

<p><b>Role Mandate</b></p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>Pharmacist</p> <p>Retail</p> <p>Pharmaceutical Service Provision and General Business Support</p> <p>Pharmacy Manager</p> <p>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>

	<p>11. As required, manage and lead in the front of the Pharmacy:</p> <ul style="list-style-type: none"> <li>○ Ensure all 'front of house' policies and procedures are adhered to.</li> <li>○ Ensure that all patients and customers are greeted promptly and that they receive an exceptional customer experience.</li> </ul> <p>12. Pro-actively ensure that all colleagues are utilising their skills and knowledge effectively to drive productivity in the pharmacy.</p> <p>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.</p> <p>14. Protect colleagues and premises by ensuring compliance to all security policies and procedures.</p> <p>Solid understanding:</p> <ul style="list-style-type: none"> <li>15. GPhC standards.</li> <li>16. Pharmacy contract requirements.</li> <li>17. Public health and wellbeing services.</li> <li>18. Legal requirements relevant to the operation of a pharmacy.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>19. Demonstrates the company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people.</li> <li>20. Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.</li> </ul>
Key Experience, Knowledge, Skills & Qualifications:	<p><b>Key Experience</b>  <i>Previous Pharmacy experience may have been gained during period of study towards professional qualification</i></p> <p><b>Knowledge and skills</b>  <i>Understanding of relevant NHS contractual requirements.  Understanding of professional regulations relevant to pharmacy operations.</i></p> <p><b>Qualifications</b>  <i>Registered Pharmacist.</i></p>
Key Interfaces	<p><i>Pharmacy colleagues.  Local NHS personnel and other local health professionals.  GPhC inspectors.  Patients and customers.</i></p>

### 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