

## Position Profile – Pharmacy Operations Executive

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| <b>Title</b>                       | Pharmacy Operations Executive   |
| <b>Purpose</b>                     | <p>This important role 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>This role is perfect for someone who is organised and proactive but who also wants to flex their creative skills and make a valuable contribution to the performance of our sales team. In order to be successful in this role you will be able to show demonstrate how you can make a positive impact on our clients by being part of the client interface and making relevant contributions to the planning and review meetings.</p> <p>Travel to our 8-weekly cycle meetings is required and therefore a valid UK driving licence is necessary in this role.</p>  |
| <b>Reports to</b>                  | Sales Support Manager   |
| <b>Direct Reports</b>              | None  |
| <b>Key Areas of Responsibility</b> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• You will ensure all key cycle information is in place as agreed with sales management.</li> <li>• You will use your creativity to produce engaging sales presentations and cycle briefs, in line with company standard and format, by liaising with the clients directly.</li> <li>• You will create client review meeting presentations to include competitor feedback and industry updates.</li> <li>• You will attend sales planning and client meetings as required. This may expand to involvement in client review meetings for someone who demonstrates a high level of autonomy, ownership, and proactivity in the role.</li> <li>• You will set up and maintain the CRM system with all required product data and required information.</li> <li>• 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.</li> <li>• You liaise with the Sales Team Manager to set, calculate, and arrange the payments for employee targets and incentives.</li> <li>• You will produce all regular sales reporting and ad hoc requests for clients and management on the sales teams results</li> <li>• You will analyse reports produced and investigate anomalies before sending reports.</li> <li>• You will co-ordinate and monitor all stock and point of sale for the sales team.</li> <li>• Check all cycle material details with management team and gain sign off ahead of downloading and printing.</li> <li>• You will coordinate and attend regular sales meetings to set up and check all logistical elements and support sales management. This will require you to liaise with hotels to create bookings and ensure they have all required attendee/employee information prior to arrival, as well as organising events and welcoming clients. This will involve staying overnight.</li> <li>• You will be required to carry out any other reasonable task in relation to the overall job, as required.</li> <li>• You will develop and maintain a current knowledge of the industry.</li> </ul> |
| <b>Professional Competencies</b>   | <p><b>Career Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 2 years administration experience in a fast-paced environment is desirable (sales administration would be preferred).</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Previous experience of managing reporting requirements is preferred.</li> <li>• Previous experience of working in a client-facing role is preferred.</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A good standard of general education, including Maths and English.</li> </ul> <p><b>Required Skills</b></p> <ul style="list-style-type: none"> <li>• The ability to utilise Excel to an intermediate level in order to maintain accurate sales data, identify anomalies and create reports for sales team / clients.</li> <li>• To ability to use Power Point to an intermediate level in order to create compelling presentation decks for the sales team and internal/external client reviews</li> <li>• Understanding of how to interpret client measures and priorities and apply these to sales briefs and presenters</li> <li>• The ability to communicate effectively with internal and external clients in relation to cycle plans and results.</li> <li>• The ability to use initiative and work autonomously in order to manage your own responsibilities ensuring that work is completed within set deadlines.</li> <li>• Attention to detail to ensure that work is completed accurately and professionally.</li> </ul> |
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| <p><b>Ceuta Group<br/>Core 6<br/>Behavioural<br/>Competencies</b></p> | <p><b>Effective Communication – 2</b><br/>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 &amp; 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><b>Client Focused – 2</b><br/>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><b>People Driven – 2</b><br/>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><b>Drives Performance &amp; Efficiency – 2</b><br/>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>  |

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|  | <p>Is willing to learn from mistakes and is able to build on other’s suggestions avoiding defensive behaviours</p> <p>Establishes good working relationships internally and externally through positive engagement and listening</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>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><b>Supports &amp; Embraces Change – 2</b><br/>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><b>Grows the Business – 2</b><br/>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> |