Rowlands Pharmacy will be recognised as a top class provider of health related products and services to improve patient health and wellbeing

rowlands pharmacy
a PHOENIX company

Job Title: Pharmacy Assistant

Job Summary: Participate in all branch processes and establish relationships with customers, patients as well as healthcare professionals. You will assist in the delivery of all pharmacy services where appropriate.

Key Responsibilities:

General

- Deliver courteous and effective customer service
- Carry out all dispensing activities under the supervision of a pharmacist
- Comply with all relevant company SOP's, Information Governance, policies and procedures
- Develop positive working relationships with healthcare professionals
- Assist in the development of other staff members where appropriate
- To assist in the sale of medicines and other merchandise

House Keeping

- Maintain the cleanliness and tidiness of the branch
- Complete all records required when supplying medicines
- Complete date checking and cleaning in accordance with company SOP's and ensure that adequate records are maintained
- Have due regard for health and safety for both yourself, colleagues and customers

Stock Control

- Effectively manage pharmaceutical/OTC stock and equipment
- Receive, store, maintain and issue stock in accordance with Company SOP's
- Follow shrinkage procedure and use DSRS and OSRS where appropriate

Security

- Implement company security procedures, with particular reference to the controlled drugs cabinet and cash handling
- Have due regard for security in the branch and its stock

Services

- Deliver appropriate healthcare advice and signpost where necessary
- Ensure that all Essential, Enhanced and Advanced Services are successful promoted and carried out in accordance with Company SOP's
- Assist, participate in and deliver additional commercial services required in your branch for example BP measuring, weight management etc
- Assist and participate in healthy living events where necessary

Other Responsibilities

- To have a clean and tidy appearance in accordance with the company dress code
- To undertake any additional duties requested by the Line Manager to meet short-term requirements

Key Experience, Knowledge, Skills & Qualifications:

Experience
Essential:
- Experience of working in a customer focused environment

Knowledge
Essential:
- Understanding of confidentiality

Skills
Essential:
- Ensuring accurate handling of medicines
- Able to demonstrate self motivation & initiative
- Good interpersonal skills
- Ability to prioritise work load
- Ability to work to deadlines

Qualifications
Essential:
- NVQ2 in Pharmacy Services or accredited equivalent course (Buttercups)
- MCA course

Desirable:
- Customer Service Training