

About us...

Lincolnshire



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:

- Providing vital support within our Pharmacy branches, helping our Pharmacists and Pharmacy Technicians ensure the efficient delivery of pharmacy services.
- Assisting with a variety of tasks that contribute to patient care, such as preparing and dispensing medications, providing excellent customer service and maintaining accurate records.

Your hours

- 39 hours per week (FTE)

You'll report to

- Pharmacy Team Leader / Pharmacist Manager

Your relationships:

- Colleagues within the Pharmacy team.
- Colleagues within the wider organisation which include Community, Membership, People Services, Health and Safety, Learning and Development, etc.
- Customers and patients at all levels and partners from our local community groups.

What you'll bring to us:

- A Level 2 Pharmacy Services Assistant qualification is essential.
- Previous experience in a similar environment is essential.
- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality.
- Good literacy and numeracy skills
- 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.



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...

<div>Your duties and responsibilities:</div>	<ul style="list-style-type: none">- Assisting with the preparation of medication for patients and advise on their safe and effective use, under the direction of the Pharmacist.- Providing information on symptoms and products, ensuring a friendly, knowledgeable, and efficient service is offered to all patients.- Assisting with the sale of medicines and products from the sales floor, which will include checkout operation and cash handling responsibilities.- Taking ownership of ongoing training and development through our e-learning platform, iLearn and attend any training courses that may be required within the role.- Demonstrating good working practices to other colleagues, offering support and guidance to assist their development when required.- Dispensing prescription medication and other medical products to patients under the direction of the Pharmacist, providing exemplary standards of patient care at all times.- Ordering, receiving and storing pharmaceutical stock, and the maintenance of this by using and understanding Pharmacy stock control systems.- Demonstrating high standards of personal appearance, hygiene and conduct as a member of our front-line customer service team.- Performing diagnostic tests and health check assessments when required.- Showing an understanding of health and safety in the workplace and report accordingly where issues are identified.- Being fully aware of security and the security of others at all times- Taking ownership of keeping up to date with all relevant communication and understand where such information can be obtained.- Ensuring patient and colleague confidentiality is maintained at all times by following Society procedures.
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Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.
- Following through on promises and commitments.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.



Your behaviours

- Adhering to Principles and Values
- Presenting and Communicating Information
- Relating and Networking
- 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:	<ul style="list-style-type: none">- 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 present and communicate information clearly by:	<ul style="list-style-type: none">- Tailoring my communication to the level of understanding and background of the audience.- Paying close attention to others when they speak.- Providing examples to illustrate complex concepts to make my message more relatable.- Encouraging feedback and questions from colleagues to clarify understanding.
I will build a network of customers and colleagues by:	<ul style="list-style-type: none">- Offering value to my network by sharing relevant insights, information, or resources.- Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.
I will work collaboratively with my colleagues by:	<ul style="list-style-type: none">- Demonstrating an interest in and understanding of others.- Recognising and rewarding the contribution of others.- Listening and consulting with others and communicating appropriately.- Supporting and caring for colleagues.- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.