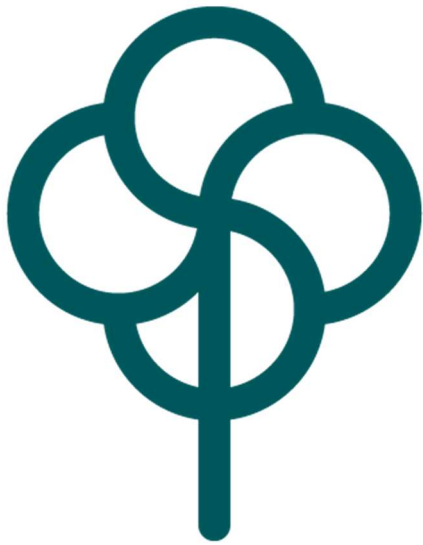




# Pharmacist Support

**Senior Service Delivery Officer –  
Information and Enquiries**

**Recruitment Pack**

**October 2026**



## Welcome

Thank you for your interest in this role at Pharmacist Support. Pharmacist Support is powered by a small team of staff members and trustees and many volunteers. Together, we're passionate, driven and deeply committed to championing wellbeing within the pharmacy profession.

Wellbeing is at the heart of everything we do. Over the past seven years we have invested heavily in wellbeing development for both our service users and for our own staff team. The charity now provides a range of wellbeing focused activity to empower members of our pharmacy family to better manage their wellbeing. Internally, through our senior management team coaching, wellbeing sessions, and individual staff development plans we have fostered a supportive and progressive work environment, reflected in year-on-year improvements in staff wellbeing surveys. We have been recognised for this work winning the [Excellence in Workforce Wellbeing award](#) from the Charity Learning Consortium (CLC) and the [Wellbeing Award](#) at the Culture Pioneer Awards.

Since 2020 we have significantly grown our impact and continue to develop to meet the changing needs of our beneficiaries. Some highlights include:



### Expanded and enhanced support services

Launched a new counselling service in April 2021, funding

**2,516** SESSIONS to the end of 2024

**5,441**

enquiries handled by our expert team

**934**

specialist referrals made for employment, benefits, debt, and immigration advice

Improved referral processes with digital forms and additional volunteers, leading to a

**72%**

INCREASE IN REFERRALS TO THE LISTENING FRIENDS SCHEME (2024 vs. 2020)

### Increased financial assistance

Reviewed and improved the student bursary scheme, awarding

**£193,528**

to **40 students** from **2020** to **2024**

Expanded our financial assistance service, awarding

**592 GRANTS WORTH £696,410**

**82%** increase in grants awarded from **2020** to **2024**

### Improved digital infrastructure and service efficiency



Launched a new **CRM system**, streamlining service access and efficiency

INTRODUCED A NEW WEBSITE (LAUNCHED IN 2021), INCREASING ACCESSIBILITY TO SUPPORT AND RESOURCES





Our [current five-year strategy](#) runs from 2025 – 2030. **By 2030 we want:**

- More people to be aware of who we are, what we do and the key issues impacting wellbeing within the pharmacy profession
- More organisations and individuals from across the pharmacy sector to be actively working with the charity to improve the wellbeing of our pharmacy family
- More of our pharmacy family to be able to access wellbeing support which meets their diverse needs and improves their wellbeing
- To be more financially sustainable to enable us to meet the current and future needs and demands of our pharmacy family

You can read more about our impact here: [Our impact - Pharmacist Support](#)

We are now seeking an exceptional individual to join our team and help us achieve our ambitions. You will play a key role in supporting our objectives. We look forward to hearing from you and encourage you to get in touch if you have any questions.

**Danielle Hunt**  
**Chief Executive, Pharmacist Support**

## Who we are and what we do

Pharmacist Support is the profession's independent charity, providing trusted information, practical resources and confidential support to pharmacists and their families, former pharmacists, trainees and pharmacy students across Great Britain.

The charity is there throughout their pharmacy journey, helping people look after their wellbeing and navigate life's challenges. Our support spans mental health and wellbeing, financial health, workplace wellbeing and study and training, with different ways to access support depending on individual needs.

