



Position Description

Job Title	Member and Business Support Officer
Location	NT Branch
Supervisor/s	Branch Director
Status of Position	0.6 FTE (22.5 hrs p/w)

The Pharmacy Guild of Australia (The Guild) represents the proprietors of around 5,500 community pharmacies. They form a unique network of trusted healthcare professionals across Australia.

About the NT Branch

The NT branch works closely with the NT membership base to promote and deliver Guild member benefits including industrial relations assistance, training and workforce development, business support and advice on the 8CPA programs and Guild initiated health programs.

The NT Branch advocates at the Territory level to increase pharmacist scope of practice to deliver community pharmacy-led health initiatives such as vaccination services. In addition, the NT Branch supports Pharmacy Guild advocacy activities the Federal Government level to ensure the future viability of community pharmacies.

Role Responsibilities of the Member and Business Support Officer

The key objective of this position is to support The Pharmacy Guild of Australia membership in the Northern Territory through targeted business support and member engagement. The role will focus on effectively delivering key aspects of the National Secretariat Member Value Proposition by rapidly understanding and communicating Guild products and services. The position requires adaptability in managing membership strategies, proficiency in the Guild's CRM database, and the ability to provide responsive member support. Regular travel to member pharmacies across the Northern Territory and occasional attendance at Guild conferences may be required.

The key role responsibilities include:

Membership Support

1. Serve as primary point of contact for Guild members and prospective members, providing support or redirecting as appropriate.
2. Conduct regular member visits in NT to provide advice on general business support and encourage feedback on Guild services and products.
3. Assist Branch Director to deliver end-to-end membership campaigns, including invoicing, reminders, and renewal finalisation.



4. Maintain accurate records of member interactions and support provided in the Guild CRM (GEMM) and other record-keeping tools.
5. Prepare reports analysing membership status, trends, demographics, and engagement.
6. Develop and prepare proactive, topical content for Branch communications across multiple platforms, including email, social media, and the website, in collaboration with the marketing and communications team.
7. Identify cross-promotional opportunities for membership and Guild services/programs.
8. Facilitate and promote Guild-led industry events, including conferences and workshops.
9. Represent the Branch at industry meetings and events when required.

Business Support

1. Assist members with inquiries about legislative requirements, including NT Medicines and Poisons Act and pharmacy premises requirements.
2. Assist members in understanding and implementing scope of practice changes, including new vaccination services and business process optimisations to enhance pharmacy efficiency and patient care
3. Enhance knowledge of Guild products and services, encouraging member uptake and directing queries to relevant areas within the Guild.
4. Support NT Branch Members in implementing and maintaining QCPP as a quality management system and business improvement tool,
5. Encourage and assist members in utilising QCPP-developed tools, processes, and online support resources to facilitate accreditation and maintain high standards of pharmacy practice.
6. Provide support to Branch Director for various projects, including grants, events, and meetings.
7. Undertake general administration and office duties to ensure efficient Branch operation.
8. Assist with political advocacy events as part of Branch initiatives when required.

Organisational relationship

Responsible to the Branch Director, working closely with the Branch Director to determine the activities to be undertaken as part of the regular member interactions.

Foster strong relationships with the National Secretariat, to promote collaborative outcomes for members.

Work closely with the NT Branch team and provide support as required.

Role Specific Capabilities

This position requires skills, knowledge, and experience about the following areas:

- Understanding and experience of community pharmacy and the PBS
- Community pharmacy operations, premises and scheduled medicines



- High level written and verbal communication skills with a demonstrated ability to relate to stakeholders including Guild members, Government authorities, educational institutions, related health professionals and industry bodies.
- High level of conflict management, negotiation and influencing skills, exercising sound judgement in stakeholder contact.
- Ability to work autonomously, prioritising workload in accordance with Branch requirements.
- Demonstrated ability in office systems (Microsoft Word, Microsoft Excel, and Microsoft Outlook) and CRM databases.

Essential Attributes

To be successful in this role, candidates must demonstrate:

- A. Experience in a community pharmacy for at least one year
- B. A current unrestricted driver's licence and transport

Desirable Attributes

Experience in the following areas will be highly regarded:

- A. Experience in a membership association or not-for-profit organisation
- B. Experience in a customer service environment
- C. Experience using Microsoft Dynamics 365

Records Management

The Guild is committed to best practice recordkeeping through systems that support the creation, maintenance and protection of accurate and reliable records. All practices concerning recordkeeping within the Guild are to be in accordance with the Guild Records Management policy and its supporting procedures.

Each employee is responsible for creating and maintaining accurate and reliable records to meet legal requirements, provide evidence of prior business decisions and support current and future business activity.

Work Safety

The Guild strives to provide a safe and healthy work environment for all employees, clients, contractors and visitors. Its aim is to eliminate any hazard that could constitute personal injury or illness and it will do all that is reasonably practicable to ensure safe work practices are adopted and adhered to.

Each employee is asked to take reasonable care to protect their own health and safety at work and the health and safety of others in the workplace.