
Role Mandate

Job Title: Speciality Contracts Operations Lead
Function /CFBU: Retail Pharmacy
Dimensions of the Job: Supporting role for Speciality Contracts including Hospital Pharmacies, Care Homes, MOD and Prison contracts
Reports to: Speciality Contracts Business Development Manager (SCBDM)
Location: Field Based

Job Summary:

Support delivery of KPI and budgets across all hospital pharmacy branches and ensuring high operational and professional standards. There is an expectation that your working week will be based in branches nationwide and/or at head office when required.

Responsibilities:

- Deliver training and coaching in branch to colleagues on new processes for new initiatives
- Support Implementation and execution of business initiatives across all branches in the region to successfully deliver initiative outcomes
- Support the appropriate resourcing of branches within the region
- Ensure full compliance with all company procedures, processes and policies across all branches in the region by prioritising branches to receive support
- Plan and manage branch visits to ensure that all colleagues are supported with delivery of KPIs
- Monitor and track branch and colleague progress
- Report branch and colleague progress to SCBDM on a regular basis
- Attend stakeholder meetings where required to become informed of new initiatives
- To plan and carry out operational audits within the branches as required by the business
- Formulate action plans for branches to improve operational compliance and

monitor progress against action plans. Reporting poor performers to SCBDM

- Attend regular meetings as set out by SCBDM
- Support with end of month reports
- To support with Care Home audits as required
- Dispensing support as required by the needs of the business

Key Experience, Knowledge, Skills & Qualifications:

Experience

Essential

Pharmacy experience

Desired

Training

Implementation of processes

Pharmacy Management

Knowledge

Essential

Understanding of GPHC standards

Desired

Knowledge of Rowlands SOPs

Understanding of Dispensing and Operational Excellence

Skills

Essential

Excellent communication skills

Desired

Good time management skills

People management skills

Qualification

Minimum of NVQ Level 2 Dispensing Assistant

Full UK driving licence

Key Interfaces

SCBDM

Speciality Contracts Accounts Manager

*Speciality Contracts Manager
Head of Retail Pharmacy
Head of Central Operations
OPD Pharmacy Managers and branch colleagues
Head Office colleagues*

Date Created Reviewed:	
Business Functional Lead Name: (CAPITALS) Signature:	
HR Lead Name: (CAPITALS) Signature:	

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