

Pharmacy Manager/Retail Manager

Job Purpose

To lead and coach the pharmacy team to achieve excellence and provide exceptional customer care and patient safety. Building and maintaining relationships with key stakeholders both internally and externally to drive operational excellence through pharmacy sales and professional services. Together we will drive towards inspiring more positive and healthy lives and be the most trusted pharmacy network. To perform all duties and responsibilities outlined in the role profile relevant to your professional pharmacy qualification.

Job Opportunity

You will be part of the UK's largest community pharmacy network that has been voted No1 for customer service by 'Which?' Natural progression from this role would be into Area Manager position or you could look at moving into other areas of the business such as such as a business to business contract, a field based role or our Support Centre. Progression opportunities will require mobility and flexibility to travel within the LloydsPharmacy/Mckesson UK network.

Our Values	Your Role and impact
Integrity	<ul style="list-style-type: none"> • Ensure pharmacy compliance with ethical, professional and legal pharmacy standards to ensure that every customer and patient receives a safe, accurate and efficient service • Make decisions which positively affect all aspects of pharmacy performance that are aligned with the LloydsPharmacy ICARE values • Ensure you drive the NHS agenda and work collaboratively with the superintendent's office to reduce incidents • Take responsibility to ensure that your pharmacy maintains high professional standards, both dispensing and retail, to provide a safe working and patient environment at all times • Ensure confidentiality of customer and company information as required by the Data Protection Act
Customer First	<ul style="list-style-type: none"> • Ensure effective long term relationships are being developed and maintained with current and future customers • Establish positive business relationships both internally and externally • Embed mystery shopper feedback reports within the pharmacy to constantly improve our customer and patient journey • Ensure the pharmacy team delivers the best service and care for our customers and patients and maximises the opportunity to drive customer loyalty • Use effective questioning and listening techniques to understand customer needs and provide them with the relevant services or products • Keep waiting times for customers and patients to a minimum, ensuring that resource is utilised effectively within the pharmacy and scheduling of staff is aligned to customer footfall • Deal with customer and patient complaints effectively and efficiently
Accountability	<ul style="list-style-type: none"> • Lead and coach the pharmacy team to ensure achievement of NHS items, OTC Sales, Professional Services Income and Cost Control targets and KPI's

Our Values	Your Role and impact
	<ul style="list-style-type: none"> • Drive performance of colleagues by setting appropriate stretching performance and behavioural objectives • Prepare your branch for the professional standard audits and working with the LloydsPharmacy Regional Quality Manager to deliver action points recommended • Embed MyPad and ensure ongoing performance management of your pharmacy team • Ensure that all new starters complete LloydsPharmacy induction and receive the best welcome • Recruit, train and ongoing development of your team • Regular review of store profit and loss • Ensure prompt and accurate implementation of planograms in line with company merchandising guidelines
Respect	<ul style="list-style-type: none"> • Develop pharmacy colleagues by reviewing and giving regular feedback against objectives and ICARE values • To 'Live the Values' on a day to day basis in your role and embed these within your team • Celebrate success • Promote and work as one store team across shop floor and dispensary
Excellence	<ul style="list-style-type: none"> • Ensure ongoing self-development focusing on current issues within the profession, knowledge of the trends and issues affecting business both locally and nationally keeping up to date with regulatory and statutory requirement • Embed a learning culture in the store focusing on both professional and personal development for colleagues • Coach the team to identify opportunities to establish LloydsPharmacy as the pharmacy of choice • Engage the team in achieving success by ensuring understanding of KPI's and objectives • Coach the store team effectively to develop capability and drive operational excellence • Take personal responsibility to complete all required training and development within required timeframes • Develop clear and integrated business plans and understand branch profit and loss

What you need to have

- Proven experience of leading, coaching and developing a team
- Proven experience of developing effective working relationships with external stakeholders
- Retail Manager - previous Retail Management experience
- Pharmacy Manager - Qualified Pharmacist and registered with the GPhC
- Open and clear communication skills and the confidence to engage customers
- Proven delivery of KPI's to drive performance
- Flexible and adaptable approach to work along with willingness to travel to other LloydsPharmacy stores