

About us...

Lincolnshire



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:

- Supporting the Area Manager in ensuring the operational effectiveness and service quality of pharmacies within the designated area.
- Developing and implementing pharmacy services, collaborating with teams to optimize service delivery and operational practices.
- Driving improvements in pharmacy operations, fostering best practice, and ensuring compliance across all sites.

Your hours:

- 39 hours per week (FTE)

You'll report to:

- Pharmacy Area Manager

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:

- Significant leadership experience within retail or healthcare settings.
- Proven ability to manage teams effectively, providing guidance and fostering development opportunities.
- Experience in retail, merchandising, or operational management within a pharmacy or healthcare context.
- Strong communication skills, with the ability to collaborate and build relationships at all levels.
- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality.
- Ability to lead and manage a team effectively, coordinate schedules and oversee day-to-day operational standards.
- Knowledge of Lincolnshire Co-op, demonstrating values that would support our purpose and approach.
- 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.
- A full driving licence and access to a vehicle for business use.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we

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

Your duties and responsibilities:	- Supporting the Area Manager in implementing area plans, ensuring successful execution and delivery. - Building strong, collaborative relationships with pharmacy teams, central support functions, and local service partners (e.g., GP practices). - Driving commercial understanding across pharmacies, ensuring that pharmacy teams are aligned with the business’s financial and operational goals. - Assisting with the rollout and optimization of NHS and private pharmacy services, addressing operational barriers and driving service delivery improvements. - Ensuring pharmacies comply with SOPs and best practice guidelines while supporting their adaptation to changing service requirements. - Improving operational efficiency, coaching pharmacy teams to utilize skill mix effectively, and optimising service delivery. - Sharing best practices and operational insights across the area, ensuring consistency and high performance across all pharmacies. - Supporting resource management, co-ordinating staffing levels across pharmacies, and assisting with recruitment efforts to ensure team needs are met. - Managing HR processes, including performance management and team development, ensuring that the teams are supported in meeting business objectives. - Assisting in managing and reporting on service KPIs, identifying opportunities for improvement, and supporting pharmacies in achieving targets. - Promoting merchandising standards and commercial activities to enhance product visibility and sales within pharmacies. - Conducting regular audits and monitoring compliance with both internal governance processes and regulatory requirements - Driving continuous improvement through audits, action plans, and helping pharmacies implement service-related initiatives. - Supporting pharmacies with the preparation and readiness for inspections, ensuring all areas meet quality, safety, and compliance standards. - Coaching and developing pharmacy teams, facilitating training and growth opportunities to improve team performance and service delivery. - Supporting Area Manager with business area projects to improve operational processes, service offerings, and the overall customer experience.
-----------------------------------	---



Together we

- Trustworthy – we do what we say we will 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:

- Building trust with pharmacy teams through transparent communication and actions.
- Taking accountability for decisions, ensuring follow-through on commitments and promises.
- Acting consistently to maintain pharmacy teams' trust and confidence in leadership.
- Delivering reliable support to ensure pharmacy teams can perform at their best.

I will be helpful by:

- Offering hands-on support and guidance to pharmacy teams on operational challenges.
- Assisting with recruitment efforts to ensure the pharmacies are properly staffed and resourced.
- Providing coaching and training to develop team members and improve performance.
- Supporting pharmacies in troubleshooting and overcoming service delivery barriers.

I will be respectful by:

- Valuing all perspectives and contributions from pharmacy teams and colleagues.
- Creating an environment where team members feel respected, listened to, and appreciated.
- Encouraging open communication, where feedback is welcomed and acted upon.
- Fostering inclusivity by celebrating diversity and recognising individual strengths.

I will inspire others by:

- Leading by example, modelling best practices and desired behaviours for pharmacy teams.
- Motivating pharmacy teams to continuously improve service delivery and operational performance.
- Supporting the introduction of new services and initiatives.
- Encouraging teams to take ownership of their roles and drive performance improvement.

I will value people by:

- Recognising and celebrating achievements within pharmacy teams, fostering a culture of appreciation.
- Acknowledging the hard work and contributions of individual team members.
- Valuing diverse perspectives and incorporating feedback to improve team dynamics.
- Showing genuine care for the wellbeing and success of each pharmacy team member.

I will empower others by:

- Empowering pharmacy teams to take ownership of their roles and decision-making processes.
- Encouraging innovation and initiative to drive improvements in service delivery.
- Supporting team members in their professional development.
- Enabling pharmacy teams to implement change and improve operational efficiency.