



JOB DESCRIPTION

PROFESSIONAL SUPPORT PHARMACIST

Location: Edinburgh/ Cardiff
Reports to: Professional Support Manager
Grade: 5

What we do

We support pharmacists in their education and development, promote pharmacy in the media and government, and lead the way in medicines information across Great Britain and around the world.

Our values

At the core of our culture, our Values Focus, Agility, Quality, Collaboration and Respect describe the way we work to achieve our organisational goals.

We believe people don't need to be fixed to their desk to achieve great things, so we offer flexibility to our people in how they do their work wherever possible, to bring out the best in everyone and provide an inclusive working environment.

Leadership in pharmacy

We define best practice for pharmacy professionals and help them achieve this through professional development, career support and training. We are here to support professionals with the challenges of pharmacy practice, and advocate for the role of pharmacy by setting professional and ethical standards, producing policy papers and responding to consultations with government and industry.

Publishing

We're the world leaders in evidence-based pharmaceutical publications and guidance. Pharmacists and other healthcare professionals trust us to provide expert analysis, educational support, webinars and news that informs, supports and enhances their practice. We independently source, evaluate, and communicate and make practical medicines knowledge accessible worldwide.

Our governance and leadership

Our Assembly provides overall governance and strategic direction for RPS. Our three National Pharmacy Boards provide advocacy, support and strategic leadership for pharmacy practice and developments within England, Scotland and Wales. The Pharmaceutical Press (PhP) Board advises the Assembly on the direction and approach of Publishing, while our Executive Team look after every aspect of our operations.

Central Services

We support the organisation to achieve its goals by providing people, technology, facilities and financial services.



JOB PURPOSE

To work as part of a multi-functioning team within the RPS Professional Support team providing professional advice and support tools, across a wide spectrum of pharmacy practice and professional development related issues.

MAIN ACCOUNTABILITIES

Member Services:

- To deliver accurate, timely and relevant advice and support to RPS members across all stages and sectors of practice, on pharmacy practice, professional development and related issues, in accordance with member needs.
- To develop and deliver high quality support resources, and professional standards and guidance that are valued and respected by users and relevant stakeholders.

Operational:

- To prepare reports on the delivery of the RPS Professional Support service, as directed by the RPS Professional Support Manager.
- To contribute to the maintenance and review of systems, processes and operations for enquiry handling, and production of resources, and relevant aspects of the RPS Professional Support service to ensure that they are fit for purpose and deliver quality, as directed by the RPS Professional Support Manager.

Strategy and Policy:

- To produce responses to external consultations on behalf of the organisation.
- To horizon scan and gather intelligence to inform the work of the RPS in line with the organisation's business plan.

Other Activities:

- To support the development of members of the RPS Professional Support team to facilitate their personal learning and development.
- To work with relevant teams across the organisation on the delivery of mutual tasks/projects.
- To support the RPS Professional Support Manager in developing and maintaining good working relationships with key stakeholders and partnership groups.
- To undertake any activities and contribute to any project work that may be required as per demands of the department, as directed by the RPS Professional Support Manger.



This list is a summary of the main accountabilities of this role and is not exhaustive. The role holder may be required to undertake other reasonable duties from time to time.

SUCCESS MEASURES

- Delivery of a high quality RPS Professional Support service for RPS members
- Evidence of contribution to departmental processes and procedures to ensure an efficient RPS Professional Support service
- Good quality support resources and standards guidance delivered within agreed deadlines and objectives
- Delivery of timely and accurate business reports
- Evidence of good working relationships with other RPS teams and relevant stakeholders
- Evidence of effective teamwork
- Motivated and able to work independently, under pressure and prioritise tasks/projects effectively

KNOWLEDGE & SKILLS FOR THIS JOB

Essential:

- Pharmacist registered with the General Pharmaceutical Council (GPhC) with a minimum of 2 years post-qualification practice
- Knowledge and experience of working in the NHS, industry or community pharmacy practice
- A good understanding of the core issues encountered in daily pharmacy practice in GB
- Excellent customer service skills including a high level of interpersonal and telephone skills.
- Ability to quickly and accurately assimilate information and manage priorities in a fast-changing environment.
- Ability to document information and maintain appropriate records
- Effective verbal and written communication skills, with evidence of having produced quality resources.
- Demonstrable experience of team working
- Experience of developing and maintaining good working relationships with key stakeholders.
- Experience of developing and training others
- Good presentation skills and IT skills including MS word, Excel and PowerPoint.

Desirable:

- Knowledge and experience of one or more pharmacy sectors

ROYAL PHARMACEUTICAL SOCIETY



- Experience of advisory services and/or information handling experience that is responsive to customer needs
- Experience and understanding of a “service” environment

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