

## Services and Administrative Project Support 2025

**Job Details: Services and Administrative Project Support** - Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire (Local Pharmaceutical Committees - LPC)

**Hours:** 20 hours per week spread over 3-4 days Monday – Friday (or as agreed – flexibility available, e.g., school hours). Occasionally, this may include supporting evening training events to meet business needs.

**Reporting to:** LPC Chief Executive Officer (CEO), employed through Community Pharmacy Arden or Community Pharmacy Herefordshire & Worcestershire

**Supporting:** Engagement & Services Officer (ESO) and Office Administrator (OA)

**Salary:** Commensurate with qualifications and experience (indicative £16-18 per hour)

**Employment Term:** Permanent Contract, subject to a six-month probationary period

**Location:** Primarily LPC office-based (Evesham) with potential for hybrid working post-probation. Occasional travel may be required to support training events (1-2 per year) and visits to pharmacies (a driving license and transport insured for business use required). Remote attendance at LPC Meetings may occasionally be requested.

**Expenses:** All reasonable costs will be reimbursed in accordance with the Expenses Policy, including travel.

**Equipment:** A shared desk within the office, laptop, phone, and other necessary equipment will be provided.

**Development:** Opportunities to attend suitable training and development courses are available. Consideration will be given to candidates without Community Pharmacy experience who demonstrate an understanding of healthcare and a willingness to learn.

### Job Purpose:

- Operate under the strategic direction of the LPC committees and CEO, in collaboration with ESO and OA.
- Develop relationships and maintain contact with community pharmacy contractors and their teams across LPC geographies:
  - Understand challenges facing community pharmacy.
  - Ensure awareness of available opportunities related to delivery of nationally and locally commissioned services in collaboration with ESO.
  - Share service data and feedback from local partners in collaboration with ESO.
- Prepare data and presentations to engage with local stakeholders and LPC Members to promote community pharmacy and available services.
- Research and handle data to inform LPC projects/service delivery and maintain accurate records.
- Plan, promote, and implement national and local services in collaboration with ESO.
- Assist with communications, office functions, regulatory, and governance tasks in collaboration with OA.

### Duties and Responsibilities:

- Maintain a database of NHS services and dispensing-related activity, checking CPE, PharmOutcomes, PharmData, NHSBSA, ICB, and EPS monthly.
- Collaborate closely with the ESO, LPC Members, CEO, and LPC support team.
- Maintain relationships with pharmaceutical companies to support meetings and events.

**LPC Office: Unit 24 Basepoint Business Centre; Crab Apple Way, Vale Park, Evesham, WR11 1GP**

- Hold relationships with Healthwatch and relevant local Community Third Sector organizations.
- Work closely with Community Pharmacy teams and others as directed.
- Research websites and data to provide concise information as agreed with the CEO.
- Support ESO with preparation of Services Reports and organizing training events, including arranging venues, speakers, bookings, IT, and presentations/handouts.
- Assist CEO & Treasurer with accurate record-keeping for NHS funds spend in line with NHSEi MOUs.
- Maintain a stakeholder database, meeting notes, and processes for actioning.
- Support ESO with local services commissioners' relationships, including regular meetings, contract management, and development.
- Track projects, issues, and outcomes by setting up shared access folders through Office 365 SharePoint or similar platforms.
- Ensure the upkeep of the website by liaising with the Digital Admin Assistant to keep local service information updated.
- Provide general administrative and office support as needed.
- Undertake other duties reasonably required to support LPC work.
- Provide a weekly activity log to the CEO upon request.

#### **Application Process:**

Send your CV and covering letter [fionalowe@nhs.net](mailto:fionalowe@nhs.net)

**Closing Date:** 17th April 2025 or sooner if sufficient suitable applications are received.

**Shortlisting:** 18th – 23rd April 2025

**Interview Notifications:** By 24th April 2025

**Interview Dates:** 29th (between 10 AM - 1 PM) or 30th April (between 2 PM - 4 PM) at our Basepoint Business Centre Office in Evesham. Please indicate your preferred date in your application letter, and we will try to accommodate it where possible. Unit 24, Basepoint Business Centre, Crab Apple Way, Vale Park, Evesham, WR11 1GP

#### **Things to consider and share during your interview:**

- Strengths you can bring to our team.
- Feedback on our websites: [Arden LPC – Representing Community Pharmacies in Coventry & Warwickshire](#) or [Herefordshire and Worcestershire LPC – The Voice of Pharmacy in Herefordshire and Worcestershire](#)
- Areas where you would like development or support from the team.

#### **On the day, please bring:**

Identification documents – Photo ID (passport/driving license) and proof of address (utility bill, bank statement, etc.), and confirmation of right to work in the UK if not holding a valid British passport.

**Note:** Any job offer will be subject to references, including a recent work reference.

**Informal Discussions/Office Visits:** [ahwlpc@gmail.com](mailto:ahwlpc@gmail.com)

Person Specification	
Criteria	Requirement
Relationship building	Building and maintaining good relationships and networks with stakeholders and community pharmacy contractors to achieve the committee's objectives. Excellent team working skills. Personable and approachable, being the public face of CPHW and CPA Understand public relations and diplomacy.
Familiarity with community pharmacy and its place within the wider healthcare setting	Understand the current and evolving opportunities for community pharmacy. Experience of working in or knowledge of community pharmacy is desired but not essential.
Governance and confidentiality	Understand GDPR, good governance and awareness of audience at all times
Organisation and Planning	Highly organized with a methodical approach to tasks utilising appropriate digital software  Proactive approach
Communication and presentation skills	Excellent written and oral communication skills through a variety of communication channels. Excellent IT and digital skills including proficient knowledge of Microsoft 365 applications.
Other	This list is a summary of the main accountabilities of the role and is not exhaustive and the post holder may be required to undertake other duties from time to time, such as supporting other members of the team with their roles, providing pre-arranged cover of tasks where necessary. Ability to be flexible, focused and driven and work on own initiative but also within a small but dedicated team. Driver with use of a car