



Community Pharmacy Services Delivery Officer

Community Pharmacy Leicestershire & Rutland (LPC)

Hours: 25 hours/week across 4 days (flexible working considered)

Contract: 6 months fixed-term, with potential to extend a further 6 months. Open to secondments.

Location: Field-based across Leicester, Leicestershire & Rutland (car essential, mileage paid)

Reporting to: Chief Officer, Community Pharmacy Leicestershire & Rutland

About the Role

Community Pharmacy Leicestershire & Rutland is looking for a proactive, people-focused individual to support community pharmacies across LLR in delivering high-quality NHS services. This is a hands-on, field-based role, visiting at least 6 pharmacies a week to provide practical support, troubleshoot operational challenges, and help contractors improve service delivery, claims, and patient outcomes.

You will be a visible, trusted LPC presence on the frontline — building strong relationships with pharmacy teams, gathering real-time intelligence from contractors, and reporting weekly to the Chief Officer. You will also help connect community pharmacy more closely with GP practices and Primary Care Networks across the system.

This role would suit someone who knows the community pharmacy landscape well, enjoys getting out and about, and wants to make a tangible difference to how services are delivered locally.

What You Will Do

- Visit community pharmacies (minimum 6 per week) to support delivery of services such as Pharmacy First, Hypertension Case Finding, the Contraception Service, DMS, and NMS
- Help contractors optimise NHS claims, identify missed income opportunities, and improve documentation
- Troubleshoot operational challenges and identify barriers to service delivery (staffing, workflow, IT, clinical confidence) with practical, tailored solutions

- Build strong, trusted relationships with pharmacy teams, GP practices, PCNs, and wider system stakeholders
- Capture frontline intelligence and provide weekly structured reports to the Chief Officer, escalating risks promptly
- Develop and deliver training, webinars (at least 3 per year), and practical resources such as toolkits, guides, and FAQs
- Promote consistency and best practice across the contractor network, sharing learning between sites
- Maintain an accurate contractor engagement database to track visits, performance, and support needs

What We Are Looking For

Essential:

- Strong working knowledge of community pharmacy and NHS community pharmacy services
- Excellent communication and relationship-building skills, with credibility on the pharmacy floor
- Confident working independently and managing your own diary across a field-based role
- Strong organisational skills and the ability to produce structured, accurate written reports
- Confident user of Microsoft Office and digital collaboration tools
- Full UK driving licence and access to a vehicle

Desirable:

- GPhC-registered Pharmacy Technician
- Previous experience working in or with community pharmacy at contractor, LPC, or system level
- Experience of NHS claims processes and Pharmacy Quality Scheme requirements
- Experience delivering training, webinars, or workshops to pharmacy teams

How to Apply



To apply, please send your CV and a short supporting statement (max 2 pages) outlining how you meet the person specification to admin@leics-lpc.co.uk by 14th May 2026 3pm.

Interviews will be held on Friday 22nd May in-person at LPC offices, Leicester.

For an informal conversation about the role before applying, please contact Chief Officer Rajshri Owen on 07984 465387.