
Role Mandate

Job Title:	Transformation Lead
Function /CFBU:	Retail Pharmacy
Dimensions of the Job:	Deliver the Retail Transformation Program
Reports to:	Transformation Manager
Location:	Field Based

Job Summary:

The role holder will be responsible for delivering retail transformation initiatives across the estate. They will own all new service propositions launched in the network and lead the pharmacy teams through change by providing relevant support, guidance and training. They will deliver initiatives on schedule as part of the longer term roadmap and retail strategy.

Responsibilities:

- Own the implementation of our compelling retail transformation initiatives ensuring that timelines and key objectives are met.
- Lead the pharmacy teams through the change process to ensure all new initiatives are embedded as BAU.
- Deliver relevant support, training and coaching as required.
- Through effective communication, ensure that the pharmacy teams understand the need for change due to current pressures and in advance of changes to the future pharmacy model.
- Monitor, track and report performance as required.
- Attend any relevant stakeholder and training meetings as required.
- Act as a visible role model for the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people.

Key Experience, Knowledge, Skills & Qualifications:

Experience

- Experience of working within a community pharmacy setting.
- Experience delivering new customer propositions through effective communication and training.

Knowledge and skills

- Understanding of GPHC standards and an in depth knowledge of pharmacy processes.
- Highly developed communication, influencing and negotiation skills.
- Motivated to continuously improve and achieve excellence.
- Ability to influence and collaborate across functions and levels.
- Efficient time management skills.
- Realises goals through effective use of time management.

Qualification

- Minimum of NVQ Level 2 Dispensing Assistant
- Full UK driving licence

Key Interfaces

*Transformation Manager
 Operations Director
 Heads of Retail - North and South
 Head of Central Operations
 Head of Retail Development
 Regional Leaders
 Pharmacy Managers and branch colleagues
 Head Office colleagues*

Date Created Reviewed:	
Business Functional Lead Name: (CAPITALS) Signature:	
HR Lead Name: (CAPITALS) Signature:	

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