Role Mandate Job Title: Function /CFBU: Dimensions of the Job: Reports to: Location:	 Pharmacy Manager Retail Line Management and P&L Accountability Regional Leader Field
Job Summary:	Drive all income revenue streams and control costs to deliver long term sustained profitability of the pharmacy in line with company policies and procedures. Lead, manage and develop your team to deliver consistent levels of high performance.
Responsibilities:	1. Manage the pharmacy business to maximise its profitability in line with annual budgets and KPI's. Control costs and ensure all colleagues operate in line with business requirements and initiatives. 2. Engage fully with all local, national and private services in line with PHOENIX Group objectives to drive all available income streams. 3. Ensure the pharmacy complies with GPhC standards and other relevant guidance in order to provide safe pharmaceutical services where risks are minimised. 4. Ensure all colleagues comply with operational guidance, SOPs and company policies. 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. 6. Maximise usage of the company's automated centralised dispensing solutions. 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. 8. Forward plan and manage all business activity to ensure required actions are completed in a timely fashion and to the required standard. 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. 10. Proactively manage the performance of the team, provide coaching and development to achieve excellent standards and exceptional customer care.

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:

- GPhC standards.
- Pharmacy contract requirements.
- Public health and wellbeing services.
- Legal requirements relevant to the operation of a pharmacy.

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.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience
Previous experience of managing a team. Previous Pharmacy experience may have been gained during period of study towards professional qualification..

Knowledge and skills
Effective People Management skills.
Understanding of relevant NHS contractual requirements.
Understanding of professional regulations relevant to pharmacy operations.
Strong business acumen.

Key Interfaces

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

PHOENIX group

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