Role Mandate

Job Title:	Rowlands Commercial Manager
Function /CFBU:	Procurement
Dimensions of the Job:	No Direct Reports
Reports to:	Director of Trading and Generics
Location:	Runcorn

Job Summary:

The role holder is the commercial subject matter and process owner responsible for maximizing Rowlands Pharmacy's dispensing profitability. They will provide expert oversight of all commercial activities, administrative processes, pharmacy compliance and measurement of commercial outcomes relating to Rowlands Pharmacy dispensing.

Working closely with colleagues from the commercial team, Rowlands Pharmacy and across support functions they will ensure that commercial decisions and agreements are identified, agreed with suppliers and implemented in Rowlands Pharmacy.

Responsibilities:

- Oversee maintenance of all restriction files relating to Retail commercial activity with particular focus on queries relating to both Medipac and Nupac
- Act as the primary subject matter expert on Rowlands Pharmacy dispensing profitability in order to identify upstream commercial opportunities (e.g. brand support deals to drive down COGs) and downstream dispensing compliance opportunities to maximise product reimbursement.
- Interface with commercial, regulatory, operational and S uperintendent's office colleagues in order to safely maximise both wholesale and retail dispensing profitability through agreeing commercial deals, driving down COGs and maximising reimbursement.
- Ensure restrictions an d purchasing controls accurately reflect commercial agenda to mimimize COGs, drive compliance and maximise dispensing profitability.
- Ensure supply chain are engaged in a timely manner to support the supply of goods to branches and manage inventory risks due to commercial deal changes.
- Conduct monthly and annual planning analyse s of PI lines to identify commercial benefits from buying and dispensing PI vs UK brands, interfacing with Nupharm, supply chain and product file alongside clinical governance from the Superintendent's office
- Act as lead interface with Medipac and Nupac, particularly around the acquisition and use of bulk packs, ensuring that product procurement supports dispensing efficiency.
- Act as primary point of commercial contact with third party suppliers such as AAH and Alliance. Ensure Rowlands purchasing via Phoenix is maximised through system controls and restrictions alongside purchasing compliance

focus with Rowlands Pharmacy operational colleagues. Negotiate and maintain commercial terms and pricing with competitor wholesalers. Provide monthly reporting on purchasing to identify compliance shortfalls and commercial opportunities, including for MediPac and NuPac.

- Manage Rowlands trading activity interfacing with the relevant internal stakeholders in order to provide incremental profit for the retail division .
- Act as the commercial SME for Pharmacy Buyer, CSD and PMR functionality which affects purchasing and dispensing activity. Identify gaps in functionality and engage with IT, BI, PharmAssist and other functions to implement any necessary changes, whilst assisting in the review and development of current databases.
- Work closely with Commercial Finance to utilize enhanced pharmacy reporting in identifying performance improvement opportunities at product, category, regional and pharmacy level with the objective of improving profitability and service levels for Rowlands Pharmacy .
- Liaise with Rowlands Pharmacy, Patient Services, Supply Chain and Commercial colleagues to maximize profitability of product-centered pharmacy services e.g. vaccinations.
- Act as a point of contact for any internal or external auditable Rowlands commercial activities
- Attend both internal and external meetings and produce relevant meeting reports
- Act as a primary point of contact for branch and supply chain commercial queries .
- Communicate and interface effectively and efficiently with all internal and external stakeholders to ensure all commercial and logistical requirements for Rowlands are met.
- Ensure that the requirements of Good Distribution Practice are complied with including creating and reviewing SOP's.
- To conduct any other duties which may be reasonably required to ensure the competent operation of the Rowlands procurement function.

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people

Key Experience, Knowledge, Skills & Qualifications:	Key Experience • Experience within the Retail pharmacy sector or procurement within a pharmaceutical wholesale environment

- Experience of creating and achieving budgeted sales and profit
- Evidence of an analytical background
- Strong relationship building pedigree with suppliers and customers
- Experience of working within multifaceted companies requiring high levels of internal communication

Knowledge and skills

- Strong negotiating skills
- Ability to calculate percentage and cash profit margin
- Attention to detail, helpful with a positive outlook. Self-motivated
- Competent at time management and multi-tasking
- Good people management and communication skills
- Highly Innovative able to identify and implement initiatives
- Analytical

Qualifications

- Desirable- Graduate qualification Essential- 5 GCSEs inc Maths and English
- Minimum intermediate Microsoft Office in Word, Excel and Outlook. and Access databases would be an advantage

Interfaces

Director of Trading and Generics, Group Generic Category Manager, Group Nupharm General Manager, Rowlands Dispensary Services, Nupac, Head of Inventory, Superintendents Office, Retail Operations Team, Senior Supplier Interfaces

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