



# Job Description: Professional Services Pharmacist

## Introduction

The Irish Pharmacy Union (IPU) is the professional representative and leadership organisation for community pharmacists, with a membership of approximately 2,400 pharmacists working across more than 1,900 community pharmacies throughout Ireland. Our vision is to be the authoritative voice of community pharmacy and a driving force in the evolution of accessible, equitable, and patient-focused primary healthcare.

We are looking for a dynamic, highly motivated pharmacist who is a team player, has a track record of delivery and works well in a fast-paced environment to support the strategic agenda and professional activities of the IPU and our members. This is an exciting opportunity to work within a small, dynamic team, which has a strong focus on supporting community pharmacy. This role will focus on delivering key projects arising from the Community Pharmacy Agreement 2025 (CPA25) as well as on day-to-day support of IPU members with professional queries and regulatory matters including fitness to practice.

## Job Description

**Note:** This Job Description may be subject to change to reflect the evolving requirements of the IPU in delivering its strategic objectives.

**Job Title:** Professional Services Pharmacist

**Reporting to:** Head of Professional Services

**Department:** Professional Services

**Term of Contract:** Permanent; 28-35 hours/week

**Location of Post:** IPU Office, Butterfield House, Butterfield Avenue, Rathfarnham, Dublin. Hybrid options available with a minimum of 2 days (for 28hr/wk contract) or 3 days (for 35hr/wk contract) in IPU Offices.

**Grade:** HSE Pharmacist Chief II

**Informal Enquiries:** [susan.odwyer@ipu.ie](mailto:susan.odwyer@ipu.ie) Telephone 01-4936401

## Key Responsibilities

You will be working as part of the professional services team with a broad remit and a wide range of responsibilities which are key to delivering on the IPU's agenda, including:

- Researching, scoping, planning and delivery of pharmacy service opportunities linked to the Community Pharmacy Agreement 2025;
- Supporting IPU members with professional queries and in complying with pharmacy and medicines regulations;
- Supporting IPU members with Fitness to Practice complaints and related matters;
- Providing relevant information and professional advice to IPU members;
- Fostering relationships with important external stakeholders; and
- Any other duties as may reasonably be required.

## IPU Member Support

This function lies at the core of the IPU's commitment to ensuring that community pharmacies are supported to deliver services in a safe, effective, patient focussed manner. As a Professional Services Pharmacist you will be responsible for ensuring that IPU members receive timely, expert advice and practical assistance.

- Ensure queries are handled accurately and in a timely, professional and courteous manner, and that agreed service levels are achieved;
- Support members in complying with legislation, regulations and PSI guidance;
- Assist members in maintaining a strong governance culture in their pharmacies through the development of Standard Operating Procedures and associated policies and guidance;
- Support with proactive practices to minimise errors whilst also supporting members in dealing with errors, complaints, PSI inspections and Fitness to Practice (FtP) issues;
- Ensure all resources, guidance, and service proposals adhere to relevant legislation, regulatory requirements, and professional standards;
- Communicate effectively to ensure members are aware of professional issues affecting their practice and related IPU supports;
- Seek reasonable and proportionate implementation of regulatory, professional and administrative requirements;
- Provide information, advice and support to members and colleagues on professional issues as they arise and highlight current issues in newsletters, IPU Review etc.;
- Attend meetings of the Community Pharmacy Committee and support with their strategic initiatives as required;
- Contribute to and maintain content on IPU website; and
- Encourage greater engagement with and between IPU members.

## Professional Services

The CPA25 sets out a roadmap for significant community pharmacy service expansion aimed at improving access to trusted healthcare in communities nationwide. Additionally, the Community Pharmacy Committee of the IPU are constantly working to develop innovative pharmacy practices and services in line with their strategy. As a Professional Services Pharmacist you will be responsible for leading on several key service expansion projects linked to both the CPA25 and the CPC Strategy.

- Support the design, development, rollout, delivery and evaluation of new and existing professional pharmacy services as directed by the CPA25 and the CPC strategy;
- Develop and update guidance, toolkits, standard operating procedures (SOPs), and service support materials to support delivery in practice;
- Work with the IPU communications team to develop and deliver marketing/awareness campaigns across various channels (press, digital, social media etc.,) to support implementation and service delivery;
- Contribute to pilots and research projects aimed at expanding the clinical role of community pharmacy;
- Support project delivery by ensuring key deliverables are met within defined timescales;
- Continually scan wider sector (horizon scan), industry and technology trends to identify potential innovation opportunities and disruptive threats;
- Embrace and shape change and innovation, and support members to maximise future opportunities; and
- Support the Contract and Pharmacy Operations team in discussions with the HSE and related stakeholders on professional elements related to contractual and operational matters.

