

Pharmacy manager Job Description

A free job description template for the Pharmacy industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This pharmacy manager job description template is designed to reflect Australian workplace standards and pharmacy industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment and health-practitioner regulations.

1. Position overview

A pharmacy manager is a registered pharmacist who runs the day-to-day operation of a community or retail pharmacy. Alongside dispensing and patient care, they lead and roster the team, manage budgets, stock and retail performance, oversee dispensary and regulatory compliance, and grow clinical services such as vaccinations and medication reviews. The role blends professional practice with business and people management.

In Australia, pharmacy managers are covered by the Pharmacy Industry Award 2020 (MA000012) at the top of the pharmacist classification stream — pharmacist manager — reflecting management responsibility. Every pharmacy manager must hold current general registration with the Pharmacy Board of Australia via AHPRA.

This template provides a foundation for creating clear, compliant job descriptions that attract experienced leaders while setting appropriate expectations for the role. Once hired, manage rosters, budgets and compliance efficiently with pharmacy rostering software.

2. Key responsibilities

Team leadership

Recruiting, training, rostering and developing pharmacists, dispensary technicians and pharmacy assistants, and building a positive, high-performing team.

Operations management

Overseeing the daily running of the pharmacy — dispensary workflow, retail floor, opening hours and coverage — to deliver safe, efficient service.

Financial performance

Managing budgets, labour costs, stock purchasing and retail sales, and reporting on performance against targets.

Compliance and quality

Ensuring compliance with AHPRA, poisons legislation, PBS and quality standards, and maintaining accurate dispensing and controlled-drug records.

Clinical services

Developing and promoting professional services such as vaccinations, medication reviews and health screening, and dispensing and counselling as required.

Customer and community

Championing patient care and customer service, handling escalations and building relationships with prescribers and the local community.

3. Skills and attributes

- Leadership: Proven ability to lead, roster and develop a pharmacy team and create a positive, accountable culture.
- Business acumen: Strong grasp of budgets, labour costs, stock and retail performance, with the ability to drive growth.
- Regulatory knowledge: Deep understanding of AHPRA obligations, poisons scheduling, PBS and controlled-drug compliance.
- Clinical judgement: Sound clinical decision-making and the credibility to guide other pharmacists and interns.
- Communication: Clear communication with staff, patients, prescribers and owners, and confident conflict resolution.
- Organisation: Excellent planning and prioritisation across dispensary, retail, compliance and people responsibilities.

4. Qualifications and requirements

Pharmacy manager positions require pharmacist registration plus leadership experience. Some requirements are mandatory, while others are preferred or desirable.

- Pharmacy degree (required) — An approved Bachelor or Master of Pharmacy degree
- AHPRA registration (required) — Current general registration as a pharmacist with the Pharmacy Board of Australia (AHPRA)
- Management experience (required) — Demonstrated experience leading and rostering a team, ideally in a community or retail pharmacy
- Working rights (required) — Eligibility to work in Australia
- Vaccination accreditation — Immunisation training is desirable where the pharmacy offers a vaccination service
- Business or retail management qualification — A business or retail management qualification is advantageous but not essential

5. Working conditions

- Full-time role with responsibility across trading, including weekends and public holidays as required
- Combination of dispensary practice and management and administrative duties
- Standing for extended periods when covering the dispensary
- Accountability for team performance, compliance and financial results
- Handling of controlled drugs and confidential patient information
- Compliance with AHPRA, poisons and workplace health and safety requirements

6. Award information

Pharmacy industry award 2020

Pharmacy manager positions are covered by the Pharmacy Industry Award 2020 (MA000012) at the top of the pharmacist classification stream. This modern award sets minimum pay rates, penalty rates, allowances and conditions for pharmacy employees. View current Pharmacy Award pay rates.

The pharmacist stream runs from pharmacist (around \$41.74 per hour for FY2026/27) through experienced pharmacist, pharmacist in charge and pharmacist manager — the manager level sits at the top to reflect management responsibility. Some managers are engaged on an annualised salary that must be no less than the award would pay for their hours. Use award interpretation software to check pay accurately.

Registration and pay arrangements

Every pharmacy manager must hold current general registration with the Pharmacy Board of Australia via AHPRA. Verify registration before they start and track renewal with HR software.

Where a manager is paid an annualised salary, run regular reconciliations to ensure the salary covers all hours, penalties and overtime the award would otherwise require — evening and Saturday at 125%, Sunday at 150% and public holidays at 225% for permanent staff. Check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a pharmacy manager do?

A pharmacy manager is a registered pharmacist who runs the day-to-day operation of a community or retail pharmacy. Alongside dispensing and patient care, they lead and roster the team, manage budgets, stock and retail performance, oversee dispensary and regulatory compliance, and grow clinical services such as vaccinations and medication reviews. The role blends professional pharmacy practice with business and people management.

