

## Head of Pharmacy Integration and Contractor Support

### Summary of Post

<b>Hours:</b>	37.5 hours		
<b>Salary:</b>	Negotiable based on skills and experience	<b>Pension:</b>	Contributory pension scheme
<b>Base:</b>	Leeds, with travel across West Yorkshire		

<b>Closing date for applications:</b>	Sunday 18 <sup>th</sup> January 2026 at 5pm
<b>Notification of invite for interview by:</b>	Tuesday 20 <sup>th</sup> January 2026
<b>Interviews:</b>	Thursday 22 <sup>nd</sup> January 2026 in South Leeds

To apply, please send your CV and a covering letter to [kathryn@cpwy.org](mailto:kathryn@cpwy.org). For any queries or to arrange a telephone conversation to get more information or answer queries, please contact us.

<b>ROLE TITLE:</b> Head of Pharmacy Integration and Contractor Support	<b>REPORTS TO:</b> CEO
<p><b>ROLE PURPOSE:</b></p> <p>The role is to lead the integration of community pharmacy services across a range of interfaces to improve patient access and outcomes across West Yorkshire, as well as support to deliver optimal services income for community pharmacy.</p> <p>With a strong understanding of the services linking with other stakeholders – Pharmacy First, Pharmacy Contraception Service, Hypertensive case-finding service, Discharge Medicines Services and Smoking Cessation Service. The role involves building strong operational relationships with stakeholders across West Yorkshire to maximise use of the services, and support contractors to deliver the services as well as possible.</p> <p>The role requires an agile and adaptable mindset as community pharmacy works to embed itself into Integrated Neighbourhood Teams, and the changing NHS landscape. Working with the wider CPWY team to support services commissioning opportunities and delivery at every operational level within the ICS.</p> <p>Strategically manage the ASF team using ICB development funding to offer exceptional support to deliver integrated working.</p>	

Key Elements	Key Activities
<b>Business Focus and Efficiencies</b>	<ul style="list-style-type: none"> <li>Deliver the CPWY strategy and achievement of agreed workstream deliverables.</li> <li>Responsible for supporting contractors to deliver the CPCF, CPAF, PQS and other contractual requirements.</li> <li>Support the successful implementation of new services (national and local).</li> <li>Support the quality, delivery and uptake of all agreed services to improve health outcomes and support contractor income.</li> <li>Develop and maintain effective support resource and tools.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify any gaps in the contractor/stakeholder support tools for existing services.</li> <li>Review data to identify contractors/stakeholders who can share best practice and those needing additional support</li> <li>Provide feedback and updates to the CPWY committee and all stakeholders.</li> </ul>
<b>Contractor Focus and Relationship Building</b>	<ul style="list-style-type: none"> <li>Develop, maintain and promote the CPWY corporate identity.</li> <li>Support Head of Services and Contractor Support with content for pharmacy contract and services updates that meet the needs of contractors.</li> <li>Make data led decisions to inform what contractor support is required.</li> <li>Build and maintain strong relationships with contractors, stakeholders and community pharmacies and their teams.</li> <li>Support with training and education events/meetings.</li> <li>Engage with pharmacy teams to identify best practice, understand what's going well and where support is required.</li> <li>Coach and support contractors to deliver services through a programme of pharmacy visits, utilising CPWY team, ASFs and PCN/INT leads.</li> </ul>
<b>External Relationship Building and Delivery Focus</b>	<ul style="list-style-type: none"> <li>Work collaboratively with a range of stakeholders to support the delivery of community pharmacy services. <ul style="list-style-type: none"> <li>ICB colleagues</li> <li>Primary Care Place colleagues</li> <li>General Practice / LMC</li> <li>West Yorkshire Trusts</li> <li>Local Authority teams</li> <li>INT/PCN colleagues</li> <li>Schools, nurseries, universities</li> <li>Healthwatch or other public facing organisations.</li> </ul> </li> <li>Support CEO with representation at all appropriate meetings and opportunities.</li> <li>Support the CEO with ICB related strategy and workstreams where appropriate.</li> <li>Respond to CPE requests for services and operational information and provide updates on local developments.</li> <li>Develop strong community pharmacy PCN/INT leaders across West Yorkshire. Offer training, coaching and support to help them lead locally.</li> </ul>
<b>Team Working</b>	<ul style="list-style-type: none"> <li>Support all CPWY team members.</li> <li>Actively participate in an open and supportive team environment.</li> <li>Regularly request constructive feedback.</li> <li>Respond to opportunities for self-development.</li> <li>Develop relationships with contractors and stakeholders.</li> <li>Organise and deliver office team training sessions as required.</li> <li>Provide leadership, expertise and knowledge to the committee.</li> <li>Attend conferences and meetings as necessary.</li> <li>Present at board meetings to showcase the support provided and increase the knowledge of committee members.</li> </ul>
<b>Supporting a High Performing Organisation</b>	<ul style="list-style-type: none"> <li>Work collaboratively and provide support to the CPWY team and the committee to ensure effective decision making.</li> <li>Support the preparation of the annual report and AGM.</li> <li>Understand the requirements and implementation of the CPWY Constitution and other CPWY governance processes.</li> <li>Develop strong and harmonious relationships both internally and externally thereby producing a high level of performance.</li> <li>Flexibility to travel to meetings and other locations to fulfil the requirements of the post.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake other tasks as needed by the CEO or committee members.</li> <li>• Proactively contribute to and provide independent thinking at all meetings.</li> <li>• Promote CPWY brand and corporate identity.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ensure confidentiality of information concerning contractors and employees in accordance with GDPR.</li> <li>• Ensure that all statutory requirements are adhered to.</li> <li>• Demonstrate compliance with all CPWY policies and procedures.</li> <li>• Participate in regular meetings and ongoing feedback meetings with CEO.</li> <li>• Carry out other duties commensurate with the post.</li> <li>• Ensure that office standards are understood and maintained.</li> <li>• Act on CPWY decisions as requested by the CEO and the CPWY Committee.</li> </ul>