Established by the Royal Pharmaceutical Society of Great Britain (now the Royal College of Pharmacy) in 1841, we have grown from Benevolent Fund roots into an independent modern-day charity committed to ensuring no one in our pharmacy family faces challenging times alone.

Our beneficiaries are facing many challenges to their mental and physical health and wellbeing, as well as to their financial security. It is the role of Pharmacist Support to provide services that meet the changing needs of pharmacists, trainees, pharmacy students and dependants of pharmacists across all sectors. The past decade has seen a significant shift in the demography of our service users; from older and retired pharmacists, widows and widowers of pharmacists to students, trainees and working age pharmacists.

### Our Vision

**No one in our pharmacy family will face challenging times without us by their side.**



### Our Mission

**To champion the wellbeing of our pharmacy family**

## Working for us

Wellbeing is embedded into everyday activities throughout Pharmacist Support. Our services put people first, create positive impact and deliver on our aspirations as a charity for an empowered and resilient pharmacy workforce. As a charity, our values are very important to us and guide the way we work.



### Benefits

At Pharmacist Support we take a holistic approach to reward and recognition. Our approach is people centered and focuses on creating a culture of recognition. It has been developed in line with our values and is focused on wellbeing (in alignment with the organisation's mission) considering physical, mental, and financial wellbeing.

We pride ourselves on being a flexible and inclusive place to work, with people at the centre of all that we do. A general overview of the charity's benefit package is outlined below to support applicants during the recruitment process. Criteria and conditions apply, and more comprehensive information is provided in specific policies.

- **Flexible working:** getting work-life balance right is important for our wellbeing. We operate flexible working hours and support homeworking.
- **25 days annual leave (excluding bank holidays):** After 5 years' continuous service, annual leave increases to 26 days.
- **Additional day at Christmas:** set day that all staff can take off without using annual leave.

- **Flexible annual leave allowance:** this benefit allows a carry-over of five days per year.
- **Buying annual leave:** this benefit allows staff to purchase annual leave through a salary sacrifice arrangement. Staff members can buy up to a maximum of 5 days (pro-rata) for use within that financial year.
- **Life Assurance:** we offer a death in service benefit to provide some financial assurance to loved ones in the event of death, whilst employed by Pharmacist Support. The benefit is four times basic salary.
- **Employer pension contribution:** as per auto-enrolment legislation, Pharmacist Support automatically enrolls employees into our pension scheme.
- **Enhanced sick pay:** sick pay is increased in line with length of service.
- **Learning and development opportunities:** we provide support, coaching and mentoring, guidance, materials, training to support your development.
- **Employee loans:** loans are provided for things such as travel.
- **Cycle to work scheme:** the Cycle to Work scheme lets you buy a bike and equipment and pay it off over the next year in monthly instalments.
- **Two volunteer days per year:** two days to take at any point in the year to volunteer.
- **Health Cash Plan:** (with option for employees to contribute to increase level of cash plan or to add partners). This includes
  - o Dental, Optical, Chiropody, Health & Wellbeing and Health Screening, Combined Physiotherapy, Specialist Consultation, ECG, X ray, MRI scans, Dental Accident, Personal Accident Protection
  - o Work-related stress support programme.
  - o Employee Assistance Programme.
  - o My Counselling - 24/7 mental health helpline offering support for stress, anxiety, bereavement, financial concerns and family issues.
  - o My GP Anytime - A direct line to a doctor via phone or video chat and prescriptions sent directly to your work or home address.
  - o My Health Assessments - Online health and lifestyle analysis supported by nutrition diaries, stress and fitness programmes plus video guides.
  - o My PERKS - rewards scheme offering hundreds of deals and discounts from a variety of well-known brands.
- **Wellbeing activities:** a range of employee led wellbeing activities – this includes meditation sessions, and lunchtime fun/learning sessions. In addition, there are several organised activities hosted by our landlord including yoga, cooking classes and many more.
- **Free will writing service:** provided to our service users, staff members are able to access this free service along with other financial planning support.

