanding of confidentiality

**Skills**

Essential:

- Ensuring accurate handling of medicines
- Able to demonstrate self motivation & initiative
- Good interpersonal skills
- Ability to prioritise work load
- Ability to work to deadlines

**Qualifications**

Essential:

- NVQ2 in Pharmacy Services or accredited equivalent course (Buttercups)
- MCA course

Desirable:

- Customer Service Training
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