

Job Purpose – To responsibly and reliably support the efficient delivery of the community pharmacy dispensing service, working as a key member of 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, supporting your Pharmacy Manager in driving operational excellence through your contribution to pharmacy sales and professional services. Together we will drive towards inspiring more positive and healthy lives and be the most trusted pharmacy network.

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 a Pharmacy Manager position or you could look at moving into other areas of the business, 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/Celesio UK network.

Our Values	Your Role and Responsibilities
Integrity	<ul style="list-style-type: none"> • Ensure compliance with ethical, professional and legal pharmacy standards, adhering to standard operating procedures to ensure that every customer receives a safe, accurate and efficient service • Make decisions which positively affect all aspects of the pharmacy that are aligned with our ICARE values • Present yourself and the business in a positive manner at all times • Ensure confidentiality of customer and company information as required by the Data Protection Act • Take responsibility to ensure that you and your colleagues maintain high standards, both dispensing and retail, to provide a safe working and patient environment at all times
Customer First	<ul style="list-style-type: none"> • Seek feedback from customers to understand their experience within your pharmacy • Use feedback from mystery shopper reports to constantly improve the customer journey • Build and maintain long lasting relationships with current and future customers • Use effective questioning and listening techniques to understand customer needs and provide them with the relevant services or products • Establish positive business relationships both internally and externally • Ensure that an excellent customer experience is provided at all times • Ensure waiting times for walk in customers are kept within company standards
Accountability	<ul style="list-style-type: none"> • Operate the tills/IT systems as per the company requirements and ensure accurate data entry onto the COMPASS system • Be aware of the health and safety regulations and be involved in the annual health and safety review • Ensure stock is received, stored and used for replenishment as appropriate and that stock rotations and date checks are carried out • Ensure that you remain up to date with all key store and company messages • Support your Pharmacy Manager with the investigation and resolution of dispensing errors • Work with your Pharmacy Manager to deliver action points from professional standards audit • Compliance with the Code of Ethics for Responsible Pharmacist and registered premises as set by the GPhC
Respect	<ul style="list-style-type: none"> • Support your Pharmacy Manager in dealing with customer and patient complaints • Support your colleagues and be a proactive team player by sharing knowledge and working as one pharmacy team across retail and dispensary • Support with the induction, training and development of your colleagues to drive operational excellence and ensure that all colleagues receive the best welcome • Be a supportive mentor and coach to the pharmacy team • To 'Live the Values' on a day to day basis
Excellence	<ul style="list-style-type: none"> • Take personal responsibility for your own development in line with personal development needs • Identify opportunities to improve the pharmacy environment to drive efficiency and customer safety • Support your Pharmacy Manager to drive forward service offering within the community • Through MyPad, take accountability to understand goals, objectives and targets in line with company vision and to understand your role in achieving these • Personal accountability to undertake CPD • Drive retail sales and retail offering to customers

What you need:

- Be a qualified Pharmacist and registered with the GPhC
- A passion and focus for customer care and customer safety
- Ability to work accurately and efficiently with a high level of attention to detail
- Committed to continual self-development
- Proven team work
- Open and clear communication skills and the confidence to engage customers
- Ability to establish needs and opportunities through effective questioning techniques
- Flexible and adaptable approach to work along with willingness to travel to other LloydsPharmacy stores

