

## **Customer Solutions Specialist**

### **COMPANY OVERVIEW**

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Centred Solutions Ltd is a leading provider of innovative solutions for the pharmacy industry. We are dedicated to empowering pharmacies with cutting-edge software and technology to enhance the dispensing process and workflow whilst ensuring optimal patient care.

Our Customer Solutions Team plays a pivotal role in guiding all our customers through every stage of their journey, from initial product discovery to ongoing success and growth. In parallel, this team is also responsible for identifying the development needs of our customers and products to champion the expansion of our solutions in line with market requirements and market evolution.

### **POSITION OVERVIEW**

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This is an entry-level specialist role designed for individuals with experience in community pharmacy or the pharmacy supply chain who are looking to develop their expertise in customer solutions, training, and implementation support. As part of our dynamic Customer Solutions team, you will work closely with customers, technical experts, and internal stakeholders to ensure the seamless implementation and ongoing support of our products and solutions. You will play a crucial role in supporting customer success by providing expert guidance, tailored training, and hands-on support. This role requires regular travel to customer sites to deliver training, troubleshoot issues, and build strong relationships, ensuring each customer receives personalised, high-quality support.

### **KEY RESPONSIBILITIES**

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#### **Customer Support**

- Support customers in understanding workflows, system functionality and best practices.
- Assist in responding to customer queries, troubleshooting issues, and escalating complex problems when necessary.
- Build positive relationships with customers by being a proactive and reliable point of contact.
- Conduct review meetings with customers to assess performance, address concerns, and provide feedback on system usage and workflow optimisation.

#### **Implementation Support**

- Work closely with senior team members to support system installations, configuration, and testing.
- Assist in preparing and maintaining project documentation, ensure accurate records of customer settings and configurations.
- Support project delivery, adapting plans as needed to meet changing requirements.

- Provide on-site and remote assistance during system go-live and post-implementation phases.

### **Training & Development**

- Participate in customer site visits to provide training/post-installation support.
- Deliver structured training sessions tailored to different user levels and needs, both online and in person.
- Assist in the creation and maintenance of training materials, such as guides, videos, and FAQs.
- Support customers with refresher training following system updates and as needed to ensure continued success with our solutions.

### **Process Improvement & Documentation**

- Gather and document customer feedback to help improve products/services.
- Support senior team members in identifying workflow challenges and suggesting improvements.
- Assist in reviewing and refining Standard Operating Procedures (SOPs) related to customer support and training.
- Provide feedback on ways to improve customer onboarding and training programs.

## **DESIRED QUALIFICATIONS/EXPERIENCE**

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- Qualified pharmacy technician or dispenser (GPhC registration preferred but not essential)
- Minimum 2 years' experience in a UK community pharmacy or supply chain environment, with a strong understanding of daily operations.
- Experience delivering training sessions or workshops, ideally within a pharmacy or healthcare setting.
- Proven experience in a customer-focused role, with a track record of providing excellent service and support.
- Knowledge of applicable regulatory standards (e.g., GPhC, MHRA) and their impact on pharmacy operations.
- Strong understanding of pharmacy workflows, including dispensing processes, stock management, and supply chain logistics.

## **SPECIFIC SKILLS**

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- Direct and indirect leadership skills to guide pharmacy teams and influence key stakeholders to drive outcomes.
- Strong communication and interpersonal skills to engage with diverse audiences and effectively explain technical concepts to non-technical users.
- Problem-solving mindset with a keen attention to detail to troubleshoot technical issues and optimise workflows.
- Self-motivation and initiative to work independently with minimal supervision demonstrating integrity and accountability.
- Comfortable interacting with all levels of personnel, from technical teams to executive leadership.

- Technical aptitude with a strong desire to expand technical knowledge and stay up to date with new developments.
- Proficiency with Microsoft Office products for documentation, data analysis, reporting and communication.

## ROLE REQUIREMENTS

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- Frequent travel UK wide to customer sites and occasional overnight stays.
- Full UK driving licence.

## BENEFITS

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- Competitive salary package that reflects your skills, experience and the value you will bring to the role.
- Access to a great learning environment with opportunities for professional development and career progression within the company.
- Dynamic and collaborative work environment with a diverse team of professionals.
- Access to health and wellness resources to support your physical and mental well-being.

**Please apply by sending a copy of your CV to [amcbride@centredolutions.co.uk](mailto:amcbride@centredolutions.co.uk) or by filling in the form on the [careers page](#) of our website.**