About us...

Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – *what you need to know*

Job purpose:	– Assisting the Pharmacist Manager/Area Manager with all elements of people management, alongside maintaining an effective Pharmacy operation, taking responsibility for influencing and leading the team to deliver great customer care, presentation and availability standards at all times. – Acting as a role-model, ensuring all legislative standards are achieved and that all Society assets are protected. – Working collaboratively with other areas of the Pharmacy team and with the wider business.
Your hours:	– 39 hours per week (FTE)
You'll report to:	– Pharmacist Manager / Pharmacy Area Manager
You're responsible for	– Checking Technicians, Dispensing Technician, Pharmacy Services Assistant, Health Champion, Pharmacy Home Driver
Your relationships:	– 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:	– Completed NVQ Level 3 Diploma in Pharmacy Service Skills or equivalent. – Registered on the GPhC Qualified Technicians register. – Proven experience of working at the level of an Accuracy Checking Technician or Dispensing Technician. – Proven ability in building relationships both internally and externally. – A pro-active nature with a willingness to investigate problems and suggest solutions. – Be flexible in approach and demonstrate excellent organisational and customer service skills at all levels. – Be a coach, mentor, and role model to other colleagues within the branch, demonstrating an experience in wider people management. – Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our Purpose. – 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.

Our Purpose

Bringing together ideas, energy and resources to make life better in our communities

Together we are...

- **Providing and supporting** valued services
- **Helping to grow the** local economy
- **Caring for our** health and wellbeing
- **Looking after our** local environment

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

Your duties and responsibilities:

- Organising the team, communicating and delivering excellent operational standards and ways of working on a day-to-day basis.
- Managing and addressing colleague performance processes to create a knowledgeable, skilled, and engaged team, ensuring the highest standards of customer service and store operating practices are achieved.
- Taking responsibility for and support with the delivery of all key performance indicators and other relevant operational targets.
- Reacting quickly and positively to changing priorities in a challenging environment.
- Supporting with and conducting regular colleague briefings to keep colleagues informed with any changes to working practices and celebrate success.
- Taking responsibility for managing the Pharmacy email account and acting on them promptly, ensuring all colleagues are provided with the necessary communication to aid their working practices
- Managing the implementation of due diligence processes so the Pharmacy operates in line with all legislative and Society requirements, assuring the safety and satisfaction of our members and customers.
- Completing all colleague performance reviews on a yearly basis in accordance with Society policy and procedures, setting goals and targets to assist effective colleague development.
- Co-ordinating the dispensing of prescriptions in a timely manner, making payment claims promptly, to include end of month, quarterly and annual submissions.
- Managing general administration duties, to include, but not limited to, end of month submissions, patient safety reports, error reporting and CD checks.
- Supporting with the completion of PQS paperwork, organise audits and ensure professional standards are maintained at all points.
- Supporting the organisation of Pharmacy schedules over a four-weekly period and manage the planning of colleague annual leave.
- Completing all Support Services forms, e.g. return to work, change of details, expenses, etc. in an accurate and timely manner, returning these swiftly in accordance with Society policies and procedures.
- Identifying opportunities to develop the business, helping to reach out to the local community and exceed customer expectations

Our Approach

Our way of thinking about the purpose of what we do

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:	– Managing diaries for pharmacists, including Area Managers, with accuracy and discretion. – Taking responsibility for Relief Pharmacists, including reviews and annual leave approvals. – Acting as Privacy Officer by checking and approving summary care record anomalies. – Overseeing patient group directions, sign-up compliance, and documentation.
I will be helpful by:	– Supporting and conducting briefings to keep colleagues informed and motivated. – Co-ordinating prescription dispensing and making payment claims promptly. – Managing general administration, including reports, error logging, and CD checks. – Supporting PQS paperwork completion and organising audits to maintain standards.
I will be respectful by:	– Managing due diligence processes ensuring compliance with legislation and policies. – Completing annual performance reviews, setting goals to support colleague growth. – Supporting Pharmacy scheduling and planning colleague annual leave effectively. – Completing Support Services forms accurately and returning in timely manner.
I will inspire others by:	– Reacting quickly and positively to changing priorities in challenging environments. – Identifying business development opportunities to exceed customer expectations locally. – Promoting team success by celebrating achievements and sharing positive updates. – Encouraging continuous improvement through open communication and feedback sharing.
I will value people by:	– Providing clear guidance on operational practices to enable smooth workflows. – Supporting colleagues by delivering key updates and operational changes regularly. – Helping build community relationships by engaging with local initiatives actively. – Playing an active role in achieving store performance and service excellence.
I will empower others by:	– Taking ownership of daily operations and adapting swiftly to priorities. – Managing performance issues constructively to develop a knowledgeable team. – Overseeing accurate documentation and reporting to support professional standards. – Using scheduling tools to plan resources and optimise team availability.

Role Behaviours

The qualities we expect colleagues in this role to demonstrate

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.