

About us...



Lincolnshire Co-op Pharmacy provides high-quality, accessible healthcare to our communities. Our teams offer advice, dispense prescriptions accurately and supply a wide range of medicines and healthcare products. We work closely with patients, healthcare providers, and partners to ensure safe, efficient, compassionate service. Our commitment to care helps improve health outcomes and supports the wellbeing of the communities we serve.

Essential Information – what you need to know

Job purpose:

- This role provides remote healthcare support to branch teams, ensuring consistent, high-quality patient care across locations.
- It helps improve community health and wellbeing while ensuring legal compliance and supporting patients' long-term health management.

Your hours:

- Up to 43 hours per week (FTE)

You'll report to:

- Pharmacy Area Manager

Your relationships:

- Colleagues within Pharmacy operational management and the 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:

- Educated to degree level in a relevant qualification, registered with the GPhC and eligible to work in the UK.
- Accountable for own professional conduct in line with GPhC Standards and guidance for pharmacy professionals, especially 'Guidance for registered pharmacies providing pharmacy services at a distance, including on the internet'.
- Committed to continual personal and professional development.
- Excellent communication skills with a willingness to embrace new challenges and an ability to listen and engage effectively.
- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality
- Good literacy and numeracy skills
- Knowledge of Lincolnshire Co-op, demonstrating values that would support our purpose and approach
- Excellent written and verbal communication skills, including high standards in clinical record keeping
- A methodical and accurate approach to practical tasks
- A proactive, 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 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 are...

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

Your duties and
responsibilities:

- Conducting remote service consultations via telephone and/or video call.
- Supporting patients with medication adherence, addressing any concerns or side effects, and providing evidence-based advice in line with up to clinical and ethical guidelines.
- Maintaining high quality clinical record keeping
- Communicating effectively with healthcare professionals regarding prescriptions, suggesting changes or alternative treatments when appropriate
- Assisting patients in managing long-term conditions by providing guidance on medication adherence and lifestyle modifications
- Providing information about potential side effects and answering any questions patients may have about their medications
- Promoting wellness by educating patients on preventive health measures and offering advice to support their overall wellbeing
- Counselling patients on the correct usage of their prescribed medicines to maximise their benefits
- Reviewing prescriptions for accuracy, suitability and legality
- Overseeing the correct use of electronic tools to ensure smooth operations, timely claims processing and compliance with regulations
- Maintaining up-to-date registration and staying informed on new pharmacy legislation and guidelines
- Ensuring all activities comply with legal and professional standards
- Reviewing labels, doses and preparation methods to guarantee safety and legal compliance in every aspect of dispensing
- Serving as a knowledgeable resource for healthcare professionals, providing pharmaceutical care information and recommendations as needed
- Counselling healthcare providers on drug therapies, therapeutic alternatives, and the potential side effects of various treatments to support patient safety and effective care
- Demonstrating a commitment to continuous learning and staying informed of new industry developments to enhance service offerings
- Maintaining patient and colleague confidentiality is at all times
- Supporting the Operations team by working as Responsible Pharmacist in branch when required to meet the demands of the business



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:	<ul style="list-style-type: none"> - Ensuring all consultations and services comply with legal and professional standards. - Maintaining confidentiality for all patients and colleagues at all times. - Reviewing prescriptions for safety, legality, and clinical appropriateness before dispensing. - Providing accurate, evidence-based advice to support safe, effective patient care.
I will be helpful by:	<ul style="list-style-type: none"> - Conducting remote consultations to address patient concerns and provide tailored advice. - Supporting patients with adherence guidance, lifestyle changes, and long-term condition management. - Offering clear counselling on medication use, side effects, and preventive care. - Assisting the Operations team by covering as Responsible Pharmacist when required.
I will be respectful by:	<ul style="list-style-type: none"> - Communicating professionally with healthcare teams to suggest safe prescription adjustments. - Listening attentively to patients' questions and responding with empathy and respect. - Promoting wellness by educating patients on healthy habits and preventive measures - Collaborating effectively with healthcare professionals to ensure patient-centred pharmaceutical care.
I will inspire others by:	<ul style="list-style-type: none"> - Demonstrating commitment to continuous professional learning and clinical excellence. - Sharing expert pharmacological knowledge with patients and healthcare colleagues. - Encouraging patients to take active roles in managing their own health. - Supporting colleagues through mentoring and sharing up-to-date clinical insights.
I will value people by:	<ul style="list-style-type: none"> - Maintaining accurate clinical records that ensure accountability and service transparency. - Overseeing correct use of digital tools for efficient, compliant operations. - Reviewing and improving workflows to support timely and effective service delivery. - Contributing trusted pharmaceutical insight to enhance overall healthcare outcomes.
I will empower others by:	<ul style="list-style-type: none"> - Staying current with pharmacy legislation, clinical standards, and best practice guidance. - Making confident clinical decisions to ensure patient safety and positive outcomes. - Managing workload independently to meet service standards and consultation targets. - Using initiative to identify improvements that enhance patient experience and service quality.



Your behaviours

- Adhering to Principles and Values
- 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:	<ul style="list-style-type: none">- 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 deliver results and meet customer expectations by:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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.