## What we are looking for

|                       |                                                                                                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Role</b>       | Senior Service Delivery Officer – Information and Enquiries                                                                                                   |
| <b>Hours</b>          | 35 hours per week. The post holder will be expected to work flexibly and may occasionally be asked to undertake overnight stays and evening and weekend work. |
| <b>Leave</b>          | 25 days per annum plus statutory Bank Holidays                                                                                                                |
| <b>Contract type</b>  | Permanent                                                                                                                                                     |
| <b>Salary</b>         | £32,000 - £34,000 (depending on experience)                                                                                                                   |
| <b>Responsible to</b> | Service Support Senior Manager                                                                                                                                |
| <b>Location</b>       | Manchester                                                                                                                                                    |

### Overall purpose

To lead the Charity's Information and Enquiries service, ensuring beneficiaries receive timely, high-quality information, guidance and signposting. The postholder will take a proactive role in identifying beneficiary need, developing relevant information and resources, supporting access to the charity's wider services, and contributing to the delivery of Financial Assistance, Addiction Support and other services as required.

### Principle Accountabilities

1. Be the lead point of expertise for Information and Enquiries, providing guidance and support to colleagues on complex enquiries and beneficiary pathways.
2. Manage enquiries from initial contact, undertaking triage and assessment to identify beneficiary needs and provide access to the most appropriate support. This includes providing information and guidance, signposting to external organisations and facilitating referrals and access to other services such as debt and benefits advice, Listening Friends Peer Support, Counselling and Addiction Support services.
3. Maintain oversight of enquiries and referrals to ensure timely follow up and positive outcomes, whilst maintaining accurate and confidential case records in line with data protection requirements.
4. Develop, maintain and promote high-quality information and resources to support the wellbeing of our pharmacy family. Research, write and review content to ensure it remains accurate, relevant and responsive to emerging needs, identifying opportunities for signposting and maintaining knowledge of appropriate external organisations, support services and resources.
5. Develop and maintain effective relationships with stakeholders, partners and organisations across the pharmacy profession, using specialist knowledge to support collaboration, knowledge sharing, signposting and service development.

6. Represent Pharmacist Support at meetings, conferences and events, delivering presentations where appropriate, promoting the charity's services, sharing knowledge and insight, and maintaining a positive and professional profile for the organisation.
7. Provide support and cover for the Financial Assistance and Addiction Support services as required, including assessment of applications and maintaining case records in line with agreed policies and procedures.
8. Support the Volunteer Officer in the delivery of the Listening Friends Service, including monitoring referrals, supporting volunteers and ensuring they remain informed about relevant developments within the charity and the wider pharmacy sector.
9. Work with the Service Support Senior Manager to support the effective delivery of specialist advice services, liaising with providers, attending review meetings, monitoring performance and helping to resolve service issues.
10. Lead on the continuous improvement of the Information and Enquiries service by analysing enquiries, trends, beneficiary feedback and actively seeking case studies to identify unmet need, evaluate service impact and make recommendations for service enhancement, whilst contributing to wider service development.
11. Lead on CRM administration and reporting within the Services Team, ensuring accurate and consistent recording of service data and producing reports as required. Contribute to the monitoring and evaluation of services by supporting data collection, impact reporting and organisational learning, and work with colleagues to identify opportunities to improve CRM processes and functionality.
12. Monitor developments within pharmacy and the wider environment, identifying issues that may affect beneficiaries, service demand or service delivery, and share relevant insights with colleagues.
13. Work flexibly across service areas, supporting colleagues to ensure continuity of service delivery and a positive experience for beneficiaries. Carry out other duties from time to time, as required by the Service Support Senior Manager.
14. Demonstrate a commitment to equality and the positive value of diversity.

#### **Budget responsibility and decision-making authority**

None

#### **Supervision of employees – complexity of leadership, number of direct reports, reporting level**

No direct reports, provides guidance and support to other members of staff on complex enquiries, and relevant pharmacy related trends/updates,



