About us...

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:	– Supporting with the day-to-day operations of the pharmacy branch, gaining hands-on experience in a professional setting while completing their MPharm degree. – Assisting with dispensing duties, customer service and learning the foundational aspects of community pharmacy practice.
Your hours:	– Maximum of 8 hours per week
You'll report to:	– Pharmacy Area Manager/ Pharmacist Manager
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:	– Must be a pharmacy student actively pursuing an MPharm degree. – Proven ability in building relationships both internally and externally. – A pro-active nature with a willingness to investigate problems and suggest solutions. – Be flexible in approach and demonstrate excellent organisational and customer service skills at all levels. – Be a coach, mentor, and role model to other colleagues within the branch, demonstrating an experience in wider people management. – Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our Purpose. – 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.

Together we are...

- **Providing and supporting** valued services
- **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:	– Assisting the Pharmacist and pharmacy team with dispensing medication, ensuring accuracy and helping to maintain a smooth workflow. – Engaging with customers and patients, helping with queries and referring them to the pharmacist for clinical advice when necessary. – Preparing and labelling medications for collection under supervision, adhering to pharmacy Standard Operating Procedures (SOP's) and accuracy standards. – Observing and supporting the pharmacist in clinical consultations, gaining an understanding of patient counselling and medication management. – Seeking learning opportunities within the pharmacy, staying informed on the safe handling of medications and other key aspects of pharmacy operations. – Keeping up-to-date with key changes to pharmacy procedures and policies and applying this knowledge practically under supervision. – Monitoring inventory levels, assisting with stock replenishment and learning stock control procedures to ensure the efficient operation of the pharmacy. – Organising medications and supplies on shelves, following rotation procedures to minimise waste and improve accessibility. – Supporting with general administrative duties such as processing prescriptions, managing patient records and preparing orders for processing. – Assisting with keeping the pharmacy area clean, organised and compliant with health and safety guidelines. – Adhering to legal and ethical guidelines on patient confidentiality, maintaining professionalism in handling sensitive information. – Following and adhering to basic health and safety standards, reporting any identified risks and ensuring compliance with all relevant regulations. – Identifying opportunities to develop the business, helping to reach out to the local community and exceed customer expectations.

Our Approach

Our way of thinking about the purpose of what we do

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:	– Assisting with medication preparation and advising on safe, effective use. – Dispensing medication under direction, ensuring patient safety. – Ensuring stakeholders confidentiality through strict procedural adherence. – Being fully aware of security protocols and safeguarding all at all times.
I will be helpful by:	– Providing clear information on symptoms and products to patients. – Assisting with sales, checkout operations, and accurate cash handling. – Performing diagnostic tests and health checks as requested by Pharmacist. – Demonstrating working practices and supporting colleagues' development.
I will be respectful by:	– Demonstrating high standards of personal appearance, hygiene, and conduct. – Showing awareness of health and safety, reporting issues promptly. – Ordering, receiving, and storing stock using pharmacy control systems. – Maintaining an organised, safe, and welcoming environment for patients.
I will inspire others by:	– Taking ownership of training via iLearn and attending required courses. – Encouraging learning culture by sharing knowledge and supporting teams. – Upholding service standards reflecting commitment to patient care. – Promoting best practice through accurate, efficient, and compliant methods.
I will value people by:	– Taking ownership of updates by accessing relevant communications. – Supporting operations to ensure smooth workflow and timely service. – Offering patient-focused service that strengthens trust and community ties. – Playing an active role in achieving pharmacy service and quality goals.
I will empower others by:	– Acting confidently within role when handling medicines and queries. – Using stock systems effectively to maintain availability and reduce waste. – Adapting to varied patient needs with professionalism and care. – Driving team development through engagement with training and feedback.