

## Trainee Healthcare Partner

**Job Purpose** – Working across both the sales floor and dispensary whilst completing your required qualifications, as a trainee healthcare partner you play a crucial role in providing comprehensive solutions that help our customers live more positive lives. You will complete a thorough on the job training qualification which will allow you to dispense medications, provide pharmacy services and advice and recommend products and services. You will develop knowledge of our extensive range of health and wellbeing products and services to ensure our customers receive the best experience that community pharmacy has to offer, resulting in them recognising and recommending us as experts within the healthcare arena.

**Role requirements** – As an advocate for the LloydsPharmacy brand, you have the personality required to build trusted partnerships and deliver outstanding service standards to customers. Your desire and commitment to learn about our products and services means you can provide the expert advice and support that keeps our customers coming back to us time and time again. In addition you will:

- Complete the Level 2 or equivalent Healthcare Assistant and Dispenser qualification
- Demonstrate strong communication skills with a confidence to engage with customers
- Demonstrate a flexible and adaptable approach to work along with willingness to travel to other LloydsPharmacy stores as appropriate
- Be able to work accurately and efficiently with a high level of attention to detail
- Show a desire to embed newly acquired knowledge and skills



**Career progression** – Whether joining on an apprenticeship scheme or through a direct application as the entry level role into our pharmacies, the role of trainee healthcare partner allows you to start a rewarding career within this exciting and developing sector. Once you have attained a level 2 Healthcare and Dispenser qualification and are consistently demonstrating great customer service and ICARE behaviours, you will be appointed to the role of healthcare partner. Thereafter you will be supported to develop a career, either on one of our community pharmacies or within the wider Celesio group.

Our values	Working collaboratively within a Pharmacy team dedicated to delivering world class pharmacy services your Role and Responsibilities include:
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Ensure compliance with required ethical, professional and legal pharmacy standards with particular adherence to standard operating procedures and policies</li> <li>• Ensure all customers and patients receive safe and accurate advice - whether that is with the supply of over the counter (OTC) medicines, dispensing of prescribed medication or additional pharmacy services that would benefit customers</li> <li>• Ensure the correct reimbursement is obtained for both NHS services and private including the dispensing of items and local/national pharmacy services</li> </ul>
<b>Customer-First</b>	<ul style="list-style-type: none"> <li>• Engage customers in conversations to understand their needs and offer professional services and advice</li> <li>• Proactively provide customers with a complete customer service which finds them a solution tailored to their individual needs</li> <li>• Help patients get the best from their prescribed medication</li> <li>• Support your manager or pharmacist at all times to maintain excellent operations in the pharmacy which ensures customers are prioritised and waiting times are kept to a minimum</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Take accountability for your own performance and the impact this has on our brand, customers and the pharmacy</li> <li>• Identify and implement actions which embed a culture of safer care in our pharmacies</li> <li>• Maintain consistently high pharmacy standards to create the right environment for our customers, improving their experience in store</li> <li>• Ensure all messages and information from Support Centre are acted upon in a timely manner</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Respect the moral and ethical beliefs of customers and patients at all times</li> <li>• Appreciate cultural and social economic differences in customers and adapt your approach accordingly</li> <li>• Act as a role model in all that you do, contributing to making LloydsPharmacy a great place to work</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• Own your development, constantly evaluate your practice and complete all training programmes including qualifications</li> <li>• Support the pharmacy technician and your manager or pharmacist in building great relationships with the local GP surgery and with other healthcare professionals</li> <li>• Help identify additional opportunities that will grow your business and support the needs of your community</li> <li>• Work as one pharmacy team and ensure excellent pharmacy standards are maintained at all times</li> <li>• Support colleagues to develop their knowledge and skills</li> </ul>