

About us...

Lincolnshire



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

Job purpose:

- Taking responsibility for the supervision of the Pharmacy Warehouse team, alongside the goods inward and Pharmacy and Home delivery teams.
- Working closely with the wider team to ensure deadlines are met and supplies are delivered in a timely manner to meet the needs of our customers.

Your hours

- 39 hours per week (FTE)

Your place of work:

- Pharmacy Warehouse, Lincoln

You'll report to:

- Pharmacy Warehouse Manager

Your relationships:

- All colleagues within the Pharmacy Warehouse team and the Pharmacy Hub.
- All colleagues from across the Pharmacy trading area alongside external stakeholders which will include hospitals, suppliers, customers, delivery drivers etc.
- Colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, Learning & Development, etc.
- Customers at all levels and partners from our local community groups.

What you'll bring to us:

- Previous experience in a similar supervisory role is desirable.
- Excellent communication and interpersonal abilities with a strong ability to build relationships.
- A flexible and resilient approach to work, with the ability to react quickly and deliver results.
- Proficient in using Microsoft Office and relevant industry software.
- Pro-active, enthusiastic and confident team player who will contribute to the continued success of the Society



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...

<p>Your duties and responsibilities:</p>	<ul style="list-style-type: none">- Providing cross-functional, supervisory day-to-day management of the Pharmacy Warehouse operations while maintaining health and safety requirements, current standard operating procedures and MHRA requirements.- Managing the receipt of incoming pharmaceutical and OTC products alongside other inventory and supplies, validation and verification of inbound quantities and packaging integrity, ensuring compliance with regulatory standards.- Co-ordinating with the Pharmacy Warehouse administration team to maintain inventory control procedures, including accurate record-keeping, stock rotation and maintaining established and appropriate product inventory levels.- Taking responsibility for the opening and closing of the warehouse facility, ensuring all due diligence security and lock-up checks are completed.- Overseeing picking, prioritisation, and resource allocation to ensure accurate packing and timely shipment of orders to pharmacies, healthcare facilities and customers in line with agreed schedules.- Performing visual checks of all warehouse facilities and equipment, reporting any maintenance or safety issues promptly and ensuring compliance with health and safety regulations.- Maintaining agreed housekeeping standards are met.- Demonstrating high standards of personal appearance, hygiene and conduct at all times.- Taking ownership of keeping colleagues up to date with any relevant communication and understand where such information can be obtained.- Supervisory management of colleagues to support 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.- Completing regular colleague reviews, offering feedback to support continuous development.- Organising colleague rosters and ensuring the team are aware of their respective shift patterns and working.- Assisting with the development and implementation of standard operating procedures (SOPs) for warehouse operations, ensuring compliance with industry regulations and best practices.- Completing any other duties as needed to ensure the smooth running of our Society and to comply with any internal policies and procedures.
---	--



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.
- Trying to get it right first time.
- 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.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.
- Following through on promises and commitments.
- 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.