



## Job Description

### Claims Analyst

#### Introduction

The Irish Pharmacy Union (IPU) is the professional representative and leadership organisation for community pharmacists, with a membership of approximately 2,300 pharmacists working across more than 1,850 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.

**Post Title:** Claims Analyst

**Post Status:** One-year fixed term contract from March 2026

**Location:** Contract Department, Irish Pharmacy Union, Rathfarnham, Dublin 14

**Reports to:** Head of Contract and Pharmacy Operations

**Salary:** €40,000 to €45,000 depending on experience

**Hours of Work:** Full-Time, Monday – Friday 9am-5pm

#### Position Summary:

The post holder will be responsible for advising and assisting IPU members on the administration of the Community Pharmacy Contractors Agreement, in particular processing claims and payments and administering the HSE community drugs schemes. The post holder will help and support members to resolve claims issues with the HSE PCRS in conjunction with the Head of Contract and Pharmacy Operations. The post holder will also be responsible for the administration of the Pharmacy Contractors' Committee and IPU Contract Department.

#### Key Responsibilities:

- To provide assistance and advice on all claims related issues to members including liaising and engaging directly with the HSE PCRS on their behalf.
- To provide accurate and precise information to members to enable them to avail of their rights and entitlements in their dealings with the HSE PCRS.
- Maintain and constantly update guidance to IPU members on HSE PCRS claims processes and communicate any and all changes to the membership.

- Plan and manage the arrangements for meetings including preparation of agenda, briefing notes and other meeting materials, minute-taking as appropriate and tracking and follow-up of decisions and actions.
- Support the Head of Contract and Pharmacy Operations in resolving member issues with HSE PCRS through the appropriate agreed procedures.
- Manage data - including maintaining, correcting, collating, interrogating, validating and processing data.
- Maintain accurate up to date records, help with preparation of reports and contribute relevant information to the IPU weekly newsletter and the IPU Review.
- Participate in training IPU members and their staff in all aspects of effective pharmacy claims processing.
- Engage in personal development planning and performance review.
- To undertake such additional ongoing training and education as required.
- Any other duties as may be required by the Head of Contract and Pharmacy Operations or Secretary General of the IPU from time to time.

#### **Qualifications, Experience & Skills Required:**

- IPU Pharmacy Technician course or equivalent Pharmacy Technician qualification.
- Minimum 3 years' hands-on experience in a pharmacy technician role is essential.
- Excellent working knowledge of the PCRS administration and reimbursement mechanisms.
- Proactive – need to be able to work on own initiative and as part of a team.
- Proficient in the use of Microsoft Office.
- Excellent communication skills in both written and verbal English.
- Strong influencing and negotiation skills.
- Ability to treat member information with strict confidentiality.

#### **Application Process**

Please apply by email with your CV and cover letter on or before 5pm on the closing date of the 23 February 2026.

Applications should be sent to [careers@ipu.ie](mailto:careers@ipu.ie). Shortlisted candidates will be invited for a formal competency-based interview at our office in Rathfarnham.

#### **Particulars of the post**

This position is full-time. Hybrid options available with a minimum of 3 days per week in IPU Offices. The appointee to the post will report to the Head of Contract and Pharmacy Operations.