
Role Mandate

Job Title:	Area Manager
Function /CFBU:	Retail Pharmacy
Dimensions of the Job:	Responsible for approx. 14 branches
Reports to:	Regional Manager
Location:	Field Based

Job Summary:

Responsible for maximising NHS items, OTC sales, service delivery and income and profitability with full P&L and People responsibility for assigned branches within a region. To ensure full compliance with process, policies and regulatory standards. To promote high retail, dispensary and housekeeping standards in all branches. Implement and maintain the people plan for each branch and to be aware of any commercial opportunities and recommend appropriate action

Responsibilities:

Professional

Responsible for ensuring all NHS items are dispensed and claimed for on a timely basis to meet patient needs, and in line with procurement and ordering processes.

Responsible for ensuring full compliance with all standard operating procedures (SOP) company PSA standards in all assigned branches.

Ensure compliance across the area with NHS contractual requirements and GPhC standards.

Fully investigate all PSIs, near misses and controlled drug discrepancies as directed by the Superintendent's office.

Resolve customer complaints promptly and efficiently in accordance with company policy.

Ensure that Health and Safety procedures are followed in all branches and that appropriate records are kept.

People

Ensure that branches are suitably resourced to meet business needs as per workforce management profiles. Manage recruitment requirements as necessary.

Develop and manage workforce through regular performance review and absence management as required. Act on all grievances and disciplinary in accordance with company procedures.

Ensure that training and development is kept up to date for all colleagues. Deliver training and coaching to colleagues for on new processes and initiatives.

Reward and recognise colleagues for good performance and outstanding

Achievement and ensuring consistent promotion of the company values of being reliable, proactive and respectful.

Ensure that all colleagues within the area comply with the required standards of personal presentation and customer service and role requirements.

Business performance

Monitor overall branch performance to all KPIs on a regular basis to budget and agree action plans to maximise income and minimise loss with Regional Manager.

Monitor and drive participation levels for centralised dispensing activities.

Monitor personnel, ops costs and EBIT on regular basis to budget and agree action with Regional Manager.

Responsible for ensuring all NHS and local services are maximised in each branch in line with the NHS contract. Private services are maximised in line with local opportunity and business strategy.

Good management practice

Support the implementation and execution of business initiatives across all branches in the area to successfully deliver initiative outcomes.

Ensure compliance with OTC promotional activities, retail standards, stock ranging and planograms

Ensure that each branch receives a full visit as per agreed visit cycle and leaves a written SMART action plan which is discussed with the Pharmacy manager and team on each visit.

Ensure prompt and accurate completion of all admin relating to the smooth running of the area

Ensure effective two-way communication with all branch colleagues, Regional Manager, central support teams and local healthcare stakeholders.

Hold and attend meetings as required including weekly area conference calls.

Key Experience, Knowledge, Skills & Qualifications:

Experience

Essential

Community pharmacy background
Management of a team

Desired

Training and implementation of processes
Multisite management

Knowledge

Essential

Understanding of GPhC and retail pharmacy standards

Desired

Knowledge of Rowlands SOPs

Understanding of Dispensing and Operational Excellence

Skills

Essential

Excellent communication skills

Good planning and time management skills

Desired

Performance management, coaching and action planning

Commercial and analytical skills

Qualification

Minimum of NVQ Level 2 Dispensing Assistant

Full UK driving licence

Key Interfaces

Regional Manager

Head of Retail Pharmacy

Retail SLT

Pharmacy Managers and branch colleagues

Head Office colleagues

HR

Date Created Reviewed:	December 2023
Business Functional Lead Name: (CAPITALS) Signature:	Retail Field Operations Claire Chapman / Riz Ali
HR Lead Name: (CAPITALS) Signature:	Kevin Hollingworth

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