

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:

- Supporting the preparation and assembly of patient prescriptions using automated dispensing technology.
- Ensuring efficient and accurate processing of medication orders, contributing to the safe and timely delivery of pharmaceutical services across our branch network.

Your hours

- 39 hour per week (FTE)

You'll report to

- Central Fill Co-ordinator

Your relationships:

- Colleagues within the Pharmacy team.
- 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:

- An interest in pharmacy and patient-centred services, with a desire to work in a healthcare-related environment.
- Previous experience in a fast-paced production or pharmacy setting is desirable, though full training will be provided.
- Strong interpersonal skills with the ability to work effectively as part of a team.
- Good literacy and numeracy skills.
- Attention to detail and the ability to follow procedures with care and consistency.
- Confidence using IT systems and the ability to quickly become competent in using bespoke pharmacy software.
- Excellent time management skills, able to meet daily deadlines and respond to changing priorities.
- A pro-active, flexible and enthusiastic approach, demonstrating commitment to high standards and continuous improvement.
- Alignment with Lincolnshire Co-op's purpose and values, acting as a positive ambassador for 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">- Assisting with the accurate assembly of prescription orders within the automated central fill environment, under the guidance of pharmacy-trained colleague and in line with standard operating procedures and GPhC standards.- Navigating and utilising pharmacy operating systems confidently, ensuring correct data handling and adherence to process standards with minimal supervision.- Processing and sorting prescription items with precision, maintaining a strong focus on quality, safety and accuracy.- Packaging completed prescriptions for dispatch, including bagging and toting items for organised and timely delivery to branches.- Receiving and organising incoming stock from the warehouse and returning surplus or unwanted stock as needed.- Supporting the achievement of daily operational targets by working collaboratively with colleagues to maintain an efficient workflow.- Maintaining a clean, organised and safe working environment in compliance with all health and safety guidelines.- Responding to queries from branch teams promptly and professionally, escalating issues when necessary.- Reporting any safety or operational concerns immediately and in accordance with health and safety procedures.- Demonstrating high standards of personal appearance, conduct and hygiene in line with professional and organisational expectations.- Engaging in continuous learning and development by completing mandatory training via iLearn and attending in-person training as needed.- Keeping up to date with internal communications, operational updates and changes in procedure by accessing relevant information independently.- Demonstrating best practice to new or less experienced colleagues, offering guidance and support to aid their development.- Undertaking any additional duties reasonably required to support the efficient running of the central fill operation.
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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.



Your behaviours

- Adhering to Principles and Values
- Presenting and Communicating Information
- Relating and Networking
- 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:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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:	<ul style="list-style-type: none">- 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.