

Job Description & Person Profile



Pharmacy Assistant

Department: Pharmacy

Reporting to: Patient Care Dispensing Lead

Job Purpose:

Provide competent administrative support to the PCCA closed-door pharmacy, assisting operational workflow.

Provide first class, efficient, effective patient, and customer service at all times whilst adhering to the GPhC code.

Ensure efficient and effective service delivery to increase patient and customer satisfaction, loyalty and retention exceeding patient and customer expectations.

Ensure tasks are performed safely and efficiently.

Job Specific Responsibilities:

- Answering telephone calls from patients and doctors and allocating to the relevant team member.
- Assisting patients with delivery queries and liaising with the courier service as and when required.
- Responding to enquiries in a timely manner and providing outstanding customer service to patients.
- Receiving and efficiently processing patient prescriptions ready for dispensing activities.
- Managing the pharmacy inbox, filing prescriptions, and allocating emails correctly.
- Referring queries to relevant Pharmacy team members.
- Creating and administering new patients on company systems.
- Packing dispensed prescriptions ready for collection by the courier.
- Preparing shipping boxes.
- Liaising with departments and colleagues within the business.
- Receiving stock and storing in correct locations.
- Ensure safe and appropriate storage of medicines.
- Maintain accurate stock levels through stock rotation, expiry date checks, and organised storage.
- Referring problems and queries to relevant members of the Pharmacy team.
- Assist the Compounding unit with equipment washing.
- Maintenance, filing, record keeping, and handling of private prescriptions.
- Participating in regulatory inspections and audits.
- Adhering to and following company Standard Operating Procedures (SOPs).

Company Specific Responsibilities:

- Comply with GDPR and data protection law.
- Ensuring good relations and communications with all team members.
- Working with all staff to maintain and develop the positive progressive culture within the Company.
- Observing and complying with Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP), Company Health & Safety Policies and Company Standard Operating Procedures (SOPs).
- Undertaking any other duties within the business which may be requested.

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Person Profile:

- Essential Requirements:
 - Excellent communication, customer service, and IT skills.
 - Work accurately and responsibly.
 - Pay attention to detail.
 - Enjoy working as part of a team.
 - Have a strong work ethic.
 - Be highly customer focused and passionate about delivering excellent customer service.
 - Have the ability to achieve and maintain high standard with meticulous attention to detail.
 - Be highly self-motivated with the ability to work proactively using own initiative.
 - Be a trustworthy and understanding of confidentiality issues.
 - Will have a hands-on approach with a “can do “ attitude.
 - Be professional, tactful, and friendly.
- Highly Desirable:
 - Experience of working within a pharmacy setting.

Training:

You will receive on the job training and other specific training, as agreed, and required.