

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:

- Delivering friendly, knowledgeable, and efficient service while maintaining the highest hygiene standards.
- Collaborating with the Pharmacy team and wider business to promote a customer-focused approach.

Your hours:

- 39 hours per week (FTE)

You'll report to:

- Podiatrist / Podiatry Services Manager

Your relationships:

- Colleagues within the Podiatry and the wider Pharmacy team.
- Colleagues from across the Society which includes Community, Membership, People Services, Health and Safety, Learning and Development, 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:

- Previous experience in a similar environment would be advantageous but isn't essential as full training will be provided.
- 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.
- Ability to lead and manage a team effectively, co-ordinate schedules, and oversee day-to-day operational standards.
- 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.

Key role requirements:

- This role is subject to DBS clearance.



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...*

Your duties and responsibilities:	- Welcoming patients to the clinic, ensuring they feel comfortable and providing assistance with any required paperwork prior to their appointments. - Managing appointments for all clinics, co-ordinating with the podiatrist and ensuring smooth scheduling. - Assisting patients with any queries or concerns and accurately logging these in the patient database for follow-up by the relevant manager. - Organising and preparing patient files for the podiatrist before appointments, ensuring all necessary documents are readily accessible. - Maintaining effective filing systems for all paperwork, including patient records, and processing administration details accurately. - Assisting with large patient mail-outs, maintaining a high standard of accuracy and confidentiality in all communications. - Updating the holiday chart for all clinics and co-ordinating with the team to ensure accurate scheduling. - Sterilising podiatrist equipment following proper hygiene and podiatry guidelines to maintain a safe, clean environment for patients and staff. - Ordering necessary products and materials for all clinics, ensuring supplies are available for daily operations. - Adhering to the highest standards of hygiene, both personally and within the clinic and supporting overall cleanliness of the building. - Handling payments from patients, managing daily and weekly cashing up and recording all transactions accurately. - Promoting and selling foot care products as advised by the podiatrist, offering guidance to patients on product selection. - Handling client and internal enquiries via e-mail, telephone, in-person, and other channels, providing accurate information about services and products offered. - Securing and protecting Society premises and assets, immediately reporting any maintenance needs to line management. - Supporting colleagues by sharing knowledge of Society policies and best practices, offering guidance and assistance as needed. - Taking ownership of personal development through our e-learning platform and attending relevant training courses to improve skills and knowledge. - Demonstrating a commitment to continuous improvement by staying informed about updates in clinic operations and participating in training to enhance job performance. - Undertaking additional tasks as requested by the Podiatry Services Manager to support clinic needs and ensure efficient service delivery.
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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:

- Welcoming patients warmly and assisting with paperwork before appointments.
- Accurately managing appointment schedules to ensure smooth clinic operations.
- Handling payments and recording transactions precisely and transparently daily.
- Maintaining secure premises, promptly reporting any maintenance or safety issues.

I will be helpful by:

- Assisting patients with queries and logging concerns for appropriate follow-up.
- Supporting colleagues by sharing knowledge of policies and best practices.
- Sterilising equipment and maintaining hygiene standards throughout the clinic.
- Handling enquiries across channels, providing clear and accurate information.

I will be respectful by:

- Maintaining patient confidentiality in all communications and documentation.
- Organising patient files and ensuring all paperwork is accurate and accessible.
- Updating holiday charts and coordinating schedules with respect for team needs.
- Promoting foot care products sensitively, supporting patient choices with care.

I will inspire others by:

- Taking ownership of development through e-learning and training courses.
- Committing to continuous improvement by staying current with clinic practices.
- Participating actively in additional tasks to support efficient clinic service delivery.
- Encouraging a positive environment by supporting colleagues and clinic goals.

I will value people by:

- Managing large patient mail-outs with accuracy and confidentiality consistently.
- Ordering and maintaining supplies to support daily clinic operations effectively.
- Contributing to a safe, clean clinic environment through diligent hygiene practices.
- Playing a key role in the smooth running of clinic administration and support.

I will empower others by:

- Taking responsibility for accurate patient records and administrative details daily.
- Confidently managing multiple communication channels to support clinic services.
- Supporting team development by sharing knowledge and assistance.
- Engaging fully with clinic processes to ensure high-quality experience.