

Job Title	Dispensary Operations Lead
Department	Dispensary
Job Family	Clinical Fulfilment
Grade	7
Reports to	Pharmacy Operations Manager
Scope	
Behavioural Competency Level	3

Our mission

To give patients control of their health through knowledge, choice, convenience, and connection.

Your Job Family Purpose

These roles are concerned with effective end to end clinical fulfilment. They drive improved performance, storage and throughput of medicines through removal of waste, reduction of variance and increase of value-add across all stages of goods handling and distribution, including drug dispense and facilities management.

Your Role Purpose

To lead the dispensary team in all areas of the operation to deliver quality, compliant, safe, and efficient operation in line with Company policies, procedures and performance requirements (KPI's) and regulations.

Our Values



Your Key Deliverables

The Dispensary Operations leads will be required to rotate through all areas of the operation on a quarterly basis

- ? Order fulfilment and Pick
- ? Dispensary Operations
- ? Continuous Improvement
- ? People

- To manage the flow of work into the dispensary by effective prioritisation of work order release in D365 Finance and

Operations

- To ensure that the work order release team build and maintain effective working relationship with key internal stakeholders to manage the allocation of stock and strive for 100% order fulfilment
- To ensure that WMS process are always followed and manage any non-conformance
- Ensure near miss and dispensing incidents are reported in line with regulation, reflective practice completed, and any preventative and corrective actions are completed
- To manage the support and RP queries to ensure that they are resolved and returned to the dispensing process before dispensing cut off
- To proactively seek out additional opportunities for continuous improvement to improve the operation, working cross-functionally if required
- To conduct meaningful and documented 1-2-1's & PDR's are completed
- To track, monitor and manage individuals against clearly identified key performance Indicators using BI intelligence tools
- To carry out any other reasonable requests from the Dispensary Operations Manager or Senior Operations Lead
- To ensure SOPs are reviewed in line with company time frames and amended where necessary

Our Regulatory Responsibilities

- Adhere to (CQC/ GDP/NMC/GPHC / ICO) standards relevant to role
- Chair / Attend all relevant committees aligned to remit of the role
- Be aware of all responsibilities relating to Infection Prevention and Control
- Have knowledge and understanding of the principles and practice of Safeguarding, relevant to their role.

Your Skills and Knowledge

Experience:

- Proven experience of managing a team to meet KPI's
- Experienced in managing staff in line with company and regulatory policies and procedures
- Appropriate pharmacy qualification (desirable)

Skills/Abilities:

- Meticulous and thorough, excellent eye for detail
- Strong team management skills, capable of building, developing and motivating the team
- Proactive and positive approach
- Good verbal and written communication skills
- Confidence to tackle difficult working issues in order to ensure the maintenance of a positive working environment
- Flexible to the demand of the post, the needs of the pharmacy service and other staff
- IT proficient
- Strong analytical skills
- Highly adaptable
- Good understanding of the regulatory requirements for pharmacy

Qualification required for the role :

N/A

Your Accountability

Size of the unit

- Management of £1m Budget
- Contributing Group EBITDA performance

Direct Report units

- Circa 15 Direct Reports

Indirect Report units

- N/A

