

<p><b>Role Mandate</b></p> <p>Job Title: Function /CFBU: Dimensions of the Job: Reports to: Location:</p>	<p>Pharmacist Retail Pharmaceutical Service Provision and General Business Support Pharmacy Manager Field</p>
<p><b>Job Summary:</b></p>	<p>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.</p>
<p><b>Responsibilities:</b></p>	<ol style="list-style-type: none"> <li>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.</li> <li>2. Engage fully with all local, national and private services in line with PHOENIX Group objectives to drive all available income streams.</li> <li>3. Ensure the pharmacy complies with GPhC standards and other relevant guidance in order to provide safe pharmaceutical services where risks are minimised.</li> <li>4. Ensure all colleagues comply with operational guidance, SOPs and company policies.</li> <li>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.</li> <li>6. Maximise usage of the company's automated centralised dispensing solutions.</li> <li>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.</li> <li>8. Support the Pharmacy Manager to ensure all required actions are completed in a timely fashion and to the required standard.</li> <li>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.</li> <li>10. Support the Pharmacy Manager in managing the performance of the team to deliver excellent standards and exceptional customer care.</li> </ol>

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**

*Previous Pharmacy experience may have been gained during period of study towards professional qualification*

**Knowledge and skills**

*Understanding of relevant NHS contractual requirements.  
Understanding of professional regulations relevant to pharmacy operations.*

**Qualifications**

*Registered Pharmacist.*

Key Interfaces

*Pharmacy colleagues.  
Local NHS personnel and other local health professionals.  
GPhC inspectors.  
Patients and customers.*

### 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