Q: What award covers pharmacy managers in Australia?

Pharmacy managers are covered by the Pharmacy Industry Award 2020 (MA000012) at the pharmacist manager level, the top of the pharmacist classification stream. Some managers are engaged on an annualised salary, and some larger groups run on an enterprise agreement. Always confirm which instrument applies to your business.

Q: What classification level should I use for a pharmacy manager?

Use the pharmacist manager classification at the top of the Pharmacy Award pharmacist stream, which runs from pharmacist (around \$41.74 per hour for FY2026/27) through experienced pharmacist, pharmacist in charge and pharmacist manager. See our Pharmacy Award pay rates guide for current rates at each level.

Q: What is the difference between a pharmacist in charge and a pharmacy manager?

A pharmacist in charge is the registered pharmacist responsible for the professional operation of the pharmacy during their shift. A pharmacy manager has broader ongoing accountability — leading the whole team, managing budgets, stock and retail performance, and driving clinical-service growth in addition to professional duties. The Pharmacy Award reflects this with a higher pharmacist manager classification.

Qualifications

Q: What qualifications does a pharmacy manager need?

A pharmacy manager must hold an approved pharmacy degree and current general registration as a pharmacist with the Pharmacy Board of Australia via AHPRA, plus demonstrated experience leading and rostering a team. Working rights in Australia are essential. A business or retail management qualification and immunisation accreditation are desirable but not required.

Q: Does a pharmacy manager need AHPRA registration?

Yes. A pharmacy manager is a practising pharmacist and must hold current general registration with the Pharmacy Board of Australia through AHPRA. Verify registration before they start and track the renewal date with HR software so it never lapses while they are rostered to dispense.

Q: What qualifications should I require vs prefer for a pharmacy manager?

Mandatory requirements are an approved pharmacy degree, current AHPRA registration, management experience and working rights in Australia. Preferred qualifications include a business or retail management qualification and immunisation accreditation. Tailor the requirements to the size and services of the pharmacy the manager will run.

Q: Can a pharmacist without management experience become a pharmacy manager?

It is possible, but management experience is strongly preferred because the role carries accountability for people, budgets and compliance. An experienced pharmacist in charge is a natural step towards management. Provide leadership development and support if you promote from within, and reflect the change with the correct classification and employment contract.

Employment

Q: Are pharmacy managers paid a salary or hourly?

Both arrangements are used. Many pharmacy managers are engaged on an annualised salary, which must be no less than the Pharmacy Award would pay for their hours including penalties and overtime. Others are paid hourly at the pharmacist manager rate. If you pay a salary, run regular reconciliations against the award to avoid underpayment. See the Pharmacy Award pay guide.

Q: What penalty rates apply to pharmacy managers?

For permanent staff paid hourly under the Pharmacy Award (MA000012): evening (Mon–Fri 7pm–9pm) and Saturday (8am–6pm) are paid at 125%, Sunday (7am–9pm) at 150% and public holidays at 225% of the ordinary rate. Where a manager is on an annualised salary, the salary must cover the penalties and overtime the award would otherwise require. Use award interpretation software to check pay.

Q: What should I include in a pharmacy manager employment contract?

Key elements include: position title and pharmacist manager classification, employment type, remuneration (hourly or annualised salary), applicable award, AHPRA registration requirement, reporting structure, management and professional duties and any performance targets. Use our digital employment contracts to simplify this process.

Q: How do I keep an annualised-salary manager compliant with the award?

Record the manager's actual hours and run regular reconciliations comparing their salary to what the Pharmacy Award would pay for those hours, including evening, weekend, public-holiday and overtime rates. Time and attendance with award interpretation makes this straightforward and gives you an audit trail.

Rostering

Q: How does a pharmacy manager build a compliant roster?

A pharmacy manager balances pharmacist coverage, dispensary support and retail floor needs against labour budget and award rules across trading hours. Rostering software shows live wage cost and coverage as the roster is built and flags compliance risks — such as a gap in pharmacist coverage — before the roster is published. See our guide on how to roster pharmacy staff.

Q: How does a pharmacy manager control labour costs?

By rostering to demand — matching staff to script volume and retail traffic — while applying the correct award, junior and penalty rates. Award-aware rosters software shows live wage cost as the roster is built, and workforce analytics help compare labour cost against script numbers and sales.

Q: How does a pharmacy manager track staff registrations and qualifications?

Use HR software to store AHPRA registrations, dispensary certificates, first aid and other credentials with expiry reminders. Linking these to rostering means the manager can avoid scheduling anyone with a lapsed registration or missing qualification, protecting patients and compliance.

Q: How far in advance should a pharmacy manager publish rosters?

Award and agreement rules vary, so confirm the notice period that applies to your business. As a general practice, publishing rosters at least 7 days in advance gives the team visibility of their shifts. Using rostering software helps ensure compliance and reduces last-minute changes.