



pharmapod™

Role Description: Support Pharmacist

Pharmapod, the global leader in cloud-based software for driving efficiencies and standards, and reducing Patient Safety Incidents in the Healthcare sector, is seeking to hire a pharmacist to join its Pharmacy Team.

The Pharmapod platform currently captures healthcare facility-level patient safety-related incident data, in addition to provincial and country market aggregate, anonymized data. It acts as a Global Health Learning System that provides a rich framework for understanding why errors occur so that preventive, proactive action can be taken across the wider healthcare system.

Reporting to the Pharmacy Director, the successful candidate will play an important role in the professional strategies for the organisation, enabling Pharmapod's vision to create actionable insights for healthcare professionals, and deliver continuous quality improvement for patient medication safety. The successful candidate will build relationships and act as liaison between customer organisations, regulators, researchers, academic institutions, and policy makers.

The successful candidate will be experienced in completing research with an appropriate level of rigor and generating timely outputs that are meaningful for end users. They will bring the professional voice and use industry and research insights to generate 'best practice' recommendations relating to system enhancements. They will play an integral part in new idea generation for product development, through coordination of user group feedback session, active feasibility research, and market and regulator engagement.

To be successful in this role, you should have previous experience of working within community pharmacy or a similar healthcare area and have experience in Quality Management and Continuous Quality Improvement. You will also have strong communication skills to cultivate solid relationships with internal and external stakeholders and be comfortable presenting to large and small audiences. You will have a strong track record in completing research and/or formal report-writing, as well as an ability to adapt your communication style based on the audience and platform.

We would like to meet you if you are ambitious, motivated, results-driven, and enjoy working in a fast-paced team environment.

Role Responsibilities

- Carry out environmental scans and market research to support Pharmapod's product roadmap and commercial strategy
- Identify and lead opportunities for training development and delivery on topics that align to Pharmapod's vision and purpose.
- Develop training materials for face-to-face and online delivery, working with internal technical team and external providers as needed

- Create and deliver internal training for Pharmapod team on the latest healthcare information that may impact the direction of the development of the Pharmapod system globally
- Coordinate and support key customer relationships and Pharmapod Response Teams
- Provide support to Customer Success team on professional queries
- Carry out formal and informal article/report writing to support Pharmapod's research strategy and raise its profile among professional stakeholders, customer organisations and users
- Develop partnerships with academia to support Pharmapod incorporation into healthcare undergraduate programmes and progression of the Pharmapod Research Strategy
- Identify and lead tender submissions of relevance to Pharmapod
- Demonstrate the Pharmapod system to external stakeholders including regulators and corporate organisations
- Engage with healthcare professionals, including current system users, to gather feedback and the help them to get the most from the Pharmapod system and its incorporation into their wider Quality Management Systems
- Work with customer success team and technical team to enhance Pharmapod's offering based on customer feedback and emerging practice
- Work with the commercial, marketing and technical teams to increase awareness of Pharmapod products, providing input to strategic marketing communications
- Report to the Pharmacy Director on progress against agreed KPI's and deliverables

Experience / Skills / Qualifications

- Registered pharmacist with a strong track record in patient-centred care delivery and commitment to patient safety
- Involvement in Health IT/informatics projects in previous roles
- Expertise and/or formal training in Quality Management, Continuous Quality Improvement
- Experience in creating and delivering engaging training materials.
- Customer success, support and advocacy experience
- Strong demonstrable commercial ability and focus
- Ability to generate and follow-up on incoming leads
- Strong team player with with ability to work autonomously when needed
- Excellent interpersonal skills (communication, problem solving, collaboration)
- Ability to produce quality work in fast paced environment while demonstrating strict adherence to processes and deadlines
- Strong IT skills and proficiency in Microsoft Office (Word, Excel, Power Point)
- Digitally savvy and comfortable with navigating, demoing and embracing new technology
- Agility and flexibility and ability modify approach to tasks based on the preferences of stakeholders and the unique demands of our customers
- Excellent knowledge of pharmacy operations and healthcare landscape
- Strong research skills, with ability to generate timely outputs