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| **Person Specification – Dispensary Manager** |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level in healthcare or business |  | ✓ |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a health care setting | ✓ |  |
| Experience of managing multidisciplinary teams | ✓ |  |
| Experience of performance management, including staff development and disciplinary procedures |  | ✓ |
| Experience of successfully developing and implementing projects |  | ✓ |
| Experience of workforce planning, forecasting and development |  | ✓ |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience  |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Ability to exploit and negotiate opportunities to enhance service delivery | ✓ |  |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker and negotiator | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| Systmone user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to network and build relationships  | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff  | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement  | ✓ |  |
| Forward thinker with a solutions focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |