

Service Development Manager job opportunity

November 2024

About Community Pharmacy England

We are the voice of community pharmacy in England.

We champion community pharmacies across the country – representing pharmacy owners and giving them the support they need, negotiating the best deal with the Government and NHS, and influencing positive change.

We represent community pharmacy businesses of all sizes in England and are responsible for negotiating the NHS Community Pharmacy Contractual Framework (CPCF) under which all community pharmacies operate.

We work closely with everyone in the community pharmacy sector, including the [Local Pharmaceutical Committees \(LPCs\)](#), to meet our goals and to promote the value of community pharmacy.

[Find out more about us](#)

New role available in our Services Team

Our Services Team is expanding, with the appointment of a new team member.

The work of our Services Team includes policy and support on community pharmacy services, pharmacy IT, and workforce and education. This includes supporting LPCs and pharmacy owners with the development, commissioning and implementation of community pharmacy services.

The team also undertakes Community Pharmacy England's monitoring of the wider NHS and healthcare policy environment.

We are recruiting a new Service Development Manager to join the team. The role will support the wider work of the Services Team, but it will have a particular focus on working with the network of LPCs and supporting the commissioning of local services. Those may be services commissioned by local Government, NHS England regional teams or Integrated Care Boards.

1. Scope of the role

This post offers the opportunity to be part of a small, friendly and supportive team who have extensive experience of policy and support relating to NHS community

pharmacy services.

The post holder will work closely with the other members of the [Services Team](#), supporting the development, commissioning and implementation of community pharmacy services, with a particular focus on locally commissioned services. They will also identify and analyse health and care policy developments relevant to community pharmacy to support ongoing service development.

2. Main responsibilities:

Key purpose: Supporting the development, commissioning and implementation of community pharmacy services, with a particular focus on locally commissioned services.

1. Development of local and national NHS pharmacy services

- a. Research and develop proposals for new NHS pharmacy services, including identification of relevant stakeholders and development of supporting materials.
- b. Development of template business cases, service specifications and associated documentation and materials to support commissioning of services and provision.
- c. Support the work of the negotiating team in its service development negotiations with the NHS and the Department of Health and Social Care.
- d. Support the implementation of locally and nationally commissioned community pharmacy services by developing communications and resources to support LPCs and pharmacy owners.
- e. Keep existing pharmacy services under review and develop proposals for modification of the design of services where required.

2. Analyse health and care policy developments relevant to community pharmacy; preparation of summary briefings; preparation of influencing proposals

- a. Monitor health and care policy developments which may have relevance for community pharmacy, by monitoring the publications of health and care policy organisations and health think tanks.
- b. Identify health and care policy developments which have relevance for community pharmacy and analyse the significance of these.
- c. Prepare timely summaries of relevant health and care policy developments to inform and support the work of Community Pharmacy England, LPCs and community pharmacy owners.
- d. Prepare detailed proposals and associated documents to help Community Pharmacy England, LPCs and community pharmacy owners to positively influence commissioners and other interested parties on the development of community pharmacy services.

3. **Oversee work to maintain and use our database of community pharmacy services**
 - a. Ensure the services database is up to date and supports LPCs in local service commissioning.
 - b. Respond to enquiries on community pharmacy services and their development from LPCs, pharmacy provider companies, pharmacy owners and service commissioners to support the commissioning of more services.
 - c. Work with the communications team to produce and update communications promoting new and existing community pharmacy services.

Reports to: Director of NHS Services

3. Postholder requirements

a. Education/Qualifications

- Pharmacist or pharmacy technician (desirable)
- Educated to degree level (essential)

b. Experience

We are keen to hear from applicants with a range of experience with the following all being advantageous:

- Previously worked in community pharmacies.
- Previously worked in a commissioning role in the NHS.
- Analysis of Government and NHS policy.
- Working with and influencing Government or NHS organisations.
- Evaluating commissioned services.

c. Skills, knowledge and abilities

- Advanced oral and written communication skills, including proven writing skills.
- Well-developed interpersonal skills and the ability to develop good working relationships with a range of stakeholders.
- Understanding of the health and care environment and particularly primary care.
- Flexible and responsive to changing work demands or objectives.
- Self-motivated and works well under pressure.
- Collaborative team player.
- Ability to source information and turn it into material to influence others and support the development of business cases.
- Ability to problem solve and make decisions independently.
- Proven time management skills and the ability to prioritise workload

effectively.

- Good organisational skills.
- Excellent attention to detail.
- Good numeracy and analytical skills.
- A good working knowledge of Microsoft 365 programs.

4. Role Details

- **Job title:** Service Development Manager.
- **Salary:** Competitive salary, dependent on experience.
- **Employment type:** Permanent, full-time position.
- **Hours per week:** Full-time position of 35 hours per week, Monday-Friday
- **Location:** Hybrid working (remote/central London). This role is offered under hybrid working arrangements with requirements to attend/work within the office environment, when required to do so in accordance with the line manager's request.
- **Holiday allowance:** 25 days paid holiday plus Bank holidays.

5. Application process

Applicants should send an up-to-date CV and covering letter with 'Application for Service Development Manager' in the subject line of the email to shine.brownsell@cpe.org.uk

Any questions about the role can also be directed to that email address.

Applicants must be based in and have the right to work in the UK.

Applications close at **10am on Tuesday 3rd December 2024**. The application process may close earlier if high volumes of applications are received.

Interviews and any written tests will be conducted either in person or via Zoom/Microsoft Teams/email.

We really appreciate your interest in this vacancy. In the event of high volume of applications, we may only contact you if you are successful in getting through to the interview stage.

Applications submitted by recruitment agencies will not be considered.

Community Pharmacy England is the operating name of the Pharmaceutical Services Negotiating Committee.