## Person Specification

|                                                                                                                                                                                                                                   | Essential | Desirable |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Qualifications</b>                                                                                                                                                                                                             |           |           |
| A level or equivalent vocational qualification.                                                                                                                                                                                   | ✓         |           |
| <b>Experience</b>                                                                                                                                                                                                                 |           |           |
| Minimum of three years' experience providing support via an enquiry service and/or in an information provision role.                                                                                                              | ✓         |           |
| Demonstratable experience of working in an advice/enquiry/welfare role, dealing in an empathetic way with people who are experiencing emotional and practical problems and who may be distressed and /or vulnerable.              | ✓         |           |
| Experience of, and ability to, research and produce clear and accurate written information relevant to the needs of a range of audiences.                                                                                         | ✓         |           |
| Work as a member of a team ensuring fluid communication of relevant information.                                                                                                                                                  | ✓         |           |
| Knowledge in the areas of social and health services, benefits and tax credits and the work of other organisations, who are able to provide information and/or support to beneficiaries.                                          | ✓         |           |
| Experience in training and mentoring others.                                                                                                                                                                                      |           | ✓         |
| Adherence to confidentiality and data protection protocols.                                                                                                                                                                       | ✓         |           |
| <b>Attributes</b>                                                                                                                                                                                                                 |           |           |
| Excellent written and verbal communication skills and well developed listening/empathy skills, with the ability to communicate confidently with a range of people across the charity and pharmacy profession.                     | ✓         |           |
| The ability to work under pressure, balance competing needs and priorities and meet deadlines.                                                                                                                                    | ✓         |           |
| High level IT skills including use of Teams, in particular Excel, Word and Outlook and other relevant software packages (such as customer relationship management software preferably MS Dynamics 365.).                          | ✓         |           |
| Experience of working with and supporting volunteers.                                                                                                                                                                             | ✓         |           |
| Ability to work independently at times with minimal supervision.                                                                                                                                                                  | ✓         |           |
| Ability to provide attention to detail to ensure that accuracy and high-quality standards of work are maintained.                                                                                                                 | ✓         |           |
| Ability to work independently and as part of a team, to deliver dedicated services as part of the overall aims of the charity. Acts with honesty, encourages openness and transparency; demonstrates highest levels of integrity. | ✓         |           |
| Builds and maintains effective relationships, with their team, with colleagues and external partners and supporters.                                                                                                              | ✓         |           |

|                                                                                                                                                |   |   |
|------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| Proactive and solutions focused, with the ability to identify opportunities for improvement and contribute to service development.             | ✓ |   |
| An understanding of the pharmacy sector and awareness of the wellbeing issues facing pharmacists, trainee pharmacist and students of pharmacy. |   | ✓ |
| Commitment to equality, the positive value of diversity and to the values of working in the charity sector.                                    | ✓ |   |

***Last updated: September 2026***

# Application guidance

## Skills, knowledge and experience

This is a key section of the application form that allows you to provide evidence of your skills, knowledge and experience that are relevant to the role. We will use this evidence in our shortlisting process, so it is important that you demonstrate clearly how you meet each requirement. No assumptions will be made about your achievements and abilities. Please choose examples of experience that clearly demonstrate what we are looking for and give a succinct account of what you did, how you did it and the outcome or result of your actions. Please provide recent examples wherever possible.

## Diversity monitoring

To help us ensure we are adhering to our diversity policy we ask that you complete the equal opportunities monitoring survey via this [link](#). This enables us to monitor the diversity profile of people who apply for Pharmacist Support posts. This information is given in confidence for monitoring purposes only and will not be used in any part of the recruitment process.

## Shortlisting

We will invite shortlisted candidates for interview. These successful applicants will be notified by **10<sup>th</sup> November 2026**. We regret that we will not be able to notify unsuccessful applicants of the outcome of the shortlisting.

## Interviews

Interviews will take place on **18<sup>th</sup> November 2026** at our office in Manchester city centre.

## Right to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK. You will be asked to provide evidence of your right to work in the UK if you are successful and an offer of employment is made.

## References

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.

## Application process

To apply for the position, please complete the application form and return it by e-mail to the address below. **Please do not include a CV with your application as CVs will not be considered.**

We will use the information you provide on the application form to decide whether to invite you for an interview. It is therefore important that you complete the application form as

fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

**If you require this information in another format, please do not hesitate to ask.**

If you have any questions, please email: [recruit@pharmacistsupport.org](mailto:recruit@pharmacistsupport.org) and we will get back to you.

**Please submit your completed application in word format to [recruit@pharmacistsupport.org](mailto:recruit@pharmacistsupport.org) by 5pm on Monday 26<sup>th</sup> October 2026.**