

Position: Retail Operations Administrator
Location/Department: Uniphar Retail Services
Reporting to: Allcare Operations Manager

Objective To support the Allcare Operations Manager to deliver the Allcare Franchise Pillars and annual business plan as agreed by the management team and to provide administrative pharmacist roster support to Allcare pharmacy group.

MAIN DUTIES & RESPONSIBILITIES

- Work with the Allcare stores to manage rostering and locums to include annual leave cover
- Obtain AL authorization from regional TMs to implement a 2-month roster in advance
- Aim to reduce locum usage through careful planning of reliefs rosters
- Negotiate last min rates with 3RD party agency's
- Maintain roster changes as requested
- Capture all department updates and deliver a clear message for action in stores.
- Create content for store communication, updates & changes.
- Distribute all communications between a network of 32 Franchises & support office.
- Collation of store queries/feedback and resolving in a timely manner.
- Create content for Listening Forum Updates from members, coordinate and attend meetings
- Support Operations Manager with rebranding & onboarding processes
- Monitor and control operational costs
- Source store consumables and manage budget for same
- Manage the Arcos system and Audit developments.
- Key account manager for coordinating Mystery Shop audits for stores
- Complete operational onboarding tasks – coordinating various contractors when new pharmacies come on board
- Support stores and marketing with loyalty program
- Schedule store visits to support TM Holiday Schedule.
- Diary Management
- Organising and attending internal and external meetings/events
- Database Management
- Attend and present at weekly/monthly Trade meetings
- Support Territory Manager team with administration tasks/requests
- Create and maintain good working relationships with 3rd Party suppliers and service providers
- Telephone and Email management daily
- Support the Pharmacy with updates and procedures with Monthly Claims / P&L for stores.
- Update Monthly League Tables / Score card for over 32 pharmacies.
- Maintain and update the Franchise Allcare Academy process
- Obtain monthly progress updates on LTA and procurement
- Provide feedback to commercial team on local competitive issues to exploit local opportunities.

- Analyze category performance by pharmacy and support Territory Managers with opportunities to improve performance.
- Analysis and trend Group and individual store progress for actions required.
- Supports TM with Power BI Reporting
- Support Retail Operations executive on their AL
- Coordination of health and safety strategy and store reporting
- Any other operational projects as requested

QUALIFICATION, EXPERIENCE & SKILLS REQUIRED

- Retail experience preferred
- Administrative office experience preferred
- Process orientate mindset
- Enthusiastic with initiative and commitment

COMPETENCIES

- Excellent organisational skills
- Excellent verbal & written communication skills
- Strong interpersonal skills
- Attention to detail and ability to follow up
- Excel, word and Power point preferable

❖ Interested applicants should apply with CV directly to: pfinlay@starmedical.ie