

Position Profile – Pharmacy Operations Executive

Title	Pharmacy Operations Executive
Purpose	<p>You will support the pharmacy sales team’s management with the planning and administration required to agree and deliver excellent working plans for the sales team and our clients.</p> <p>Travel to our 8-weekly cycle meetings is required and therefore a valid UK driving licence is necessary in this role.</p>
Reports to	Sales Support Manager
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> • You will attend pre-planning meetings with Clients and Managers to plan and agree the execution strategy for the next cycle drives, as well as co-ordinating and implanting all cycle information agreed with client. • You will ensure all key cycle information is in place as agreed with sales management. • You will produce the sales presentation and cycle brief in line with company standard and format. • You will create client review meeting presentations to include competitor feedback and industry updates. • You will attend sales planning and client meetings as required. • You will set up and maintain the CRM system with all required product data and required information. • You will co-ordinate Multi-Level discount with the Client and check invoices from wholesalers against orders to ensure accuracy and sign off prior to payments. • You liaise with the Sales Team Manager to set, calculate and arrange the payments for employee targets and incentives. • You will produce all regular sales reporting and ad hoc requests for clients and management on the sales teams results • You will analyse reports produced and investigate anomalies before sending reports. • You will co-ordinate and monitor all stock and point of sale for the sales team. • Check all cycle material details with management team and gain sign off ahead of downloading and printing. • You will attend regular sales meetings to set up and check all logistical elements, and support sales management. This will require you to stay overnight. • You will be required to carry out any other reasonable task in relation to the overall job, as required. • You will develop and maintain a current knowledge of the industry.
Professional Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> • Minimum of 2 years administration experience in a fast-paced environment is desirable. • Previous experience of managing reporting requirements is preferred. • Previous experience of working in a client-facing role is preferred. • Demonstrable experience of utilising and accurately maintaining a CRM system is preferred. <p>Qualifications</p> <ul style="list-style-type: none"> • A good standard of general education, including Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> • The ability to utilise Excel to an intermediate level in order to maintain sales data and analyse sales trends to produce commentary and presentations for our sales teams, management and clients.

	<ul style="list-style-type: none"> • The ability to utilise PowerPoint to a basic level in order to produce engaging presentations for our sales teams, management and clients. • The ability to communicate effectively with internal and external clients in relation to cycle plans and results. • The ability to use initiative and work autonomously in order to manage your own responsibilities ensuring that work is completed within set deadlines. • Attention to detail to ensure that work is completed accurately and within our standard operating procedures. • The ability to utilise a CRM system in day-to-day work in order to record and analyse sales and product data.
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Ceuta Group Core 6 Behavioural Competencies	<p>Effective Communication – 2 Effective at putting across their point, clearly and concisely in an individual or group environment</p> <p>Listens carefully to colleagues and clients, checking interpretation is correct to avoid misunderstandings</p> <p>Delivers concise and accurate communication, both orally and in written form</p> <p>Comprehends written, oral & directional information and takes appropriate action</p> <p>Consistently uses the correct platforms of communication for any situation</p> <p>Can combine and present information from various sources in a concise and consistent manner</p>	<p>Client Focussed – 2 Can communicate a clear understanding of the client/customers’ needs</p> <p>Adapts their own behaviours in order to positively impact client/customer satisfaction</p> <p>Focuses activities to drive timely and high quality information and feedback to client/customer</p> <p>Prioritises client/ customer issues and addresses them accordingly</p> <p>Ensures consistency of service at all times</p> <p>Follows up after delivery of service to ensure client/customer needs have been met</p> <p>Consistently makes decisions focused on client/customer needs</p> <p>Takes pride in delivering a high quality of service at all times</p>
	<p>People Driven – 2 Works to create a culture of openness and trust with colleagues to deliver team goals</p> <p>Strives to consistently support colleagues, over and above own role, to ensure a collaborative and supportive working environment</p> <p>Is willing to learn from mistakes and is able to build on others suggestions avoiding defensive behaviours</p> <p>Establishes good working relationships internally and externally through positive engagement and listening</p>	<p>Drives Performance & Efficiency – 2 Demonstrates the ability to challenge existing practices in order to become more effective</p> <p>Needs minimal supervision to deliver high quality solution focused outcomes</p> <p>Remains focused when challenged with competing demands</p> <p>Generates results by acting in a focused way and within deadlines, and finds ways to go around obstacles with minimum guidance</p> <p>Considers the impact of own actions on achieving results</p> <p>Understands that all actions have a cost and choose the most effective way to do something in a resource-efficient way</p>

	<p>Fosters two-way trust when dealing with contacts to develop and maintain strong relationships</p> <p>Demonstrates initiative in professional self-development outside area of responsibilities</p> <p>Actively seeks feedback from a wide range of people to enhance team effectiveness</p>	<p>Examines and takes ownership of own effectiveness and makes adjustments if necessary to improve their performance</p>
	<p>Supports & Embraces Change – 2 Contributes positively to the change process by putting aside preconceptions</p> <p>Understands the bigger picture and accepts change in support of business needs</p> <p>Performs the job in-line with implemented changes and actively supports new ways of operating</p> <p>Recognises the impact of change on others and supports them through it</p> <p>Takes initiative to suggest ideas for improvement and positively shares feedback with others</p> <p>Seeks out ideas for continuous improvement</p>	<p>Grows the Business – 2 Can examine complex data and gather further information when necessary to make accurate, fact based decisions</p> <p>Keeps up to date with a broad set of issues relating to the work of their team or department</p> <p>Can identify potential problems and provide effective solutions</p> <p>Focuses on the overall goal and intent of what they are trying to achieve, not just the task</p> <p>Has ability to look ahead and take appropriate action to improve performance, without relying on direction from others</p> <p>Takes an active interest in expanding their knowledge of areas related to their own role</p>