

# Pharmacy Assistant

The role of a Pharmacy Assistant is to deliver exceptional Customer care on the shop floor, welcoming our Customers as they walk into the store and assisting them with products and services. They thrive on Customer interaction and are a passionate advocate of our brand. Working alongside the Pharmacist and Technicians, they are responsible for the efficient delivery of retail and dispensary processes to maintain the effective operation of our stores. They maintain a high level of competence and ensure the safe dispensing of medication to customers as well as being the in-store experts that our Customers can approach for advice at the counter. They are able to move confidently between the shop floor and dispensary, dependent on Customer needs.

Pharmacy assistants are friendly and organised and balance their focus between our Customers and the dispensary. They look after our Customers, promoting health services to all eligible Customers for their benefit and wellbeing.

Pharmacy Assistants are, or train towards an NVQ Level 2 or equivalent qualification.

Objectives/Goals	Values	Key Success Factors
<ul style="list-style-type: none"> <li>Delivers efficient and effective running of the dispensary to the required standards within the "Safe and Well" framework</li> <li>Maintains the required levels of competence in the dispensary</li> <li>Supports the maintenance of the day to day relationship with GPs</li> <li>Supports the maintenance of the day to day relationship with CCT Pharmacies and the Central Team</li> <li>Builds relationships with customers</li> <li>Promotes tailored healthcare services/plans/advice/product recommendations for their customers and delivers those they can be accredited for</li> <li>Adopt the new Ways of Working in their store</li> </ul>	<p><b>Human</b></p> <ul style="list-style-type: none"> <li>Customer care</li> <li>Compassion</li> <li>Trust, People over process</li> <li>Positive "can-do" attitude</li> </ul> <p><b>Expert</b></p> <ul style="list-style-type: none"> <li>Adopting change</li> <li>Thrives on Customer interaction, advice and conversation</li> </ul> <p><b>Effective</b></p> <ul style="list-style-type: none"> <li>Consistency</li> <li>Able to multi-task</li> <li>Suggests ways for continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>Rx / Managed Patients Growth</li> <li>Services Growth</li> <li>Market Share Growth</li> <li>Adherence to GPhC standard</li> <li>Adherence to Best In Class internal processes</li> <li>Retained, repeat customers who advocate the brand</li> <li>OTC Growth</li> <li>Customer Satisfaction Scores</li> <li>Profit protection</li> </ul>
Actions	Behaviours	
<ul style="list-style-type: none"> <li>Delivers the dispensing process to the SOP and guidance in the operational resource pack</li> <li>Prioritises work load and awareness of wider store environment</li> <li>Takes action to deliver on customer needs</li> <li>Spends time on the counter and shop floor, delivering OTC processes and retail standards</li> <li>Delivers best in class GPhC standards (Retail, Dispensing, Administration)</li> <li>Identifies and resolves issues with customers and refers to the PT/ Pharmacist as required</li> <li>Completes required training on track with required timescales.</li> </ul>	<ul style="list-style-type: none"> <li>Puts the Customer first in everything we do</li> <li>Demonstrates a high degree of accuracy, showing attention to detail</li> <li>Balances compliance with pace and efficiency</li> <li>Is a natural team player</li> <li>Puts the pharmacy ahead of dispensary (the counter and dispensary are equal)</li> <li>Works front of house and focussed on engaging with Customers</li> <li>Is responsive to the needs of the store – able to multi-task</li> <li>Works flexibly, according to business needs</li> <li>Prepared to work where and when the business requires</li> <li>Drives their own continuous professional development</li> <li>Planned and organised to a high degree</li> <li>Builds and develops great relationships with Customers</li> </ul>	