



Pharmacist Support

**Finance and Operations Director and
Deputy Chief Executive**

Recruitment Pack

September 2024



Welcome

Thank you for your interest in the Finance and Operations Director and Deputy Chief Executive role at Pharmacist Support. Pharmacist Support is powered by a small team of staff members and trustees and many volunteers from across our pharmacy family. Together, we're passionate, driven and deeply committed to championing wellbeing within the pharmacy profession.

Wellbeing is at the heart of what we do. Over the past five 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 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.

Over the past five years, through our new strategy, we have grown our impact and continue to develop to meet the changing needs of our beneficiaries. Some highlights include:

- development of a new partnership scheme, bringing in valuable income, profile and influence
- investing in major digital developments such as the charity's website and CRM, boosting reach and support, with calls to the peer support scheme Listening friends increasing by 74%, and grants awarded by 23%
- delivering an ambitious new volunteer plan, leading to a 70% increase in the number of volunteer hours in 2023
- making new environmental commitments, reducing carbon emissions of our investment portfolio, and improving our score against the UN Sustainable Development Goals.

These achievements have been positively received, with 95% of service survey respondents stating that the support had a positive impact on their wellbeing, and 100% stating they would seek our support again. These achievements have been recognised externally, with the charity named 'Small Charity of the Year' in 2023 at the Association of Charitable Organisations awards.

We are now seeking an exceptional individual to join our team. You will join at an exciting time, as we develop and deliver our new 2025-2030 strategy, providing strategic leadership and direction to ensure that we achieve our ambitious plans. You will play a key role in supporting our objectives by ensuring we are a financially sustainable and efficiently run organisation. 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

An independent, trusted charity, we provide a wide variety of support services to pharmacists and their families, former pharmacists and pharmacy students. We've listened carefully to people from all sectors of the profession, and deeply understand and empathise with the issues affecting pharmacy today. In our 2019 market research 97% of all potential service users surveyed felt they needed some form of support from the charity with 71% of all respondents citing mental health as a key issue affecting the sector.

We believe in better. We listen, without judgement, and encourage and empower people to create positive change. Each year we provide thousands of acts of support – we make good things happen.

Our connection to the profession is deep. Established by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841, the organisation has grown from its Benevolent Fund roots into an independent modern-day charity.

We're proud to be able to support people from such a caring profession, and we'll never give up on what we like to call our pharmacy 'family'.

We launched an exciting new [five-year strategy](#) in January 2020 with a new vision and mission and redefined values.

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 aspiration 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

Job description

Job Role	Finance and Operations Director and Deputy Chief Executive
Salary	£55,000 - £62,000
Hours	35 hours per week or 28 hours per week over 4 days 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.
Leave	25 days per annum plus statutory Bank Holidays
Contract type	Permanent
Responsible to	Chief Executive
Responsible for	Finance and Operations team
Key interfaces:	Board of Trustees, pharmacy sector businesses and bodies, bank, investment managers, charities and external consultants and service providers
Location	Manchester area or fully home based with the ability to attend regular meetings in Manchester.

Overall purpose

This is a key senior leadership role within the organisation, responsible for the sound financial planning, leadership, management, and operational success of the charity. The Finance and Operations Director will provide strategic leadership and ensure optimal performance of the organisation's finance, IT and digital, compliance and operational functions.

Reporting directly to the Chief Executive, this role will act as deputy to the Chief Executive and will work closely with the Senior Management Team (SMT) and trustees. The Finance and Operations Director and Deputy Chief Executive will maximise the organisation's resources to ensure the efficient day to day running of the charity which underpins the effective delivery of our activities.

This strategically important role will require financial expertise, ability to drive key internal initiatives forward, and strong people management and communication skills.

Principle Accountabilities

Strategic Leadership & Management



1. Work collaboratively with the Chief Executive, senior management team and trustees to develop the organisation's strategic plans.
2. Accountable for the development and implementation of appropriate financial strategy, plans and budgets, ensuring proper administration of Pharmacist Support's financial affairs.
3. Provide leadership within the charity, working with other senior managers to cultivate a positive wellbeing culture focused on continuous improvement.
4. Support the delivery of the charity's strategy, particularly leading and driving operational projects that drive efficiencies and improve service delivery.
5. Deputise for the Chief Executive, leading the charity in their absence

Financial Management

6. Ensure the timely and efficient operation and financial accountability of Pharmacist Support, producing timely management accounts, reports budgets and cash flow projections to the Chief Executive, Board and Finance Sub Committee, to enable them to understand the charity's financial position and manage its assets effectively
7. Develop and implement robust financial forecasting together with policies and systems to integrate financial reporting with activity and other information in order to ensure the most effective use of all resources.
8. Work with the Chief Executive to ensure that income is maintained and expenditure is controlled
9. Advise the Chief Executive, Board and Finance Sub Committee on an appropriate investment policy, leading on the relationship with the charity's Investment Managers as well as monitoring their performance.
10. Administer all finance functions, including accounting, budgeting, financial compliance, PAYE and payroll, business planning, VAT and Gift Aid. This includes management of the external payroll agency and ensuring monthly salaries, tax and pension contributions are accurate and paid on time.
11. Take responsibility for the regular review financial service providers, making recommendations to the Chief Executive and Board to ensure that the charity is receiving optimised and cost-efficient services.
12. Prepare year end statutory accounts in accordance with statute and best practice, liaising with auditors and managing the audit process.
13. Ensure robust financial controls and processes that provide appropriate control, financial sustainability and efficiency, whilst mitigating risks of fraud and errors and investigating material variances to expectation

Operations

14. Overall responsibility for ensuring the most efficient and effective use of all charity resources to ensure long term financial sustainability.

