

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p>Job purpose:</p>	<ul style="list-style-type: none"> - To comprehensively manage the contractual requirements of all external client contracts, particularly those pertaining to NHS Trusts, ensuring effective implementation of new contracts and services. - Taking responsibility for managing and developing existing contracts to achieve growth and profit targets, while underpinning development plans. - Overseeing the management of the pharmacy team operating within NHS Trust hospitals, ensuring seamless service delivery, compliance with regulatory requirements and the continuous development of high-quality patient care.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Pharmacy Operations Manager
<p>Your hours</p>	<ul style="list-style-type: none"> - 39 hours per week.
<p>Your relationships:</p>	<ul style="list-style-type: none"> - The wider Pharmacy operational team alongside other key internal stakeholders. - A wide range of internal and external contacts, networks and collaborative partnerships. - Other internal relationships may include among others, HR, Legal, Finance and Health and Safety.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Strong interpersonal skills with the ability to communicate /influence/build relationships effectively at all levels across the business. - Influencing and negotiation skills to ensure mutual success of all initiatives. - Confidence to represent the business with external clients. - Operational experience including implementation of projects using multidisciplinary stakeholder teams. - Project planning and attention to detail. - Excellent understanding of complexities of Community Pharmacy. - Excellent financial understanding and ability to translate this into action in an operational manner. - Good understanding of the NHS market in all 4 UK countries. - 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 are...

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

Your duties and responsibilities

- Delivering growth and profit targets for all key accounts through effective contract management and development plans.
- Acting as the first point of contact for all clients regarding contractual issues and escalated operational matters.
- Managing all contracts in line with client expectations.
- Resolving issues promptly to ensure effective and timely solutions.
- Achieving growth and profit targets.
- Enhancing service offerings within each contract to drive increased profitability.
- Developing partnership strategies to strengthen relationships with existing clients.
- Attending periodic contract review meetings and ad-hoc client forums.
- Preparing for contract expirations by integrating unique service propositions (USPs) into client service models to protect profitability.
- Providing leadership and oversight to the pharmacy team operating within NHS Trust hospitals.
- Ensuring compliance with NHS policies, regulations and governance frameworks.
- Supporting workforce planning, recruitment, and professional development initiatives for the pharmacy team alongside the wider People team.
- Monitoring and improving service delivery to enhance patient outcomes.
- Co-ordinating with NHS Trust management and other healthcare professionals to ensure seamless integration of pharmacy services within hospital settings.
- Driving continuous improvement initiatives to maintain high standards of clinical and operational excellence.
- Leading engagement with key business stakeholders to ensure the effective development and delivery of new service models and enhancements.
- Ensure that all tender submissions meet the required criteria across all required stages.
- Completing and submitting tender documentation within agreed deadlines.
- Ensuring that contracts and projects are implemented within budgets and scope, ensuring all documentation adheres to the required governance structures.
- Ensuring that existing income streams are appropriately supported, monitored, and developed to protect profitability, which may include but not limited to:
 - o Developing a rolling plan of activities.
 - o Implementing structured development plans for each Client.
 - o Demonstrating the profitability of existing income streams to influence future investments.
 - o Creating financial models to support re/tender activities.



Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Meeting client satisfaction targets across all key accounts/clients.
- Achieving all income related targets.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Achieving all income related targets.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.
- Regularly attending meetings and resolving issues.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.



Your behaviours

- Adhering to Principles and Values** – responding suitably to values-led decisions
- Presenting and Communicating Information** – translating information appropriately
- Relating and Networking** – sharing knowledge to develop and learn from others
- Working with People** – building a strong and adaptable team

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:

- 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 present and communicate information clearly by:

- Tailoring my communication to the level of understanding and background of the audience.
- Paying close attention to others when they speak.
- Providing examples to illustrate complex concepts to make my message more relatable.
- Encouraging feedback and questions from colleagues to clarify understanding.

I will build a network of customers and colleagues by:

- Offering value to my network by sharing relevant insights, information, or resources.
- Fostering genuine relationships by demonstrating authenticity and integrity in my interactions.

I will work collaboratively with my colleagues by:

- Demonstrating an interest in and understanding of others.
- Recognising and rewarding the contribution of others.
- Listening and consulting with others and communicating appropriately.
- Supporting and caring for colleagues.
- Developing and openly communicating self-insight such as an awareness of own strengths and weaknesses.