

About us...

Lincolnshire



Our Pharmacy Warehouse plays a vital role in supporting Lincolnshire Co-op's pharmacy services. Here, our colleagues are responsible for the safe storage, handling, and distribution of medicines for our Pharmacies and contracted services. The warehouse is also home to our advanced robotic prescription system, which streamlines dispensing processes and improves the efficiency of prescription fulfilment for the communities we serve.

Essential Information – *what you need to know*

Job purpose:

- Taking responsibility for delivering prescription medications to patients in a timely, safe and confidential manner, ensuring high standards of service and patient care.
- Helping to uphold the Society's reputation for reliable and compassionate service, maintaining confidentiality and professionalism in all interactions

Your hours:

- 39 hours per week (FTE)

You'll report to:

- Pharmacist Manager / Pharmacy Team Leader

Your relationships:

- Colleagues within the Pharmacy team, including branches and operational management.
- Colleagues within the wider organisation which include Community, Membership, People Services, Health, Safety & Security, etc.
- Customers and patients at all levels and partners from our local community groups.

What you'll bring to us:

- Previous experience in a similar role is desirable, however full training will be given.
- Entry-level literacy and numeracy skills.
- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality.
- 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 pro-active, enthusiastic and confident nature and work with the team to contribute to the continued success of our Society.

Key role requirements:

- This role is subject to DBS clearance.
- A full driving licence with access to a vehicle for business use.



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:	- Organising patient deliveries and co-ordinating the collection of prescriptions from surgeries, while maintaining strict confidentiality of patient information. - Inputting delivery details accurately into the patient database, ensuring timely and secure tracking of all deliveries. - Completing daily vehicle safety checks to ensure a safe and reliable mode of transport. - Maintaining a clean and orderly environment within the vehicle, adhering to health and safety protocols and reporting any issues identified. - Collaborating with the pharmacy team to meet daily operating standards, contributing to efficient workflow and timely deliveries. - Demonstrating high standards of personal appearance, hygiene, and professional conduct, representing the pharmacy’s commitment to quality service. - Supporting and guiding colleagues as needed, demonstrating good working practices and assisting with team development when appropriate. - Understanding health and safety requirements in the workplace, following guidelines, and reporting any identified issues promptly to maintain a safe environment for patients and staff. - Staying informed about pharmacy policies, procedures and any relevant updates, taking responsibility for accessing necessary information through available channels. - Taking ownership of ongoing training and development through our e-learning platform, understanding our Standard Operating Procedures (SOP’s) and attending any training courses that may be required within the role. - Other reasonable duties as may be required from time to time under the direction of the Pharmacist Manager / Pharmacy Team Leader.
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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.*

I will be trustworthy by:

- Delivering and Co-ordinating prescription collections while maintaining confidentiality.
- Inputting delivery details accurately into the patient database for secure tracking.
- Completing daily vehicle safety checks to ensure safe, reliable transport.
- Maintaining a clean and orderly vehicle in line with health and safety protocols.

I will be helpful by:

- Collaborating with the pharmacy team to meet operating standards and deliveries.
- Supporting and guiding colleagues by sharing good working practices.
- Assisting with other reasonable duties as required.
- Understanding health and safety requirements and reporting issues promptly.

I will be respectful by:

- Demonstrating high standards of appearance, hygiene and professional conduct.
- Adhering to all confidentiality, health, and safety guidelines at all times.
- Following established processes to maintain compliance with pharmacy protocols.
- Acting courteously and professionally with patients, colleagues, and external contacts.

I will inspire others by:

- Encouraging teamwork by fostering a positive and supportive environment.
- Sharing knowledge and practices that promote quality service delivery.
- Setting an example through reliable and consistent performance.
- Demonstrating commitment to service excellence through every patient interaction.

I will value people by:

- Staying informed about pharmacy policies, procedures, and relevant updates.
- Taking ownership of training through the e-learning platform and required courses.
- Accessing and applying Standard Operating Procedures (SOPs) to ensure best practice.
- Reporting vehicle and delivery issues to support operational efficiency.

I will empower others by:

- Taking responsibility for personal learning and development to enhance performance.
- Applying knowledge of health and safety to protect patients, colleagues and the public.
- Managing workload effectively to meet delivery schedules and service expectations.
- Demonstrating initiative in problem-solving and process improvements.