

About us...

Lincolnshire



Lincolnshire Co-op is a long-standing, community-focused organisation proud to serve the people of Lincolnshire and surrounding counties. Our Support Centre, based in Lincoln, is the operational heart of our business. It's home to a range of specialist teams who work behind the scenes to support our front-line colleagues and ensure we deliver exceptional service across all our trading areas.

Essential Information – *what you need to know*

Job purpose:

- Dispensing medications, offering health screenings and advising patients with their prescriptions.
- Ensuring compliance with legal and professional standards, supporting long-term health management for patients and is committed to delivering exceptional service.

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 wider 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.
- 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 communication skills, demonstrating high levels of professionalism at all times.
- A methodical and accurate approach to practical tasks.
- A pro-active, 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 a vehicle for business use.



Providing and supporting
valued services

Together we are...



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

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

Your duties and responsibilities:	- Dispensing medications accurately and counselling patients on the correct usage of their prescribed medicines to maximise their benefits. - Communicating effectively with doctors regarding prescriptions, suggesting changes or alternative treatments when appropriate. - Advising on effective over-the-counter treatments for various conditions, ensuring patients have access to the most suitable options. - 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. - Delivering a range of health-screening services, including blood pressure monitoring, diabetes screening and vaccine administration, such as flu vaccinations. - Promoting wellness by educating patients on preventive health measures and offering advice to support their overall wellbeing. - Maintaining accurate records, tracking inventory levels and managing the Electronic Prescription Service tracker for efficient processing of claims. - 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, including secure storage and inventory control of controlled drugs. - 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 pharmacological 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. - Ensuring patient and colleague confidentiality is maintained at all times by following Society procedures.
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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:

- Maintaining accuracy in prescription processing, labelling, and packaging at all times.
- Following all pharmacy regulations, SOPs, and Society policies consistently.
- Keeping complete, accurate records for audits, tracking, and compliance checks.
- Ensuring stock and medication handling meets required health and safety standards.

I will be helpful by:

- Liaising with pharmacy locations to resolve order or medication availability issues.
- Supporting colleagues with guidance, advice, and assistance when needed.
- Providing clear communication to the team to meet operational deadlines.
- Assisting with stock coordination to ensure timely delivery of medication and supplies.

I will be respectful by:

- Treating colleagues and partners professionally, valuing contributions and feedback.
- Listening and responding positively to enquiries from pharmacy locations.
- Working collaboratively across teams to maintain smooth operations.
- Acknowledging the impact of accurate service on patient wellbeing.

I will inspire others by:

- Leading by example with high operational standards and best practices.
- Encouraging a positive, solutions-focused approach in challenging situations.
- Promoting continuous improvement in workflow and service quality.
- Motivating colleagues to deliver excellence in every stage of the process.

I will value people by:

- Recognising team achievements in meeting accuracy and efficiency targets.
- Contributing to the success of wider pharmacy and logistics operations.
- Highlighting improvements that enhance customer and patient satisfaction.
- Sharing insights that help refine processes and benefit the whole organisation.

I will empower others by:

- Taking ownership of day-to-day organisation and operational delivery.
- Adapting quickly to shifting priorities while maintaining accuracy.
- Using data analysis to identify efficiency opportunities and reduce errors.
- Engaging in ongoing training to enhance skills and knowledge.



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:	- 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:	- 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:	- 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.