<b>Key Contacts</b>	
<b>External:</b> <ul style="list-style-type: none"> <li>• Pharmacy Contractors</li> <li>• GP Practices</li> <li>• CPE and other LPCs</li> <li>• WY ICB and locality-based health and social care organisations</li> <li>• INT/PCNs.</li> <li>• Local Authorities</li> <li>• Pharmaceutical companies (sponsorship)</li> </ul>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• CPWY Team</li> <li>• CPWY Committee Members</li> </ul>

<b>Essential role related knowledge, skills, qualifications and experience required.</b>
--

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education / Training / Qualifications</b>	<ul style="list-style-type: none"> <li>• IT literate.</li> <li>• Leadership experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Community pharmacy experience.</li> <li>• Leadership qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to provide efficient and effective support to the CEO &amp; Committee.</li> <li>• Experience of writing reports and producing guidance and toolkits.</li> <li>• Clear communicator both verbal and written including concise presentations.</li> <li>• Experience of working as part of a team.</li> <li>• Ability to compose clear and concise correspondence on standard and complex issues.</li> <li>• Proven relationship building.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of project management.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Detailed knowledge of community pharmacy and its governing bodies.</li> <li>• Excellent understanding of IT including proficient use of all MS office applications.</li> <li>• Understanding of data monitoring and evaluation processes.</li> <li>• Understanding of the health and care landscape.</li> <li>• Influencing and negotiating skills.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Reliable, organised and self-motivated.</li> <li>• Good attention to detail.</li> <li>• Capable of independent working.</li> <li>• Ability to take own initiative and to engage with key contacts.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Team player.</li> <li>• Ability to prioritise workload.</li> <li>• Displays integrity and respect for others.</li> <li>• Accepts accountability for performance.</li> <li>• Ability to develop and retain expertise in a demanding environment.</li> <li>• Ability to request and accept feedback.</li> </ul>	
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Own transport or willing to travel by public transport to visit contractors and attend meetings.</li> </ul>	