

About us...

Lincolnshire



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*

Job purpose:

- To provide efficient and accurate administrative support to the pharmacy home delivery service, ensuring timely processing of orders, delivery documentation and customer communications.
- To support the coordination between pharmacy, logistics and customer teams to ensure a smooth patient delivery experience while maintaining regulatory and operational compliance.

Your hours:

- 39 hours per week (FTE)

You'll report to:

- Pharmacy Warehouse Manager

Your relationships:

- Colleagues within the Pharmacy Warehouse.
- Colleagues within the Pharmacy operational team and the wider Pharmacy team.
- Colleagues within the wider organisation.
- Customers at all levels and partners from our local community groups.

What you'll bring to us:

- Previous experience in administrative support, ideally in a healthcare, logistics, or pharmacy environment.
- Excellent attention to detail when processing documentation, data entry and order handling.
- Strong communication skills, both written and verbal, for liaising with internal teams and patients.
- Good understanding of confidentiality and data protection, especially relating to medical information.
- An ability to work independently and as part of a team, managing multiple tasks and deadlines.
- Confident using delivery tracking systems, Microsoft Office and standard administrative software.
- Proactive attitude with a willingness to support across departments when needed

Key role requirements:

- This role is subject to DBS clearance.



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:	- Inputting deliveries accurately from Pharmacy branches and Delivery Pharmacy into a route planning system, ensuring data is recorded correctly to support efficient delivery logistics. - Managing controlled drugs and fridge deliveries in line with Standard Operating Procedures (SOPs), ensuring safe handling and regulatory compliance. - Maintaining accurate and up-to-date records of customer delivery information, supporting smooth coordination and service accuracy. - Supporting communication with patients and branches regarding delivery schedules, including providing updates around changes and bank holiday arrangements. - Liaising with Drivers, Pharmacy Staff and patients to manage failed deliveries, resolving issues quickly to maintain service levels. - Picking and packing vehicle deliveries accurately, ensuring correct labelling and secure packaging for scheduled dispatch. - Demonstrating good working practices to colleagues, setting a positive example in professionalism, accuracy and teamwork. - Upholding patient confidentiality, dignity and safety at all times, following company values and safeguarding protocols. - Adhering to GDP regulations, including cold-chain handling and secure delivery of controlled drugs. - Escalating patient concerns, missed deliveries, or risks to pharmacy branches, helping ensure safe and timely service. - Assisting with additional duties as required, supporting the wider pharmacy home delivery and admin team.
--	---



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:

- Handling sensitive patient information with discretion and data protection awareness.
- Supporting colleagues by offering help with tasks during busy work periods.
- Promoting a positive team environment through collaboration and knowledge sharing.
- Taking ownership of administrative tasks to maintain reliability in service.

I will be helpful by:

- Collaborating with pharmacy, delivery and customer teams to resolve issues quickly.
- Providing friendly and efficient service to all internal and external contacts.
- Supporting colleagues by assisting with tasks and promoting team collaboration.
- Suggesting practical solutions to streamline everyday admin processes.

I will be respectful by:

- Communicating with patients and colleagues in a polite and professional manner.
- Valuing and respect the role of all colleagues.
- Listening to concerns and help resolve queries calmly and fairly.
- Supporting an inclusive environment where all contributions are appreciated.

I will inspire others by:

- Showing enthusiasm for improving the patient delivery experience.
- Taking pride in delivering consistently accurate and helpful administration.
- Encouraging colleagues through a positive and can-do attitude.
- Leading by example in quality, reliability and patient focus.

I will value people by:

- Appreciating how admin tasks support vital patient medication delivery.
- Recognising and celebrate team efforts during high-pressure times.
- Providing constructive feedback and acknowledge great work.
- Sharing successes to build morale and team unity.

I will empower others by:

- Using initiative to resolve issues within your role's responsibilities.
- Identifying ways to improve communication or delivery admin workflows.
- Taking accountability for completing tasks efficiently and accurately.
- Contributing ideas to enhance the service and support the wider team.