

Role Mandate

Job Title: Operations Planning and Engagement Co-ordinator
Function /CFBU: Retail Pharmacy
Dimensions of the Job: 0 direct reports
Reports to: Operations Planning and Engagement Manager
Location: Runcorn

Job Summary:

To assist in maintaining and delivering the retail capacity plan, ensuring all retail branch tasks and activity are planned in collaboration with stakeholders.

Co-ordinate engagement across the retail estate for planned tasks including business as usual activities .

Co-ordinate agreed outputs of any planned activity and support with any desired information gathering or reporting.

Assist in the daily cascading of operational communications across all platforms.

Review, manage and maintain the content of internal retail portals.

Provide support and assistance to the Operations Planning and Engagement Manager.

Responsibilities :

- Assist in maintaining the retail capacity plan to ensure that all business as usual activities, regulatory tasks, new activity and projects are captured and planned appropriately to balance workload for the retail branch network
- Ensure all planned activity is shared and agreed with senior leaders of the business and any desired outputs are met.
- Ensure all planned activity is shared with stakeholders in a timely manner and in advance to launch.
- Engage, collaborate, and communicate with stakeholders to achieve intended outcomes and outputs.
- Support the support office with the drafting and cascade of operational communications to the retail estate including daily operational bulletins , speak posts and intranet messaging.
- Provide guidance and support to internal departments for best practice communication methods to achieve desired outcomes.
- Review, manage and maintain internal retail portals.

- Collaborate with internal departments to ensure all documentation hosted on internal portals are kept up to date and regularly reviewed in a timely manner.
- Assist and support DSRS with any stock and system queries.

General

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

Experience

- Pharmacy experience
- Written communications

Knowledge

- Sound knowledge of Rowlands operational processes

Skills

- Good communication skills
- Analytical and solution-based approach
- Flexible and adaptable
- IT skills including content management systems

Qualifications

- Minimum of 5 GCSEs including maths and English

Key Interfaces

*Ops Planning and Engagement Manager
Head of Central Operations
Head of Retail Operations
Central Operations team
DSRS
Key suppliers
Head office colleagues*

**Date Created |
Reviewed:**

PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership



a PHOENIX company

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