

## Deputy Chief Executive Officer

### Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire

Help shape the future of community pharmacy across two ambitious systems

This is not a standard leadership role.

We are looking for someone energetic, politically astute, collaborative and driven to become the right hand person to the CEO across Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire.

You will help lead and champion community pharmacy at a pivotal moment for the profession. You will work alongside contractors, NHS leaders, Primary Care partners, local authorities and system stakeholders to influence strategy, drive innovation and make a genuine difference for pharmacies and the communities they serve.

This is an opportunity for someone who thrives on relationships, enjoys bringing people together, and wants to help community pharmacy secure its place at the heart of integrated neighbourhood care.

You will join a passionate and ambitious team that cares deeply about supporting contractors, developing new opportunities and ensuring community pharmacy has a strong voice across both Integrated Care Systems.

If you are motivated by purpose, enjoy variety, can navigate complexity with confidence, and want to help shape the future of primary care, we would love to hear from you.

#### About the Role

As Deputy Chief Executive Officer, you will work closely with the CEO, Executive Chairs, Committees and wider stakeholders to help lead the strategic direction and operational delivery of both LPCs.

This is a highly visible and influential role requiring strong leadership, excellent communication skills and the ability to build trusted relationships at every level.

You will support the profession through a rapidly evolving healthcare landscape, helping contractors navigate change while identifying opportunities to strengthen the role and impact of community pharmacy.

The role combines strategic leadership with operational delivery. One day you may be engaging with senior NHS leaders or presenting at a system meeting, the next you could be supporting contractors directly, developing local initiatives, delivering training, or helping shape communications and engagement plans.

This role would suit someone who enjoys autonomy, thrives in a collaborative environment, and wants to contribute to meaningful change across healthcare.

## Role Details

Detail	Information
Role Title	Deputy Chief Executive Officer
Reports To	Joint Executive Chairs and CEO
Hours	20 to 24 hours per week across 2 to 3 days
Salary	£20 to £25 per hour (pro rata circa £48,000)
Location	Hybrid working with travel across both LPC areas
Base	Evesham Office with home working flexibility
Contract Type	Permanent
Probation Period	Six months
Travel Requirement	Regular travel across both LPC areas required

A driving licence and access to a vehicle insured for business use is essential.

### About the Organisations

Community Pharmacy Arden

Represents approximately 180 community pharmacies across Coventry and Warwickshire.

Community Pharmacy Herefordshire & Worcestershire

Represents approximately 115 community pharmacies across Herefordshire and Worcestershire.

The organisations work collaboratively with NHS England, Integrated Care Boards, Primary Care Networks, Local Authorities, GP Practices, Hospital Trusts and wider partners to support the development and delivery of community pharmacy services.

## Key Responsibilities

### Strategic Leadership

- Support the CEO and Committees in shaping and delivering the strategic direction for community pharmacy across both LPC areas
- Support the positioning of community pharmacy within integrated health and care systems
- Work with NHS organisations, commissioners, Primary Care partners and wider stakeholders to identify opportunities for community pharmacy
- Support contractors in responding to evolving national and local priorities
- Contribute to the development of innovative approaches that strengthen sustainability and improve outcomes

### Relationship Building and Representation

- Act as a visible and approachable representative for community pharmacy
- Build and maintain effective relationships with contractors, NHS leaders, Integrated Care Boards, Primary Care Networks and system partners
- Represent the LPCs at meetings, events and strategic forums
- Support collaborative working across sectors and organisations
- Support communication and engagement with contractors through a range of channels

### Contractor Support and Development

- Provide guidance and support to community pharmacy contractors on contractual, regulatory and service matters
- Support local briefings, training events and development opportunities
- Help identify contractor challenges and support practical solutions
- Ensure contractors remain informed, connected and represented

### Governance and Operational Leadership

- Support effective governance, organisational sustainability and decision making
- Support delivery of operational plans, programmes and budgets
- Support the management and development of the LPC support team
- Ensure statutory and organisational responsibilities are fulfilled appropriately
- Maintain professionalism, transparency and integrity across organisational activities

## Person Specification

### Essential Skills and Experience

#### Leadership and Influence

- Strong leadership and influencing skills
- Ability to build credibility and confidence with a range of stakeholders
- Experience working across complex organisations or systems
- Ability to operate effectively within strategic and operational environments

#### Relationship Management

- Excellent relationship building and networking abilities
- Strong partnership working skills
- Ability to work collaboratively across healthcare and organisational boundaries
- Confident engaging with senior stakeholders and Board level partners

#### Communication Skills

- Excellent written and verbal communication skills
- Strong presentation and facilitation skills
- Ability to communicate effectively with contractors, healthcare professionals and system leaders
- Ability to adapt communication style to different audiences

#### Strategic and Organisational Skills

- Strategic thinking combined with a practical and proactive approach
- Strong organisational, planning and project management skills
- Ability to manage competing priorities effectively
- Experience supporting delivery of programmes or projects

#### Digital and Administrative Skills

- Strong IT and digital skills including Microsoft 365 applications
- Experience maintaining accurate records and handling confidential information appropriately
- Understanding of governance, GDPR and organisational compliance requirements

#### Team and Operational Management

- Experience supporting or managing teams
- Ability to work independently and as part of a collaborative team
- Experience supporting organisational delivery and operational management

### Desirable Experience and Knowledge

- Experience or understanding of community pharmacy
- Knowledge of the NHS and wider health and social care landscape
- Understanding of integrated care systems and neighbourhood healthcare models
- Experience working with membership organisations, healthcare providers or representative bodies
- Experience supporting change management or system transformation

## Additional Requirements

- Ability to travel across both LPC areas
- Flexibility to support occasional evening meetings or events where required
- Commitment to supporting the development and sustainability of community pharmacy
- Professional, diplomatic and solution focused approach

## Equality and Inclusion

Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire are committed to equality, diversity and inclusion and welcome applications from all backgrounds.