

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:

- Take responsibility for the safe and accurate dispensing of prescription medications, including verifying prescriptions, performing final accuracy checks, and maintaining overall pharmacy efficiency.
- Contribute to high-quality patient care by ensuring all dispensed medications meet safety, regulatory, and professional standards.

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:

- Completed the NVQ Level 3 Diploma in Pharmacy Services or equivalent.
- Registered on the GPhC as a Pharmacy Technician.
- Experience in a community, hospital, or warehouse pharmacy setting, with a solid understanding of dispensing practices is essential.
- Demonstrates a high level of accuracy and attention to detail to ensure safety and minimise errors in medication dispensing.
- Knowledge of GPhC standards, health and safety regulations and pharmacy best practices.
- Proven ability in building relationships both internally and externally.
- 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...*

Your duties and responsibilities:	- Conducting thorough final accuracy checks of dispensed prescriptions to ensure correct labelling, medication type, dosage and patient information. - Verifying that all dispensed items comply with regulatory standards and pharmacy requirements, flagging and correcting any discrepancies. - Providing support and guidance for new and existing colleagues as needed to create a collaborative and efficient work environment. - Reviewing prescriptions to identify and resolve anomalies, incomplete information or potential issues with medication interactions. - Communicating with prescribers when necessary to clarify details, ensuring safe dispensing practices. - Correctly identifying customers and patients to ensure they receive the appropriate medications, while maintaining confidentiality. - Providing guidance on the safe and effective use of prescribed medications, discussing dosage, administration and possible side effects, when appropriate. - Monitoring stock levels, reordering medications and supplies as needed and assisting with inventory management to ensure adequate stock remains available for prescriptions. - Conducting regular stock rotation, date checking and quality control to maintain compliance with health and safety standards. - Establishing and maintaining quality control measures within the dispensary to ensure consistency in the handling, dispensing and storing of medications. - Ensuring compliance with the General Pharmaceutical Council (GPhC) standards at all times. - Upholding strict confidentiality of patient information and complying with data protection regulations in all aspects of dispensation. - Assisting with sales transactions, cash handling and providing product information to customers. - Supporting general store activities, including product displays, stock management alongside maintaining a clean and organised work environment. - Conducting diagnostic tests or health check assessments (such as blood pressure monitoring, blood glucose tests, etc.) when required.
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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:

- Conducting thorough final accuracy checks to ensure prescription is correct.
- Complying with GPhC standards, pharmacy regulations and relevant requirements.
- Maintaining complete confidentiality of all patient information at all times.
- Establishing and following quality control measures for medications.

I will be helpful by:

- Providing clear guidance on safe and effective use of prescribed medications.
- Assisting colleagues with advice, training, and problem-solving when needed.
- Supporting customers with product information, health advice, and service queries.
- Liaising with prescribers to clarify details and ensure safe dispensing practices.

I will be respectful by:

- Treating patients, customers and colleagues with dignity, professionalism, and care.
- Actively listening to concerns and responding in a supportive manner.
- Maintaining a clean, organised, and safe environment for colleagues and patients.
- Respecting patient confidentiality and privacy in every interaction.

I will inspire others by:

- Leading by example in delivering safe, accurate, and efficient service.
- Encouraging best practice and continuous improvement in dispensing processes.
- Demonstrating professionalism and attention to detail under pressure.
- Promoting a culture of safety, quality, and patient wellbeing.

I will value people by:

- Recognising and supporting team efforts to achieve high service standards.
- Contributing to store success through quality service and customer care.
- Identifying process improvements that benefit patients and operations.
- Taking pride in ensuring safe, compliant, and timely prescription services.

I will empower others by:

- Taking ownership of stock management, rotation, and reordering.
- Using judgement and expertise to resolve prescription anomalies.
- Adapting quickly to changing priorities and workload demands.
- Maintaining and developing skills through ongoing training and learning.