

Pharmacy Services Facilitator Recruitment Pack

Job Description

ROLE TITLE: Pharmacy Services Facilitator

REPORTS TO: Chief Executive Officer, CPSY

Location: Field-based across South Yorkshire (hybrid)

Working Hours: 0.4 WTE

Salary: Up to £55,000 (pro rata), depending on experience

Contract: Fixed-term (9–12 months)

Responsible to: LPC Committee

Accountable to: Chief Executive Officer, CPSY

Role Purpose

The Pharmacy Services Facilitator is responsible for supporting community pharmacy contractors and their teams across South Yorkshire to deliver high-quality, consistent and innovative services.

The role focuses on embedding commissioned services, improving performance, and enabling community pharmacy to play a full and effective role within primary care and neighbourhood health models.

Key activities

Service Delivery and Improvement Focus

- Support community pharmacies to implement and deliver commissioned services to a high standard
- Drive uptake and optimisation of national and locally commissioned services, including Pharmacy First and contraception services
- Identify variation in service delivery and provide targeted, practical support to improve performance

- Work directly with contractors and pharmacy teams to embed new ways of working and improve service quality
- Support adoption of best practice and consistent, high-quality patient care
- Monitor service delivery and identify trends and areas for improvement

Contractor focus and relationship building

- Build and maintain strong, credible relationships with community pharmacy contractors and their teams
- Act as a key point of contact for contractor engagement and support
- Provide coaching, guidance and constructive challenge to improve delivery
- Support contractors to respond to evolving NHS priorities and expectations

Integration with primary care and system working

- Support pharmacies to build relationships with GP practices, PCNs and other providers
- Facilitate collaboration to improve patient pathways and integration
- Support engagement with neighbourhood health initiatives and system developments
- Act as a bridge between system priorities and frontline delivery

Performance and delivery focus

- Use data and insight to identify performance variation and target support
- Support development and delivery of improvement plans
- Contribute to a culture of continuous improvement
- Ensure system opportunities translate into practical delivery

Team working and relationship building

- Actively contribute to a supportive CPSY team environment
- Work collaboratively with colleagues to align priorities
- Build strong internal and external relationships
- Seek and act on feedback

Supporting a high performing organisation

- Contribute to CPSY strategic priorities
- Support development of community pharmacy within primary care
- Maintain professionalism and credibility when representing CPSY
- Travel across South Yorkshire as required
- Undertake tasks as directed by the CEO

Other

- Maintain confidentiality in line with GDPR
- Comply with CPSY policies and procedures
- Participate in appraisal and regular meetings
- Undertake other duties as required

Key Contacts

External:

- Community pharmacy contractors and teams
- GP practices and PCNs
- NHS and ICB colleagues
- Local authority and public health teams
- Wider health and care stakeholders

Internal:

- CPSY Chief Executive Officer
- CPSY team members
- LPC Committee

Person Specification

Education / Training / Qualifications:

Essential

- Degree level or equivalent experience
- Background in community pharmacy, primary care, or NHS service delivery/commissioning

Desirable

- GPhC registered Pharmacist or Pharmacy Technician
- Relevant postgraduate qualification

Experience:

Essential

- Experience in community pharmacy or NHS primary care / commissioning
- Experience supporting or delivering health services or programmes
- Experience working with healthcare stakeholders
- Experience supporting service improvement

Desirable

- Experience working with independent contractors
- Experience with commissioned services (e.g. Pharmacy First, contraception)
- Experience working across organisational boundaries

Knowledge

Essential

- Understanding of community pharmacy services and contractual framework
- Understanding of primary care landscape (GP, PCN, ICS)
- Awareness of NHS priorities (prevention, access, neighbourhood health)
- Understanding of frontline service challenges

Desirable

- Knowledge of South Yorkshire system
- Understanding of population health and inequalities

Personal Attributes

Essential

- Practical, solutions-focused and hands-on
- Strong relationship builder
- Able to influence without authority
- Organised and able to manage multiple priorities
- Resilient and adaptable
- Accountable and proactive

Desirable

- Passion for community pharmacy development
- Open to innovation and new ways of working
- Mobility
- Ability to travel across South Yorkshire
- Flexible, field-based working approach