

Job Description – Community Pharmacy Integrated Neighbourhood Teams Ambassador (Lead)

Accountable to the Chief Executive Officer CPA & CPHW and LPCs Senior INT Lead Co-ordinator

Location: Working across the agreed INT localities – must be willing to travel to all parts of the designated geography to attend meetings and visit pharmacies / practices etc.

Hours: 2-3 working days (14-21 hours) equivalent per month or as agreed for a minimum of 6 and maximum of 12 months.

Remuneration: This will be a contracted self-employed role based on £30 per hour and agreed reasonable expenses. A MOU will be in place, remuneration and expenses will be paid monthly in arrears following submission of an invoice and monthly report and an action plan for the following month. Templates will be provided.

We are looking for 5 Ambassadors / Leads. One for Coventry, one for North Warwickshire & Rugby, one for South Warwickshire, one for Worcestershire and one for Herefordshire.

Aim:

This role aims to support the emerging strategic direction focusing on the development of Integrated Neighbourhood Teams (INTs) [NHS England » Neighbourhood health guidelines 2025/26](#) and the roles of Primary Care Networks (PCNs) and Community Pharmacies will play in supporting the development of strong relationships, great communication channels and delivering improvements in the Primary Care Access Recovery Plan (PCARP) as part of the work to improve patient access.

Community Pharmacies and PCNs are the foundations of the local neighbourhoods. This Expression of Interest (EOI) sets out to support the development of stronger relationships and better communication channels with community pharmacies, to in turn be better for patient care within INTs.

Community pharmacies can offer a range of functions that can effectively take activity from general practice, with national priorities for community pharmacy initially set out in the recovery plan for primary care (May 2023 - <https://www.england.nhs.uk/long-read/delivery-plan-for-recovering-access-to-primary-care-2/>).

Integrated neighbourhood care teams aim to improve patient care and reduce health inequalities. They bring together multi-sector partners to collaborate on workforce alignment, resource sharing, and transformational change within neighbourhoods of 30-50,000 people and super INTs of 100,000 or more. A number of supporting documents have been published:

[Neighbourhood health and Integrated Neighbourhood Teams - Community Pharmacy England](#)

[Integrated neighbourhood working | NHS Confederation](#)

[What Is Neighbourhood Health? | The King's Fund](#)

[NHS England » Neighbourhood health guidelines 2025/26](#)

Role Overview: Community Pharmacy INT Ambassador (Lead)

Funding has been allocated to support the integration of Community Pharmacy into Integrated Neighbourhood Teams (INTs). Five Ambassadors/Leads are being sought—one each for Coventry, North Warwickshire & Rugby, South Warwickshire, Worcestershire, and Herefordshire. Each Ambassador should be able to commit to approximately three days (21 hours) per month, for a period of at least six months and up to twelve months. There is flexibility for candidates who can offer only two days per month. Due to the number of INTs, Worcestershire may require additional support, which will be reviewed as needed. Ambassadors are expected to provide their own laptop and phone.

Reporting will be to an agreed Lead on behalf of CPA and CPHW. The aim is to recruit and start in March 2026, with induction, planning, and training sessions—both in-person and via MS Teams—scheduled for March before Ambassadors begin engaging with their local teams.

Coventry and Herefordshire are part of the national INT programme, with Coventry comprising six INTs, Warwickshire North three or four plus one in Rugby, South Warwickshire four, Herefordshire five, and Worcestershire ten. Each Primary Care Network (PCN) is expected to share the same footprint as the INT within Worcestershire.

This is a professional liaison role, connecting pharmacies, LPCs, ICBs, and INT leadership. Ideally, Ambassadors will live or work in the area they support and have strong knowledge of local demographics and community pharmacy services. Preferred candidates are pharmacists or registered technicians with recent community pharmacy experience; experience or understanding of working with general practice is advantageous.

The position is not a negotiating or representative role. Instead, Ambassadors facilitate discussions among stakeholders and share information about current and potential community pharmacy services. They will report back to the CPA/CPHW Lead, supporting decision-making, resource development, follow-up discussions, and ongoing engagement with all pharmacies in the INT.

Support, training, and resource packs will be provided and can be expanded as the role evolves. Since funding is limited and likely non-recurring, demonstrating added value is essential. A Memorandum of Understanding (MOU) will outline the role and expectations between CPA & CPHW and the successful Ambassadors.

Ambassadors will collaborate with Clinical Directors (or designated contacts), GP practices, Integrated Neighbourhood Managers, and Community Pharmacies to promote integration in line with national and local priorities. The goal is to build strong relationships among GP practices, Community Pharmacies, and other partners, fostering collaborative work to enhance patient care and outcomes.

Active preparation and engagement in all required meetings are crucial. Ambassadors are expected to contribute meaningfully to discussions, promote community pharmacy as a positive system component, provide feedback to the LPC, follow up on actions, and stay informed about local and national developments. CPE and discussions with the CEO are recommended starting points for ongoing learning and engagement.

Application Process:

Expressions of interest are sought from suitably experienced candidates by sharing CV and email providing the following information:

Name; address, contact email and mobile phone number, place of work and address, GPhC registration number, area applying for, number of hours / days available per month and degree of flexibility and confirmation that current main employer supports your application. Plus:

- Brief background/career history, please state how many years of experience you have in Community Pharmacy/GP Practices
- Reasons you considered that you would be able to successfully deliver in this role
- Current role in pharmacy/practice
- Reasons for expressing interest in this role
- Name of a work-related referee

All successful candidates will be appointed after an online Teams interview. Please note that training for this role will be provided to the successful candidates and attendance will be requirement of the MOU, along with regular reports and feedback from pre-agreed meetings which are likely to be a mix of MS Teams and face to face.

Next Steps:

- Express interest before 5pm on 5th February 2026 – emailed to fionalowe@nhs.net
- MS Teams interviews will take place week commencing 9th February 2026
- Successful candidates will be informed by email w/c 16th February 2026
- Onboarding will be during March 2026

For an informal discussion with CEO Fiona Lowe email fionalowe@nhs.net or message via 07792970382

Personal Specification – Skills, knowledge and values

- Works across organisational, professional and cultural boundaries and achieving results through collaboration, co-operation and communication.
- Ability to communicate effectively and influence healthcare professionals to implement change. Produce excellent presentations and reports for all stakeholders
- Makes sound judgements and brings in new ideas in complex situations in collaboration with LPC
- Is sensitive and understanding of other professional's roles and responsibilities.
- Clear understanding of the role, scope and boundaries
- Evidence of working with a range of healthcare professionals.
- Collaborative working and sharing timely information
- IT skills: Excellent demonstrable use of all MS Applications and data sources with understanding of its application to support conversations
- Excellent organisational, prioritising and planning skills