

Position Profile – Pharmacy Engagement Manager

Title	Pharmacy Engagement Manager - McKesson
Purpose	This role will be a key member of a Client field sales team. The role will be responsible for the delivery of all Client activities in line with building strong, ongoing, strategic relationships in line with the targets for the team and Client.
Reports to	Business Development Controller
Direct Reports	None
Key Area of Responsibility	<ul style="list-style-type: none"> • To work closely with all retailers within scope of coverage, to build strong face to face relationships across multiple levels of contact, ensuring goals, strategy and objectives are realised through recommend field marketing activity • To work closely with the Business Development Controller & Client contact to facilitate volume and value targets are met through placement of orders • To fully manage the Client brief whether weekly, monthly, quarterly or annually ensuring focus, direction and effort is given to achieving their requirements • To ensure insight is sought and delivered after each cycle with a view to Client feedback, self and team learning and driving standards • To work within the guidelines of the Standards of Performance for the Client • To constantly strive to seek ways to make Orchid more efficient whilst keeping aware of what is happening across the category of focus • To have a level of self-awareness which can identify the best way to work with others, being prepared to adapt and flex to their needs to ensure the best possible outcome • To engage and contribute to all team communications whether on WhatsApp, conference call or team meeting • To keep up to date with all internal and external communications with regards own role, ensuring actions are provided where required, to the necessary standard • Act in accordance with Pharmacovigilance policies and procedures, ensuring that they are always adhered to correctly • To utilise in house systems such as The TMD Academy, TMC expenses and trip mileage system and ESS (employee self-service) in order to self-manage their employee journey
Technical Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> • Experience of being in a role where face to face communication has been necessary in order to achieve results required (essential) • Experience within a FMCG or sales retail background (desirable) • Experience attending and participating in team meetings <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to GCSE standard or equivalent <p>Required Skills</p> <ul style="list-style-type: none"> • Ability to build credible, strategic relationships with retailer management teams to gain positive results for Client brands • Ability to present to individuals ensuring engagement, understanding and buy in • Ability to adapt to the requirements of the Client which may change on a regular basis

	<ul style="list-style-type: none"> • Ability to use PowerPoint to a basic level to be able to present own results at either team meetings or via e-mail • Ability to use reporting tools, within timescales provided by Client, ensuring accuracy 	
<p><i>Ceuta Group Core 6 Behavioural Competencies</i></p>	<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 Focused – 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 - 1 Actively shares knowledge amongst peers offering advice and support to less experienced colleagues</p> <p>Self-assesses against standards for current position to identify learning needs to drive value</p> <p>Effectively takes instruction and acts upon it in a timely fashion and with a positive approach</p> <p>Appropriately shares knowledge, ideas and best practice for the benefit of the team</p> <p>Respects all forms of diversity within the team and demonstrates openness to alternative ideas and opinions Is courteous, tactful and diplomatic</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>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>
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