Foundation Pharmacist Programme Coordinator

Location

Nottingham, UK (Hybrid role)

Reports to

Head of Commercial Operations

Department

Client Services and Products

Employment Type

Full-Time, 37 hours per week, Monday to Friday.

Salary

£25,500 per annum (FTE)

Job Summary

To coordinate and support the delivery of the Foundation Pharmacist Programme across multiple regions, ensuring effective enrolment, communication, reporting, and stakeholder engagement. The role plays a critical part in ensuring high-quality learner experience and programme outcomes through operational planning, process development, and performance monitoring.

Key Responsibilities

* Set up and maintain regional timetables for the programme delivery schedule.
* Monitor regional enrolment progress and follow up with relevant stakeholders to ensure timely learner registration.
* Manage the delivery of the programme for learners, employers, internal teams, and other stakeholders. This includes answering queries, facilitating rebooking, liaising with venues etc.
* Implement a learner attendance tracking process.
* Support the production of reporting metrics and dashboards to track programme performance and learner engagement and distribute accordingly.
* Implement a process for booking and claiming travel for relevant stakeholders,
* Facilitate the set up of regional stakeholder feedback groups to gather insights and inform continuous improvement.

Skills and competencies

* Proven ability to liaise with stakeholders and maintain effective relationships with a wide range of individuals.
* Experience in scheduling and coordinating events with both internal and external stakeholders.
* Strong problem-solving skills, including the ability to work independently and manage urgent queries.
* Proficient in Microsoft Office packages, with a basic understanding of data formatting and the ability to manipulate data for reporting purposes.
* Competent in taking minutes during meetings and presenting action points clearly for team follow-up.

Person Specification

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| **Criteria** | **Essential/Desirable** | **Evidenced (A/I/T)** |
| Minimum 5 GCSEs A\*-C including English & Mathematics | Essential | A |
| Experience working in an office environment with strong customer service skills | Essential | A, I |
| Experience working in an education or training environment | Desirable | A |
| Experience of event management | Desirable | A, I |
| High standards of accuracy and attention to detail | Essential | A, I |
| Excellent written and verbal communication skills | Essential | A, I |
| Good IT skills; competent in Microsoft Office (Word, Excel) | Essential | A |
| Excellent time management with ability to prioritise workload | Essential | A |
| Effective problem-solving techniques | Desirable | A, I |
| Good interpersonal skills, confident and professional phone manner | Essential | A, I |
| Experience in marketing or sales | Desirable | A, I |

Reviewed by Head of HR – June 2025