

Role Mandate

Job Title: Macro Space Planner
Function /CFBU: OTC
Dimensions of the Job: Responsible for creation of macro floor plans in line with Phoenix commercial OTC proposition and Numark member specific needs
Reports to: Format and Space Planning Manager
Location: Runcorn (we support flexible working)

Job Summary:

Reporting to the Format and Space Planning Manager and working in conjunction with colleagues in the wider OTC Team and Customer Services the position holder will be responsible for liaising with and developing strong working relationships with Numark Member Pharmacies, creating bespoke fixture and macro category floor plans for specific branches using Auto CAD .

Managing external relationships with suppliers to ensure any merchandising kit is procured and delivered to site in line with member expectations.

Support our Rowlands retail space planning function when required in terms of macro and micro space.

Responsibilities :

- Support Phoenix member pharmacy branches in the creation of fixture and macro category floor plans for specific branches using AutoCAD software
- Creation of model OTC macro floor plans for various branch types in line with current OTC strategy principles to ensure optimised space is applied promoting growth for the member pharmacy as well as supporting in delivering the Phoenix wholesale OTC budget
- Build and nurture relationships with our member branch colleagues
- Support and drive the development and implementation of a compelling member OTC commercial space planning proposition, working in conjunction with sales colleagues and members of the OTC team to drive growth in wholesale OTC
- Working closely with external suppliers to assist in the effective implementation of the OTC offer in member branches
- Track costs in relation to merchandising kit working closely with our accounts and customer service team to ensure the costs are managed effectively
- Help to improve the commercial capability of the Sales team in the understanding and application of OTC offering support and guidance when required
- Support the wider OTC Team and Sales Team in delivering against the 2023 growth strategy.
- Beneficial but not essential to have micro space planning experience to be able to assist with micro space planning for both wholesale and retail as and when necessary using Spaceman space planning software.

Key Experience,
Knowledge,
Skills &
Qualifications:

Key Experience

- Experience of working within a retail commercial space planning function
- Experience and knowledge in creation and development of retail macro floor plans
- Desirable: Experience and understanding of micro space planning in the form of planogramming and associated software

Knowledge and skills

- Proficient in the use of AutoCAD software
- Desirable: Knowledge and understanding of micro space planning software
- Knowledge of the pharmacy sector and OTC customer offer
- Creative thinking in order to problem solve
- Strong communication skills to support cross functional working relationships both internally and externally
- Drive to continuously improve and develop to achieve success
- Strong commercial acumen
- Ability to influence and collaborate

Qualifications

- Desirable: Graduate level of education

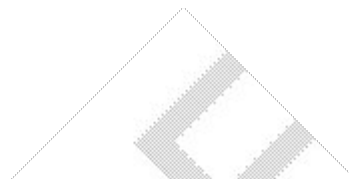
Key Interfaces

- Wider OTC Team
- Numark sales/customer services team
- External suppliers of retail merchandising kit

PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership



a PHOENIX company



Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- 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)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- 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

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has profound 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 organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Quality

People

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the 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