

About us...



Lincolnshire Co-op Pharmacy provides high-quality, accessible healthcare to our communities. Our teams offer advice, dispense prescriptions accurately and supply a wide range of medicines and healthcare products. We work closely with patients, healthcare providers, and partners to ensure safe, efficient, compassionate service. Our commitment to care helps improve health outcomes and supports the wellbeing of the communities we serve.

Essential Information – *what you need to know*

Job purpose:	<ul style="list-style-type: none"> - Dispensing medications, offering health screenings and advising patients with their prescriptions. - Ensuring compliance with legal and professional standards, supporting long-term health management for patients and leads a team that are committed to delivering exceptional service.
Your hours:	<ul style="list-style-type: none"> - Up to 43 hours per week (FTE)
You'll report to:	<ul style="list-style-type: none"> - Pharmacy Area Manager
You're responsible for	<ul style="list-style-type: none"> - Pharmacy Team Leader, Checking Technician, Dispensing Technician, Pharmacy Services Assistant, Health Champion, Pharmacy Student, Pharmacy Home Driver
Your relationships:	<ul style="list-style-type: none"> - Colleagues within Pharmacy operational management and the wider Pharmacy team. - Colleagues from across the Society which includes Community, Membership, etc. - Working relationships with managers and colleagues at all levels from across the Society who may require advice with pharmacy related information. - Customers and patients at all levels and partners from our local community groups.
What you'll bring to us:	<ul style="list-style-type: none"> - Educated to degree level in a relevant qualification, registered with the GPHC and eligible to work in the UK. - Committed to continual personal and professional development. - Excellent communication skills with a willingness to embrace new challenges and an ability to listen and engage effectively. - A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality. - Good literacy and numeracy skills. - Ability to lead and manage a team effectively, coordinate schedules, and oversee day-to-day operational standards. - Knowledge of Lincolnshire Co-op, demonstrating values that would support our purpose and approach - Excellent communication skills, demonstrating high levels of professionalism at all times. - A methodical and accurate approach to practical tasks. - A pro-active, enthusiastic and confident nature and work with the team to contribute to the continued success of our Society.
Key role requirements:	<ul style="list-style-type: none"> - This role is subject to DBS clearance.
Financial responsibility	<ul style="list-style-type: none"> - Managing medication and health care stock.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:

- Dispensing medications accurately and counselling patients on the correct usage of their prescribed medicines to maximise their benefits.
- Communicating effectively with doctors regarding prescriptions, suggesting changes or alternative treatments when appropriate.
- Advising on effective over-the-counter treatments for various conditions, ensuring patients have access to the most suitable options.
- Assisting patients in managing long-term conditions by providing guidance on medication adherence and lifestyle modifications.
- Providing information about potential side effects and answering any questions patients may have about their medications.
- Delivering a range of health-screening services, including blood pressure monitoring, diabetes screening and vaccine administration, such as flu vaccines.
- Promoting wellness by educating patients on preventive health measures and offering advice to support their overall wellbeing.
- Maintaining accurate records, tracking inventory levels and managing the Electronic Prescription Service tracker for efficient processing of claims.
- Overseeing the correct use of electronic tools to ensure smooth operations, timely claims processing and compliance with regulations.
- Maintaining up-to-date registration and staying informed on new pharmacy legislation and guidelines.
- Ensuring all activities comply with legal and professional standards, including secure storage and inventory control of controlled drugs.
- Reviewing labels, doses and preparation methods to guarantee safety and legal compliance in every aspect of dispensing.
- Organising team schedules, managing planning for annual leave and co-ordinating the workflow of pharmacy technicians.
- Leading the pharmacy team in maintaining high operational standards, ensuring everyone understands daily tasks and adheres to best practices.
- Motivating the team to excel by delivering outstanding customer service, alongside promoting the Society's membership programme by educating patients on membership benefits.
- Serving as a knowledgeable resource for healthcare professionals, providing pharmacological information and recommendations as needed.
- Counselling healthcare providers on drug therapies, therapeutic alternatives, and the potential side effects of various treatments to support patient safety and effective care.
- Demonstrating a commitment to continuous learning and staying informed of new industry developments to enhance service offerings.
- Ensuring patient and colleague confidentiality is maintained at all times by following Society procedures.



Together we THRIVE...

- **Trustworthy** – we do what we say we’ll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone’s contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society’s ongoing success in this role.*

<p>I will be trustworthy by:</p>	<ul style="list-style-type: none"> - Dispensing medications ensuring patient safety and compliance with regulations. - Maintaining accurate records and securely managing controlled drug inventories. - Reviewing labels, doses, and preparation methods to guarantee legal compliance. - Ensuring confidentiality of patient and colleague information at all times.
<p>I will be helpful by:</p>	<ul style="list-style-type: none"> - Advising patients on correct medication usage and over-the-counter treatment options. - Assisting patients with managing long-term conditions and lifestyle adjustments. - Supporting healthcare professionals with information and recommendations. - Communicating effectively with doctors regarding prescriptions and treatment changes.
<p>I will be respectful by:</p>	<ul style="list-style-type: none"> - Counselling patients sensitively on medication side effects and usage queries. - Listening actively to patient concerns during health screenings and consultations. - Valuing team input when organising schedules and coordinating workflow. - Respecting patient confidentiality through adherence to Society procedures.
<p>I will inspire others by:</p>	<ul style="list-style-type: none"> - Motivating the pharmacy team to deliver outstanding customer service consistently. - Promoting wellness by educating patients on preventive health benefits. - Demonstrating commitment to continuous learning and industry developments. - Leading by example in maintaining high operational standards and best practices.
<p>I will value people by:</p>	<ul style="list-style-type: none"> - Organising team schedules to ensure efficient pharmacy operation and staff wellbeing. - Encouraging collaboration and knowledge sharing within the pharmacy team. - Celebrating achievements in patient care and service excellence. - Building positive relationships with healthcare providers and patients alike.
<p>I will empower others by:</p>	<ul style="list-style-type: none"> - Managing Electronic Prescription Service tracking for timely and accurate claims. - Keeping informed on new pharmacy legislation, guidelines, and professional standards. - Overseeing electronic tools to ensure smooth operations and regulatory compliance. - Taking ownership of personal development through continuous training and learning.



Your behaviours

- Adhering to Principles and Values
- Leading and Supervising
- Delivering Results and Meeting Customer Expectations
- Working with People

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will adhere to the principles and values of the Society by:

- Being honest, transparent and consistent in all actions and communications.
- Treating others with dignity and respect, valuing their diversity and different perspectives.
- Listening actively and consider the opinions of others.
- Taking accountability for my actions and decisions.
- Fostering a spirit of teamwork, co-operation and positive relationships.

I will lead and supervise effectively by:

- Providing guidance and support to team members to achieve goals.
- Encouraging open communication and collaboration within the team.
- Recognising and celebrating the achievements of others.
- Leading by example and modelling desired behaviours.
- Seeking feedback from team members to improve leadership effectiveness.

I will deliver results and meet customer expectations by:

- Setting clear expectations for outcomes with colleagues and customers.
- Prioritising customer needs and feedback in my work.
- Monitoring progress and adjusting actions to meet targets.
- Celebrating successes and learning from challenges to improve future results.
- Actively seeking customer feedback to ensure satisfaction.

I will work collaboratively with my colleagues by:

- Creating a collaborative and supportive team environment.
- Actively listening to others and valuing their contributions.
- Encouraging open communication and feedback within the team.
- Respecting diverse perspectives and backgrounds in interactions.
- Celebrating team successes and recognising individual contributions.