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### Role Mandate

Job Title:	Rowlands Restrictions Administrator
Function /CFBU:	Procurement
Dimensions of the Job:	No Direct Reports
Reports to:	Group Commercial Pricing Manager
Location:	Runcorn

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### Job Summary:

To administratively assist in producing , implementing and monitoring all restrictions and substitutions or other dispensing instruction for Rowlands branches.

A prime source for the production of reports for the retail business that relate to the assessment of commercial activity and its financial return. The role will also require some interface with Rowlands branches to assist with query resolution

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### Responsibilities :

- To implement and monitor any restrictions, substitutions or other mechanism that instructs Rowlands branches which product to dispense against a given prescription.
- To monitor and report across categories to ascertain the retail divisions margin and trending , including Concessionary value and volume in generics
- Create of any reports relating to Rowlands trading activity and ensure that processes are adhered to and report incremental margin obtained from such.
- To assist the Rowlands Commercial Manager in monitoring purchases made by Rowlands branches directed towards third party sources including AAH and Alliance in order to maximise compliance towards Phoenix Healthcare Distribution Ltd .
- Monitor usage of bulk packs through Nupac and branch usage of Nucare for FP10 scripts
- Update the Drug Tariff to ensure that profit calculations are accurate
- Monitor stock availability and service levels relating to PHD and challenge Supply Chain where appropriate to ascertain issues and achieve resolution in order to maximise availability to Rowlands branches
- In concert with the Rowlands Commercial Manager and interface with Purchasing Category teams to update on restriction changes and where necessary assist in clearing any stock issues
- Liaise where appropriate with other Rowlands Head Office or other internal or external stakeholders in matters relating to Rowlands commercial activity.
- To field or address any Rowlands branch commercial queries
- Ensuring compliance to any SOP's relating to the administration department whilst assisting in the creation of such for new work streams or amendment of existing ones to reflect changed requirements to align with GDP
- Act as administration cover within the department for holiday or sickness

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and during high workload periods

- To conduct any other duties which may be reasonably required to ensure the competent operation of the Rowlands procurement function.

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

**Qualifications Essential**

- Minimum 3 GCSE's including Maths and English

**Key Experience**

- Evidence of working in administrative functions in an office environment, preferably in purchasing or some form of commercial background

**Knowledge Essential**

- Advanced Microsoft Office skills in Word, Excel and Outlook. Access preferable
- Must be numerate.

**Knowledge- Desirable:**

- Mechanics on how Community Pharmacy operates
- Pricing of medicines / drugs in the UK market
- Knowledge of Pharmacy IT systems

**Skills – Essential:**

- Communication skills
- Excellent planning and personal organisational skills
- Ability to work to deadlines
- Attention to detail

**Personal Qualities- Essential:**

- Self-motivated and energetic
- Proactive and pragmatic
- An effective team player
- Possess a good sense of humour
- Flexible and adaptable

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**Key Interfaces**

***Group Commercial Pricing Manager, Rowlands Commercial Manager, Administration function personnel, Rowlands branches and other associated stakeholders, Product File***

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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