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## Role Mandate

Job Title:	Quality & Clinical Governance Assistant
Function /CFBU:	Retail Pharmacy
Dimensions of the Job:	Significant dealings with external agencies, customers and field operations
Reports to:	Quality & Clinical Governance Lead
Location:	Head Office Preston Brook

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## Job Summary:

To support the delivery of Professional Standards and Clinical Governance through collation and monitoring of data and providing appropriate feedback to key stakeholders as per internal processes. To support the business in complying with all contractual reporting requirements in a timely and accurate manner as per internal processes. To support the business in the delivery of the business complaints management process and to promote a positive image of the company to both customers and external bodies.

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## Responsibilities:

Work to the SOP's in place for the business activity.

Accurately maintain all databases, ensuring all records are up to date to analyse and generate reports when requested and at agreed timescales.

Produce Quality Assurance reports as required to support the safe and effective running of the business including; Patient Safety Incidents, Controlled Drug discrepancies, Locum PSI's and Customer Complaints to enable identification of corrective and preventative actions both for internal and external use.

Ensure any communication with and reports for external bodies are timely, accurate and appropriate.

Under the direction of a registrant send branch teams local GPhC action plans to complete to ensure compliance with the GPhC standards.

Under direction of a registrant send branch teams reflection forms including CD's and PSI's to complete to ensure compliance with clinical governance and professional standards.

Work closely with operational teams, insurers etc. to ensure effective communication is maintained with our customers through to resolution of their issues, that any litigation issue is dealt with in a timely and appropriate manner and ensure all complaints are handled to the standards expected by the company and in line with NHS Procedure.

Respond to incoming calls, determine purpose of callers, respond appropriately or forwards call to appropriate personnel.

Ensure all written and verbal communications to patients are of high standard and reflect the professional standing of the company.

Undertake any general administrative tasks that are required.

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Ensure that confidentiality of company policies and data is maintained.

To ensure that branch staff receive appropriate, accurate and timely advice when requested by promoting high professional standards.

To ensure full compliance with company policies and procedures and to ensure these are correctly monitored with advice given where necessary and to assist in the development of those procedures when changes are required.

To ensure effective two-way communication between branches and Head Office

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**Key Experience,  
Knowledge, Skills &  
Qualifications:**

**Key Experience**

Educated to GCSE grade C or above  
Proven experience with similar tasks

**Knowledge and skills**

Good communication and written skills.  
Ability to prioritise tasks  
Ability to work in an efficient and effective manner.  
Ability to communicate effectively with both internal and external bodies.  
Excellent working knowledge of all Microsoft Office packages  
Effective team working skills  
Organised person with a positive outlook.  
Demonstrated initiative and a 'can do' approach  
Understanding of the community pharmacy contract, operational, legal and ethical procedures - desirable

**Qualifications**

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**Key Interfaces**

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### 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