

POSITION DESCRIPTION



Position Title	Retail Manager
Department	Pharmacy – Health Services
Location	Ballarat – UFS Sturt St Pharmacy
FTE	1.0
Award/Agreement	Pharmacy Industry Award MA000012
Employment Type	Permanent
Classification/Salary	Pharmacy Award
Reports To	Pharmacy Manager
Direct Reports	Pharmacy Assistants
PD Updated as of	September 2023

About UFS	<p>UFS is a not-for-profit healthcare company committed to empowering more people to live longer, healthier lives. Established in 1880, we have been operating health services for over 142 years. As a mutual organisation owned by our members, we invest our profits back into the business for the benefit of more than 100,000 members, as well as our patients, customers and the wider community.</p> <p>Headquartered in Ballarat, we:</p> <ul style="list-style-type: none"> • operate 19 pharmacies across the western region of Victoria delivering health services beyond dispensing • offer a range of services through our three medical centres • provide non-emergency medical care, free of charge to our local community through the Ballarat Priority Primary Care Centre (PPCC) • operate Supercare Nursing Services across Victoria, providing after-hours nursing services to the communities we serve. <p>Our collective vision for the next ten years is to be a leading partner in connecting more people to high quality, integrated healthcare across our regions. We believe UFS is uniquely placed to deliver on this vision, which will see us expand and diversify the health services that we offer, both in Ballarat and across our regions to improve access for more people to high quality, personalised and affordable healthcare.</p>
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Position Purpose	<p>As Retail Manager, you will be responsible for overseeing the pharmacy's front-of-house operations. Working in collaboration with the Pharmacy Manager you will drive sales and profit growth, inspire innovation, work strategically to plan business opportunities, to ensure store and company objectives are achieved.</p> <p>You will manage, motivate, and lead the team to deliver the highest level of personalised customer service with a strong focus on continuous improvement within the pharmacy. You will harness technology to drive efficiencies in processes and productivity.</p>
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Responsibilities

Outcome 1 | Be an Effective and Inspiring Leader

Responsibilities:

- With an influential leadership style build a dynamic culture of exceptional customer service within your team.
- Maintain a high level of team morale whilst ensuring high standards in customer service and productivity are achieved.
- Ensure the flexible approaches are taken to meet the changing needs of staff and the workplace, to guarantee an appropriate work/life balance is achieved for staff wherever possible.
- Lead the UFS vision, strategy, and values with the team and across the organisation.
- Conduct probation and performance reviews, counselling, and disciplinary sessions as and when required.
- Effective performance management of direct reports to maximise potential.
- Induct, coach, and develop team members to create a high performing team with clear measures, development plans and support mechanisms.
- Work with People and Culture staff to assist the organisation with training and upskilling of new and existing staff.

Outcome 2 | Business Unit Success

Responsibilities:

- Provide an exceptional in store customer experience through strong leadership of service across the store to drive sales and profit growth.
- Identify training needs and suggest ideas to market potential customers.
- Support the Pharmacy Manager to ensure store and company objectives are achieved, in line with financial and operational targets.
- Participate in strategic planning and other business management initiatives in conjunction with the Pharmacy Manager and Senior Management team.
- Ensure day to day store operations and tasks are attended to in a timely manner.
- Monitor and control inventory levels and inventory management.
- Monitor and control productivity and efficiency of the hire department
- Foster relationships with key stakeholders to drive and grow relevant programs and opportunities within the scope of the store and wider company strategic priorities
- Be the go-to person in your store for software and systems.
- Provide training, support and troubleshooting across the Microsoft Suite, Point of Sales, Rostering and HR Management Systems.

Outcome 3 | Lead innovation in healthcare and embrace change

Responsibilities:

- Drive innovation and change within the business unit.
- Identify and suggest improvements that will make UFS more efficient, effective and customer focused.
- Champion UFS' strategic direction to be a leader in innovation.
- Work with the Health Services and Merchandising staff to identify and drive existing and new healthcare products and opportunities.
- Work collaboratively with the Head of Marketing to develop, promote, and coordinate functions/events/activities held within the pharmacy.
- Lead, motivate and support change within your team.

