



Pharmacist Support

Central Support Officer – Events,
volunteers, services and wellbeing

Recruitment Pack

January 2025



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 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. We have recently 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.

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 they received 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 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

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'.

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 a 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
 - Dental, Optical, Chiropody, Health & Wellbeing and Health Screening, Combined Physiotherapy, Specialist Consultation, ECG, X ray, MRI scans, Dental Accident, Personal Accident Protection
 - Work-related stress support programme.
 - Employee Assistance Programme.
 - My Counselling - 24/7 mental health helpline offering support for stress, anxiety, bereavement, financial concerns and family issues.
 - My GP Anytime - A direct line to a doctor via phone or video chat and prescriptions sent directly to your work or home address.
 - My Health Assessments - Online health and lifestyle analysis supported by nutrition diaries, stress and fitness programmes plus video guides.
 - 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	Central Support Officer – Events, volunteers, services and wellbeing
Hours	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
Leave	25 days per annum plus statutory Bank Holidays
Contract type	Permanent
Responsible to	Finance and Operations Director and Deputy Chief Executive
Salary	£28,000 - £30,000
Location	Manchester/hybrid (required to spend at least two days a week in Manchester office)

Overall purpose

To deliver highly effective and efficient support across the charity's operations. This role encompasses event coordination, office management, and support for volunteer, wellbeing, and services teams. As operational lead for events and the office function in Manchester, the role is vital in ensuring the smooth delivery of the charity's activities and objectives.

Principle Accountabilities

Event Coordination

1. External events: Lead the co-ordination of materials, set-up, logistics (liaising with event organisers) and volunteer/staff attendance.
2. Internal events: Organise and coordinate events led by the charity including volunteer events, training sessions, and community fundraising activities ensuring logistics, safeguarding, health and safety, and risk management policies and processes are followed.

Office Management

3. Oversee the general office functions in Manchester including managing suppliers, sorting post, and liaising closely with the landlord regarding office issues.
4. Deliver office updates to the team and ensure the workspace remains functional and organised.

Support for meetings and recruitment

5. Co-ordination of internal meetings, sourcing venues, caterers and arranging travel and accommodation.
6. Provide support for Staff, trustees and volunteer recruitment processes, including assisting with onboarding and ensuring smooth integration.

Volunteer and ambassador engagement

7. Lead the management of and communications with Charity and Student Ambassadors including engaging with them via the online platform Slack.
8. Provide general support to all volunteers (including trustees), processing expense claims, managing meeting logistics, document handling, and mandatory training completion.

Services and wellbeing team support

9. Services team: Assist with project delivery such as the annual bursary scheme and provide cross-service cover to mitigate workload peaks.
10. Wellbeing team: Monitor mailboxes, manage bookings and administration related to wellbeing workshops and paid- for training, oversee administration of the online Wellbeing Learning Platform and provide general support for resource development.
11. Support the measurement of impact of the support we deliver by actively seeking and recording feedback across our activities including workshops and training.

Compliance and administration

12. Develop and oversee effective systems and processes that facilitate the charity in meeting its operational objectives.
13. Support the Finance and Operations Director in areas of compliance.
14. Ensure all administrative tasks are handled efficiently and in line with organisational standards.

Other responsibilities

15. Present a positive image of Pharmacist Support in all dealings with external stakeholders
16. Attend ad-hoc external events to promote the charity and its services.
17. Carry out additional duties as required by the Senior Management Team.
18. Actively contribute to the charity's commitment to equality diversity and inclusion.

Budget responsibility and decision-making authority

Management of budgets and decisions regarding events.

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

Oversee charity and student ambassadors.

Person Specification

	Essential	Desirable
Qualifications		
A levels or equivalent vocational qualification	✓	
Event management or project management qualification		✓
Full driving licence	✓	
Experience		
At least 2 years' experience in a similar role	✓	
Experience of delivery in a support function of an organisation	✓	
High level of ICT skills with experience of Word, Excel, PowerPoint, and Outlook	✓	
Experience of developing and managing processes/systems	✓	
Experience in organising events		✓
Experience of working within a charity		✓
Attributes		
Effectively able to multitask and deal with shifting responsibilities from across the organisation	✓	
Ability to act independently and to work effectively with staff and volunteers across the organisation	✓	
Proven organisational skills and ability to work in a collaborative and structured manner to get effective and efficient results.	✓	
Excellent time management skills and prioritisation skills	✓	
Excellent attention to detail	✓	
Excellent communication skills, both written and verbal	✓	
Problem solver – ability to identify issues, report on same and suggest solutions	✓	
Ability to build good working relationships both within the Charity and also with external organisations/individuals as appropriate	✓	
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 **18th February 2025**. We regret that we will not be able to notify unsuccessful applicants of the outcome of the shortlisting.

Interviews

Interviews will take place on **25th February 2025** 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 10th February 2025.