15. Overseeing central resources including responsibility for the regular review of external service providers, making recommendations to the Chief Executive to ensure that the charity is receiving optimised and cost-efficient services.
16. Oversee centralised development projects as required in conjunction with other senior managers when required.
17. Effective management of the contract with the external IT provider; ensuring appropriate policies and best practices are in place and maintained and IT equipment is maintained and upgraded. This includes developing, monitoring, reviewing and updating IT policies and procedures.
18. Lead the development and implementation of the charity's digital strategy, ensuring that charity maximises its digital resources to increase efficiencies, supporting the charity to meet demand
19. Internal lead for the maintenance and development of organisational systems, databases and processes.
20. Provide management oversight of physical assets, utilities, tenancies and external contracts.

Compliance & Governance

21. Lead for GDPR compliance, managing the overall relationship with the external Data Protection Officer to ensure that processes are in place so that the charity maintains compliance.
22. Develop, monitor, review and update Health & Safety policies and procedures.
23. Proactively support compliance with appropriate regulations in other areas e.g. Fundraising
24. Manage the relationship with the charity's insurance brokers
25. Oversee legal compliance and returns as required by HM Revenue & Customs, the Charity Commission and Companies House and ensure statutory reporting and filing to Companies House and the Charity Commission is undertaken accurately and on time.
26. Support the Chief Executive and Trustees to identify and oversee risks to the Charity

Other Responsibilities

27. Represent the charity externally, communicating the vision, values, and case for support at appropriate opportunities
28. Undertake any other reasonable duties as reasonably requested by the Chief Executive or trustees

Budget responsibility and decision-making authority

- To develop and manage the overall budget for the charity.

- Directly responsible for c£700,000 budget – with a focus on creating efficiencies and maximising impact.
- To effectively manage the cashflow to ensure that the charity always has sufficient funds to meet its financial obligations.
- To lead contract negotiation with stakeholders
- Oversee charity expenditure
- To ensure that sufficient funds are raised to support the activity of Pharmacist Support.

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

- Direct line management of up to three staff members
- Ensure the effective line management and professional appraisal of team members
- Work with the Chief Executive and other members of the management team to provide effective leadership across the organisation.

Person Specification

	Essential	Desirable
Qualifications		
Relevant accounting qualifications are required. Fully qualified member of ICAEW, CIMA, ACCA or equivalent	✓	
Experience		
Demonstrable track record of success at a senior finance leadership role, including high-level strategic decision-making, financial planning and strategic operational management in a charitable/not for profit organisation or similar	✓	
Successful experience of working effectively and collaboratively with boards, finance committees, and senior leadership colleagues	✓	
Excellent financial leadership and experience of managing, setting and monitoring budgets and financial management information, including developing and using management information	✓	
Experience of successfully leading on audit file preparation, provision of information to HMRC, and experience of liaising with auditors and other financial institutions	✓	
A sound, practical knowledge of charity accounting and the latest developments in the SORP.	✓	

Leading relations with external stakeholders and external contractors including auditors, banks and investment managers	✓	
Knowledge and understanding of charity law and governance	✓	
Experience of investment management		✓
Experience of managing and leading complex projects including contract negotiation	✓	
Working knowledge of General Data Protection Regulations and Health & Safety in the workplace legislation	✓	
Participation in managing systems and processes as well as resource management and value for money considerations.	✓	
Demonstrable experience of managing and developing individuals and successful teams, motivating and building individual skills and confidence	✓	
Experience of working directly with Board trustees, non-executive directors or similar oversight groups		✓
Attributes		
Confident and flexible, able to operate at both a strategic and an operational level	✓	
Highly motivated, extremely well organised and flexible	✓	
Ability to prioritise whilst delegating appropriately	✓	
Excellent organisational skills and attention to detail	✓	
IT literacy, full understanding of computerised accounting packages and the ability to use spreadsheets to at least an intermediate level	✓	
Ability to work innovatively and drive new ideas	✓	
Supportive and motivating leadership style	✓	
Excellent team player, with strong written and verbal communication skills and a willingness to support and coach others	✓	
Commitment to equality, the positive value of diversity and to the values of the charity	✓	

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 **23rd October 2024**. We regret that we will not be able to notify unsuccessful applicants of the outcome of the shortlisting.

Interviews

Interviews will take place on **31st October 2024** in Manchester.

Entitlement 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 entitlement 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 and we will get back to you.

Please submit your completed application in word format to recruit@pharmacistsupport.org by 12 noon on the 15th October 2024.