

## About us...

Lincolnshire



Lincolnshire Co-op Pharmacy provides high-quality, accessible healthcare to our communities. Our teams offer advice, dispense prescriptions accurately and supply a wide range of medicines and healthcare products. We work closely with patients, healthcare providers, and partners to ensure safe, efficient, compassionate service. Our commitment to care helps improve health outcomes and supports the wellbeing of the communities we serve.

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

### Job purpose:

- Taking responsibility for supporting health campaigns, delivering health checks, and working collaboratively with pharmacy teams and community partners to inspire healthy lifestyles.
- Acting as an ambassador for the pharmacy's ethical values, ensuring that campaigns and messages are effectively communicated to colleagues, customers and the wider community.

### Your hours:

- 39 hours per week (FTE)

### You'll report to:

- Pharmacist Manager / Pharmacy Team Leader

### Your relationships:

- Colleagues within the Pharmacy team, including branches and operational management.
- Colleagues within the wider organisation which include Community, Membership, People Services, Health, Safety & Security, etc.
- Customers and patients at all levels and partners from our local community groups.

### What you'll bring to us:

- Either qualified or willing to train as Buttercups Health Champion.
- Prior experience in a pharmacy setting is desirable, with a solid understanding of customer care.
- A caring and empathetic approach to customer queries and concerns with an appreciation for sensitivity and confidentiality.
- 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 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.



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...

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| <p>Your duties and responsibilities:</p> | <ul style="list-style-type: none"><li>- Actively participating in planning, promoting, and executing health campaigns to raise awareness and encourage healthier lifestyle choices within the community.</li><li>- Engaging with customers and customers with healthcare initiatives, adapting campaign strategies to meet the needs of the local population.</li><li>- Keeping updated with health promotion briefs, ensuring a clear understanding of campaign goals and key messages.</li><li>- Keeping informed on current health issues and best practices to effectively advocate for public health.</li><li>- Working with colleagues to support upcoming health campaigns, motivating and encouraging them to actively participate thereby creating a team-driven approach to health promotion.</li><li>- Working closely with Pharmacy management, Membership, Community and Marketing teams to co-ordinate health promotion efforts and align these with the Society’s objectives.</li><li>- Ensuring seamless communication between teams, supporting the shared goal of enhancing community health and wellbeing.</li><li>- Supporting the Community team in delivering the community health pod, ensuring resources and services are accessible to customers.</li><li>- Representing the pharmacy at local events, presentations and health awareness days, actively promoting health services and campaign messages to the public.</li><li>- Maintaining and refreshing the Community Champions stand within the pharmacy, ensuring displays are kept up to date.</li><li>- Ensuring relevant health materials are featured in the pharmacy that align with current campaigns and seasonal health issues.</li><li>- Performing basic health checks, such as blood pressure monitoring, offering customers guidance on results and referring them to the pharmacist for further consultation if needed.</li><li>- Assisting with the sale of medicines and products from the sales floor, which will include checkout operation and cash handling responsibilities.</li><li>- 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.</li></ul> |
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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 accurate knowledge of health promotion goals and campaign briefs.
- Ensuring compliance with pharmacy standards when representing health initiatives.
- Recording and reporting outcomes from health campaigns and community events.
- Following procedures to protect confidentiality during customer health checks.

### I will be helpful by:

- Supporting colleagues by encouraging active participation in health campaigns.
- Assisting customers with understanding health messages and available services.
- Collaborating with teams to coordinate health promotion efforts effectively.
- Advising customers on health checks and referring to pharmacists when needed.

### I will be respectful by:

- Engaging customers with empathy and adapting messages to local needs.
- Valuing community diversity when planning and delivering health promotion.
- Listening actively to feedback from customers and colleagues during campaigns.
- Maintaining respectful communication with colleagues and stakeholders.

### I will inspire others by:

- Motivating the team through sharing health knowledge and campaign successes.
- Promoting wellness by actively participating in community health events.
- Encouraging innovative ideas to improve health campaign reach and impact.
- Demonstrating commitment through ongoing training and development.

### I will value people by:

- Representing the pharmacy proudly at local events and health awareness days.
- Keeping health promotion displays current to engage and inform customers.
- Recognising the importance of teamwork in achieving health promotion goals.
- Celebrating successes in community health improvements.

### I will empower others by:

- Taking ownership of personal learning through e-learning and training courses.
- Managing communication flow to align health promotion with Society objectives.
- Adapting campaign strategies responsively to meet community health needs.
- Organising resources to ensure accessibility of health services and information.