## Advocacy and Stakeholder Engagement

Representing the interests of the IPU membership in a professional, respectful and impactful manner when engaging with policy makers and key external stakeholders is a key responsibility of this role.

- Demonstrate and promote the role and value of community pharmacists and pharmacies in Government health strategies in terms of patient safety and health outcomes;
- Contribute to the development of the IPU position on scope of professional pharmacy practice;
- Represent the organisation at meetings with relevant community pharmacy stakeholders (e.g. Department of Health, PSI, HSE, professional and patient organisations and healthcare partners);
- Develop strong working relationships with relevant stakeholders and act as their primary interface in relation to professional issues;
- Participate in and actively contribute to statutory and other relevant consultations;

- Support with review of professional messaging contained in external messaging (e.g. press releases, social media posts etc.);
- Foster collegiate working relationships across pharmacy and the wider health sector; and
- Raise the profile of the professional role and expertise of the pharmacist.

## Person Specification

### Experience

- Registered as a pharmacist in Ireland with a minimum of three years post-qualification experience working as a pharmacist in a community pharmacy setting(s);
- Knowledge of pharmacy legislation, regulatory environment and professional service delivery issues;
- Ability to demonstrate a clear commitment to supporting and enabling the development of community pharmacy and community pharmacists;
- Experience in the use of Microsoft Office suite; and
- Possess the requisite knowledge and ability for the proper discharge of the responsibilities of this role.

### Skills

- Excellent communication (written and verbal) and customer service skills with an ability to effectively adapt communication style and customer service as required by the audience and/or the situation;
- Strong organisational and administrative skills including a high level of accuracy and attention to detail;
- Team Player – works collaboratively with others to maximise individual and team effectiveness in order to achieve required service levels;
- Self-awareness – has a clear understanding of own strengths and how to best utilise these within the team context;
- Growth mind-set – has a belief that their talents can be developed through application, good strategies and input from others;
- Commitment to continuing professional development and research activities;
- Adaptability – be able to deal with a number of priorities and demands at the same time and have an ability to manage interruptions requiring changes in priorities;
- Ability to balance the requirements of multiple, evolving projects within tight timescales;
- Ability to use own initiative, to focus on and produce results and to prioritise objectives;
- Ability to handle confidential information with discretion;
- Ability to build and sustain internal and external networks and partnerships;
- Ability to take direction and meet deadlines and to work at pace when required.

## Desirable

- Experience in the development of standard operating procedures and associated guidance and support documents;
- Working knowledge of Irish and European Legislation as it applies to community pharmacists and pharmacies;
- Familiarity with activities required to successfully implement new community pharmacy services;
- Experience of research, report or submission development supporting the role of pharmacists in patient safety initiatives and the delivery of health outcomes; and/or
- Experience in the management of errors and complaints.

## Particulars of the Post

The appointee to the post will report to the Head of Professional Services. Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position.

## Application Process

To apply, please email your curriculum vitae and a cover letter outlining your suitability for the role to [careers@ipu.ie](mailto:careers@ipu.ie) by 5:00pm on the closing date (Monday 16 February 2026).

Your application should include:

- **Curriculum Vitae / Resumé**  
Please ensure your CV includes your full name, postal address, contact telephone number, and email address.
- **Referee Details**  
Provide the names, positions, and contact details (phone and email) of three referees, along with a brief note on your professional relationship with each referee. Referees will not be contacted without your prior consent.
- **Education and Qualifications**  
Include full details of your education history, professional training, and qualifications relevant to the role.
- **Employment History**  
List your employment to date, including your current role and a summary of your responsibilities.

Shortlisted candidates will be invited to attend a formal, competency-based interview, which will take place at the IPU offices in Butterfield House, Rathfarnham, Dublin 14. Interviews may be conducted in person or via video conference, depending on circumstances.

For informal enquiries, please contact Susan O'Dwyer by email at [susan.odwyer@ipu.ie](mailto:susan.odwyer@ipu.ie).