Role Mandate Job Title: Function /CFBU: Dimensions of the Job: Reports to: Location:	 Healthcare Partner Retail Supporting the Pharmacy Manager in delivering the P&L Pharmacy Manager Field
Job Summary:	Assist in driving all income revenue streams and control costs to deliver long-term sustained profitability of the pharmacy in line with company policies and procedures. Support the Pharmacy Manager to achieve shared team objectives.
Responsibilities:	1. Support the Pharmacy Manager to maximise the pharmacy's profitability in line with annual budgets and KPI's. Support the Pharmacy Manager in controlling costs and ensuring all colleagues operate in line with business requirements and initiatives. 2. Work to understand and engage fully with all local, national and private services in line with PHOENIX Group objectives to drive all available income streams. 3. Support the Pharmacy Manager to ensure the pharmacy complies with GPhC standards and other relevant guidance in order to provide safe pharmaceutical services where risks are minimised. 4. Ensure personal compliance with operational guidance, SOPs and company policies. 5. Support the Pharmacy manager to 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. Support the team to 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. Support the Pharmacy Manager to ensure all 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. As required, manage and lead in the front of the Pharmacy: o Ensure all 'front of house' policies and procedures are adhered to. o Ensure that all patients and customers are greeted promptly and that they receive an exceptional customer experience.

	11. Proactively develop a sound working knowledge of all activities associated with running a pharmacy by utilising all available training across all platforms. 12. Protect colleagues and premises by ensuring compliance to all security policies and procedures. Solid understanding: 13. GPhC standards. 14. Legal requirements relevant to the operation of a pharmacy. ***General*** 15. Demonstrates the company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people. 16. Supporting as a member of 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 working in a customer focused environment.* ***Knowledge and skills*** *Working towards an understanding of relevant NHS contractual requirements.* *Understanding of professional regulations relevant to pharmacy operations.* *Understanding of confidentiality* ***Qualifications*** Working towards Level 2 in Pharmacy Services or accredited equivalent course essential. It is expected this course should take around 6 months to complete.
Key Interfaces	*Pharmacy colleagues.* *Local NHS personnel and other local health professionals.* *GPhC inspectors.* *Patients and customers.*

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