

*About us...*



Our Pharmacy Warehouse plays a vital role in supporting Lincolnshire Co-op's pharmacy services. Here, our colleagues are responsible for the safe storage, handling, and distribution of medicines for our Pharmacies and contracted services. The warehouse is also home to our advanced robotic prescription system, which streamlines dispensing processes and improves the efficiency of prescription fulfilment for the communities we serve.

**Essential Information** – *what you need to know*

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- Providing vital support within our Pharmacy branches, helping our Pharmacists and Pharmacy Technicians ensure the efficient delivery of pharmacy services.</li> <li>- Assisting with a variety of tasks that contribute to patient care, such as preparing and dispensing medications, providing excellent customer service and maintaining accurate records</li> </ul>
<p><b>Your hours:</b></p>	<ul style="list-style-type: none"> <li>- 39 hours per week (FTE)</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- Pharmacy Team Leader / Pharmacist Manager</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Colleagues within the Pharmacy team, including branches and operational management.</li> <li>- Colleagues within the wider organisation which include Community, Membership, People Services, Health, Safety &amp; Security, etc.</li> <li>- Customers and patients at all levels and partners from our local community groups.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<ul style="list-style-type: none"> <li>- A willingness to complete the Level 2 Pharmacy Services Assistant qualification is essential.</li> <li>- Previous experience in a similar environment is desirable.</li> <li>- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality.</li> <li>- Entry-level literacy and numeracy skills</li> <li>- Knowledge of Lincolnshire Co-op, demonstrating values that would support our purpose and approach</li> <li>- Excellent communication skills, demonstrating high levels of professionalism at all times.</li> <li>- A methodical and accurate approach to practical tasks.</li> <li>- A pro-active, enthusiastic and confident nature and work with the team to contribute to the continued success of our Society.</li> </ul>
<p><b>Key role requirements:</b></p>	<ul style="list-style-type: none"> <li>- This role is subject to DBS clearance.</li> </ul>



**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:

- Assisting with the preparation of medication for patients and advise on their safe and effective use, under the direction of the Pharmacist.
- Providing information on symptoms and products, ensuring a friendly, knowledgeable, and efficient service is offered to all patients.
- Assisting with the sale of medicines and products from the sales floor, which will include checkout operation and cash handling responsibilities.
- Taking ownership of ongoing training and development through our e-learning platform, iLearn and attend any training courses that may be required within the role.
- Demonstrating good working practices to other colleagues, offering support and guidance to assist their development when required.
- Dispensing prescription medication and other medical products to patients under the direction of the Pharmacist, providing exemplary standards of patient care at all times.
- Ordering, receiving and storing pharmaceutical stock, and the maintenance of this by using and understanding Pharmacy stock control systems.
- Demonstrating high standards of personal appearance, hygiene and conduct as a member of our front-line customer service team.
- Performing diagnostic tests and health check assessments when required.
- Showing an understanding of health and safety in the workplace and report accordingly where issues are identified.
- Being fully aware of security and the security of others at all times
- Taking ownership of keeping up to date with all relevant communication and understand where such information can be obtained.
- Ensuring patient and colleague confidentiality is maintained at all times by following Society procedures.



## 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.*

<b>I will be trustworthy by:</b>	<ul style="list-style-type: none"> <li>- Assisting with medication preparation and advising on its safe, effective use.</li> <li>- Dispensing medication under pharmacist direction, delivering excellent care.</li> <li>- Ensuring stakeholder confidentiality through adherence to procedures.</li> <li>- Being fully aware of security protocols and safeguarding everyone at all times.</li> </ul>
<b>I will be helpful by:</b>	<ul style="list-style-type: none"> <li>- Providing clear information on symptoms and products to all patients.</li> <li>- Assisting with sales, checkout operations, and accurate cash handling.</li> <li>- Performing diagnostic tests and health checks as requested by the Pharmacist.</li> <li>- Demonstrating good working practices and offering support to colleagues</li> </ul>
<b>I will be respectful by:</b>	<ul style="list-style-type: none"> <li>- Upholding high standards of appearance, hygiene, and professionalism.</li> <li>- Showing awareness of workplace health and safety, reporting identified issues.</li> <li>- Ordering, receiving, and storing stock using pharmacy stock control systems.</li> <li>- Ensuring an organised, safe and welcoming environment for patients and staff.</li> </ul>
<b>I will inspire others by:</b>	<ul style="list-style-type: none"> <li>- Taking ownership of training via iLearn and attending required courses.</li> <li>- Encouraging learning by sharing knowledge and supporting development.</li> <li>- Upholding service standards reflecting commitment to patient care.</li> <li>- Promoting best practice through efficient and compliant working methods.</li> </ul>
<b>I will value people by:</b>	<ul style="list-style-type: none"> <li>- Taking ownership of updates by accessing communications when needed.</li> <li>- Supporting operations to ensure smooth workflow and timely service.</li> <li>- Offering patient-focused service that strengthens community relationships.</li> <li>- Playing an active role in achieving pharmacy service and quality goals.</li> </ul>
<b>I will empower others by:</b>	<ul style="list-style-type: none"> <li>- Acting confidently within role when handling medicines and patient queries.</li> <li>- Using stock systems effectively to maintain availability and reduce waste.</li> <li>- Adapting to varied patient needs with professionalism and care.</li> <li>- Driving team development through engagement with training and feedback.</li> </ul>