

Numark

Carol Burgess, Commercial Manager



SERVICE

Member Helpline



COMPANY SIZE

4,000 members



INDUSTRY

Pharmaceutical



WEBSITE

numark-pharmacy.co.uk



Croner

HR • Tax • H&S • Reward

NUMARK 

Your local community pharmacy

Numark ensure pharmacies across the country operate efficiently and effectively. With Croner's help, Numark is able to provide members with the correct dose of HR and health & safety support.

Background

Numark serves as a virtual head office for independent pharmacies on the high street across England, Wales, Northern Ireland and Scotland. From insurance services and own brand offering, to brand support deals, Numark is dedicated to putting its members and independent pharmacies first. We spoke to Carol Burgess, Commercial Manager — Approved Suppliers at Numark, to give us an overview of the organisation's offering.

"At present we have over 4,000 members, and we help to run their pharmacies inside and out. We offer everything from the commercial deals to customer excellence tools and cutting edge IT solutions. It's all about offering our members the essentials they need to successfully run their business at the end of the day.

"We also have a dedicated and trained pharmacist and technician team on the other side of the phone for members to call with any enquiries they may have regarding their business, staff and customer enquiries."

Awareness

Numark partnered with Croner just over three years ago and in that time has provided its members with access to expert HR, employment law, and health & safety guidance through the Croner business support helpline.

"We used to outsource a lot of our business support. Many years ago there was no insurance offering to our members so it made sense to bring an insurance provider on-board. When we partnered up with Bennett Gould for our Professional Indemnity Insurance offering, we added the support for HR and health & safety via Croner's services."

Croner works closely with Carol and her colleagues to provide a variety of services for Numark members. This involves providing informative materials, regular updates, and insightful industry content on major employment law updates. We have also attended events such as the Numark Surgery where we are able to speak to members face to face and answer any questions they may have.

"When a member takes out Professional Indemnity Insurance, they receive a welcome pack that details all the essential information available to them: not limited to, but including, all of the Croner services at hand.

"We highly rank the Croner advice line among our list of member benefits, especially the HR advice and guidance, as members are qualified pharmacists and not necessarily HR professionals. If they have an enquiry relating to employment law and want to address and handle it correctly, they have a dedicated helpline to speak to someone who is qualified. They also have a 24/7 online portal with all the information they may need."

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Impact

Outsourcing expert advice in this way allowed Numark a renewed focus on other areas of the business, as Carol explains:

"I would say access to the advice line has freed up our own resources. If an insured member calls us with a HR or employment law query, we are able to direct them to Croner and feel assured our members will speak to a qualified expert who is dedicated and willing to help.

"Having the HR and employment law advice is a unique selling point for members compared to our competitors. Having Croner as a partner is great as the brand is well recognised and trusted by business owners. It has definitely broadened the scope of benefits and resources for Numark members.

"Overall, members seem to be very satisfied with Croner's services and we look forward to working with them in the future to better our offering with our members."

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 **Carol Burgess**, Commercial Manager

Speak to an Expert

For expert advice or to discuss how Croner can help your business, call **0808 145 3386**