	<ul style="list-style-type: none"> • Manage the adoption of new software within the Pharmacy including driving change management strategies and training new staff in improved processes and procedures • Harness new technologies and new ways of working to drive innovation, efficiency, and productivity across all functions • Manage and develop relationships with other businesses to drive growth of programs and services within the Pharmacy (e.g., Corporate Flu vaccination programs). <p>Outcome 4 Financial Performance and Budgets</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Interpret financial documents to inform decision making and prioritising of tasks. • Develop, implement, and monitor reports that assist with analysing, measuring, and managing the pharmacy performance. • Work with the Pharmacy Manager to review and refine pharmacy processes and procedures to improve staff efficiency and productivity. • In conjunction with the Pharmacy Manager and Pharmacy Operations Manager develop budgets and targets for all areas of the pharmacy. • Monitor daily and weekly targets (OTC and Wages) and ensure all staff are working towards achieving pharmacy targets. • Initiate creative methods of communicating targets to pharmacy staff and celebrate milestones and targets as they are reached. <p>Outcome 5 OHS (Occupational Health and Safety) & Legislation</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Make UFS a safe place to work by complying with procedures to meet occupational health and safety requirements and reporting potential breaches of safety or security to appropriate senior management. • Maintain awareness of current and new legislation to ensure business practices are complying with statutory, regulatory and compliance obligations, including: <ul style="list-style-type: none"> ▪ OHS ▪ QCPP (Quality Care Pharmacy Program) ▪ EO Legislation
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Key Performance Indicators	<p>Members of the Sturt Street Pharmacy Management Team are collectively accountable for the achievement of organisation wide KPIs including:</p> <ul style="list-style-type: none"> • Profit • Growth • People Experience (including customer and employee) <p>The Retail Manager is specifically accountable for KPIs related to:</p> <ul style="list-style-type: none"> • Store targets • Customer service • Training completed • Performance appraisal completed • Feedback from Senior Management
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Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Qualifications in business or retail would be advantageous
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Skills, Knowledge & Experience	<p>The ideal candidate will have depth of experience in the following:</p> <ul style="list-style-type: none"> • Previous management experience in a diverse retail environment. • Substantial customer service experience and a record of having achieved high levels of customer engagement. • Experience leading a large team of 20+ staff. Extended hours roster management would be desirable. • Proven experience in managing and training staff and building a customer focused sales culture. • Proven track record of building and increasing sales and profits. • Proven ability to liaise with key stakeholders and management. • Strong communication and leadership skills to effectively lead and engage team members to interact with the customers and influence store sales activity. • Demonstrated experience in leading and inspiring a team to achieve success in a fast-changing and competitive market. • Resilient and adaptable, showing an ability to embrace and drive change. • Strong IT competency and proven ability to train and develop staff to leverage IT efficiencies and opportunities within the pharmacy. • Proficient user of the Microsoft Suite • High level of capability for utilising Point of Sales systems for inventory, financial and reporting purposes • Prior experience utilising Rostering and HR Management systems to maximise team capabilities, engagement, and productivity. <p>Desirable</p> <ul style="list-style-type: none"> • Experience within the Pharmacy Industry would be advantageous. • Proven merchandising skills. • Event management skills.
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Our Guiding Principles	<p>Our people and our culture are fundamental to realising our ambition and delivering on our strategy. Our Guiding Principles reflect the deep DNA of our brand and the best of our past and will support us to confidently face the emerging future.</p> <p>Care at our core: care for our people, commitment to communities, high quality healthcare</p> <p>Operate as one: shared vision & ambition, collaboration & integration, identify as one</p> <p>Redefine Performance: achievement & accountability, excellence in systems & processes, profit for a purpose</p> <p>Be on the pulse: Pioneer the future, future-proof our workforce, willingness to change</p> <p>Dispense hope & joy: energy & optimism, bias towards solutions, make a positive difference</p>
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Mandatory Requirements	<ul style="list-style-type: none"> •
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