



## **Job Description: Pharmacy Services Manager**

This role exists within both LPCs. Whilst they will be separate employments, because of both the similarities and the close working relationships between the committees and executives we expect there to be significant overlap between the roles.

**Reports to:** LPC Chief Executive Officers (CEO)

**Accountable to:** Full Committees

### **Role Summary**

The post holder will:

- Provide support to contractors relating to the contractual obligations of pharmacy.
- Support contractors with issues that impact on their pharmacy business.
- Identify opportunities for, develop and assist in the development of new services for delivery through community pharmacy (in conjunction with CEO).
- Work with and challenge service commissioners, being an advocate of community pharmacy with local external partners, encouraging standardisation of locally commissioned services.
- Work with stakeholders to review existing services and act as lead negotiator for service fees.
- Work with stakeholders to support the local implementation of National Pharmacy Services.
- Create and maintain support material for service delivery, identify trends in performance using data, improve delivery of existing services and support effective payment of services.
- Monitor service activity to enable the Local Pharmaceutical Committee (LPC) to track delivery of services.
- Deputise for the CEO.

### **Job Description**

#### **1. Contractor Support**

- a. Support Contractor Engagement Officer(s) in being first point of contact for general contractor support and service delivery queries for locality issues.
- b. Identify, escalate and where possible, resolve wider contractor support issues.
- c. Key point of contact for support and queries relating to the National Community Pharmacy Contractual Framework (CPCF).
- d. Design and deliver training sessions for pharmacy teams.
- e. Share best practice in the delivery of national and locally commissioned services.
- f. Work with pharmacy teams to support and improve delivery of pharmacy services.
- g. Maximise community pharmacy income from all available services and contractual opportunities.
- h. Support contractors to deliver services with consistent quality, in accordance with the service level agreement.
- i. Provide information and support to the contractors in the LPC area on matters such as NHS regulations, health policy, provision of local services and local negotiations



## **2. Develop and influence retention of pharmacy services**

- a. Work closely with key stakeholders to identify, design and implement new community pharmacy services that are profitable and high quality.
- b. Develop existing services so that they can be delivered more effectively and efficiently, challenging commissioners and service requirements.
- c. Develop evidence of community pharmacy impact on key local priorities.
- d. Lead the negotiation of community pharmacy services.
- e. Prepare proposals for the Committee's consideration for negotiations on locally commissioned services.
- f. Key LPC point of contact for commissioners when discussing changes to existing services or the development of new community pharmacy services
- g. Review Service level agreements for new or re-commissioned pharmacy services prior to submission to Service Development sub-group.

## **3. Communications**

- a. Communicate effectively with contractors, key stakeholders and LPC members.
- b. Provide content for contractor support communication channels, including briefings, newsletters, information sheets, meetings etc.
- c. Where required, create content to support communication to contractors about advanced and locally commissioned services so that they feel engaged and are encouraged to provide high quality services.
- d. Where required, create content to support communication to contractors regarding compliance with and updates to the National CPCF.
- e. Support Contractor Engagement Officer(s) in the communication of locality-specific messages.
- f. Represent the interests of contractors in the LPC area on confidential issues in accordance with the PSNC governance guidelines on confidentiality.

## **4. Stakeholder Engagement**

- a. Develop effective partnership working with the key stakeholders in the Integrated Care Board (ICB), NHS England, Place, Local Representative Committees (LRCs), Local Authorities, primary care and secondary care where relevant to role.
- b. Engage in dialogue with local commissioners to support the development of new community pharmacy care pathways and integrated health and social care systems.
- c. Act as a representative of the LPC at meetings and other events as required by the LPC and deputise as required for the CEO.
- d. Develop knowledge of existing pharmacy services, professional developments, and commissioning priorities to promote community pharmacy and raise the profile of community pharmacy services with key stakeholders.
- e. Act as a subject matter expert for CPCF and pharmacy services

## **LPC Support**

- a. Support the CEO in the development of the strategic plan.



- b. Work with neighbouring LPCs to facilitate delivery of contractor support and service delivery.
- c. Complete actions identified during LPC Committee meetings.
- d. Support the LPC to work within rigorous and effective corporate governance systems.
- e. Work with the CEO to identify topics of impact to contractors and future subjects of consideration to inform the LPC agenda.
- f. Provide support for Contractor Engagement Officer(s) and Business Support Officer as subject matter expert, allowing escalation of contractor queries.
- g. Carry out other duties commensurate with the post as required or directed by the LPC or CEO.

Any other jobs/tasks as required or directed by the LPC or Officers as appropriate

Essential Knowledge / Attributes	Desired Knowledge / Attributes
<ul style="list-style-type: none"> <li>• Proven ability to meet agreed performance objects</li> <li>• Excellent influencing and negotiating skills</li> <li>• In depth understanding of the NHS and local authority structure and pathways</li> <li>• High-quality communication skills, both written and verbal.</li> <li>• Registration with the General Pharmaceutical Council (GPhC) or previous experience of community pharmacy and pharmacy service management</li> <li>• In depth and working knowledge of Community Pharmacy and pharmacy contract</li> <li>• Evidence of Continued Professional Development (CPD) and revalidation where necessary</li> <li>• UK Driving licence</li> <li>• Able to work outside of normal working hours. Occasional evenings</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with 3rd sector organisations</li> <li>• Experience of working with (or as part of) Local Pharmaceutical Committees</li> <li>• Previous examples of collaboration or input into national work streams / projects</li> <li>• Experienced clinician with professional credibility</li> <li>• Experience of training and development</li> <li>• Knowledge of recent and proposed changes to the NHS</li> </ul>

This is a remote working role, based from home, the post holder will be required to travel across the Halton, St Helens & Knowsley and Cheshire, Warrington & Wirral areas with the possibility of occasional travel in the region and UK.

**Competitive Salary based on experience.**

**Positions:** Variable recruitment options considered covering: 5 days per week (37 hours combined) Individual LPC employment options would also be explored