



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

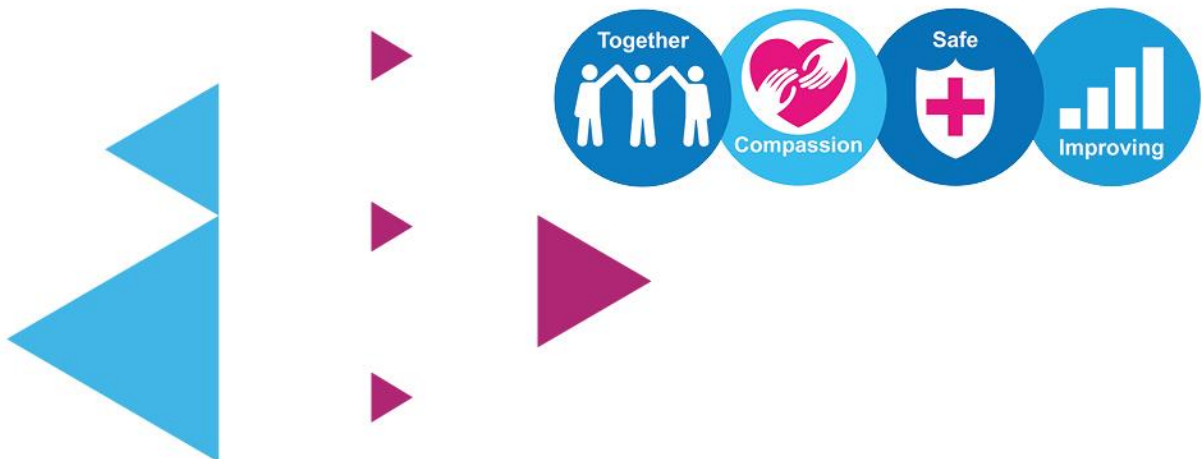
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division:** Children's, Women's and Diagnostics Division

**Job Title:** Senior Pharmacy Technician Medicines Procurement and Homecare

**Band:** Band 5 depending on experience or progression from a band 4 to a band 5

**Location:** University Hospitals North Midlands: Royal Stoke and County Hospital Sites

**Hours:** 150 hours over 4 weeks, to include weekends and Bank holiday working

**Managerially accountable to:** Lead Pharmacy Technician Medicines Procurement and Homecare

**Professionally accountable to:** Pharmacy Supply Chain Manager – Medicines Procurement, Distribution and Homecare

### **Role Summary**

The post holder will support the Lead Pharmacy Procurement Technician – Medicines Procurement and Homecare and Pharmacy Supply Chain Manager.

This includes providing safe, efficient and cost-effective procurement of medicines for the University Hospitals of North Midlands and other external organisations with which we have Service Level Agreements.

**The post holder will be responsible for providing day-to day support of the pharmacy procurement function. This will include:**

- Supervising, directing the work of and training staff within the Medicines Procurement and Homecare Team;
- Line management of procurement and homecare personnel
- Co-ordinate and prioritise the day to day work activity within the procurement team.
- Carry out training of all procurement staff in line with departmental requirements
- Implementation and management of contracts
- Actively contribute to the further development of the procurement service.
- Expectation to work collaboratively with the Stores and distribution team on day to day work and special projects
- Ordering of medicines (including authorisation of orders);
- Reconciliation and authorisation of invoices;
- Liaising with suppliers and customers;
- Managing and controlling stock levels within the joint dispensary and stores (Royal Stoke Site and County Site);
- Dealing with stock shortages;
- Organising, implementing and inputting pharmaceutical contracts on to the pharmacy computer system.
- Production of usage and expenditure reports e.g. Key Performance Indicators to be reported at strategic meetings such as business and strategy
- Managing MHRA drug recalls;
- Responsible for overseeing the processing of prescriptions, orders and invoices for home delivery of medicines
- Support the Pharmacy Supply Chain Manager, Lead Pharmacy Technician Stores and Distribution and the Responsible Person in ensuring Good Distribution Practice.
- Check supplier validation in preparation for MHRA inspections for the Wholesaler Distribution Authorisation.
- Participate in quality initiatives (e.g. audits; near miss reviews) undertaken by the Pharmacy Directorate
- Proactively support staff engagement and act as a role model and mentor, to staff demonstrating Trust values and behaviours
- Deputise for Lead Pharmacy Technician Stores and Distribution to cover annual leave and other service needs
- Provide leadership, support and encouragement to all team members
- Ensure adequate staffing levels and skill mix are maintained and to escalate to Senior members of the team if any short falls



The post may be required to cover other areas within the Pharmacy Service. The post-holder will be required to support the dispensary service on a weekend rota (currently 1 in 4).

Depending on the initial skill set and/or experience of the individual they will either be employed directly at band 5 level or will complete relevant training at band 4 level. Upon successful completion of the training and evaluation, the post holder will automatically become Senior Pharmacy Technician Medicines Procurement and Homecare

The starting grade will be determined at interview in line with person specification

The following areas **MUST** be completed to achieve a Band 5:-

- Gateway to Leadership course
- Accuracy Checking of medicines qualification
- Demonstrate leadership, organisational and problem solving skills when co-ordinating workflow and staffing whilst ensuring turnaround times are adhered to
- Lead and actively participate in departmental team briefs
- Become a line manager – plan and organise appraisals, produce a personnel development plans and follow sickness management processes
- Be a named mentor for trainee staff within the Procurement section and actively support them through their training and competencies

The post holder will have a maximum of 24 months from the date of employment to complete this training and evaluation. If the individual has not met the required criteria within this timeframe a meeting will be arranged to discuss a way forward including following Trust policy on performance.

All the relevant support and guidance will be provided from the organisation to complete this training (including provision of educational supervisors, mentorship, work based assessors and allocated time). The post holder will provide services in accordance with relevant professional, ethical, legal and locally agreed policies, procedures, guidelines and standards.

## **Key Areas/Tasks**

### **PHARMACY TECHNICIAN ROLE**

#### **Communication and Relationship Skills**

The post holder will:

- Effectively communicate with pharmaceutical wholesalers, manufacturers, homecare companies and external agencies e.g CMU, regarding the safe, efficient and cost-effective procurement and supply of medicines. Matters may be of a complex or sensitive nature.
- Communicate with pharmacy staff, other healthcare professionals and external customers on wide range of queries relating to procurement of medicines and homecare including: changes to contracts; availability and cost of medicines (including controlled drugs, unlicensed medicines and specials); and supply issues or delays.
- Attend and participate in regional pharmacy procurement meetings and adjudication meetings regarding the tendering of medicines and services.
- Escalate medicine supply issues including MSN and SDA to pharmacy supply chain manager, pharmacist commissioning and best value medicines and clinical speciality pharmacist to determine action plan.
- Liaise directly with clinical teams on matters relating to homecare delivery of medicines, including handling of complaints.
- Communicate with the Trust Finance Department on issues relating to new accounts, payment of invoices and the Ascribe / Finance System interface.

- Undertake appraisals and training for pharmacy procurement staff.
- Attend and participate in monthly departmental meetings including, governance, Safe Meds, Communications, stock management, Procurement weekly team brief.
- Participate in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment.

### **Knowledge, Training and Experience**

The post holder will:

- Be a qualified pharmacy technician to NVQ level 3 plus accredited underpinning knowledge (equivalent).
  - Be a registered pharmacy technician with the General Pharmaceutical Council.
  - Have recent and relevant experience of working within a pharmacy department as a pharmacy technician.
  - Have knowledge of pharmacy including dispensary services, distribution services and medicines procurement.
  - Have a National Accredited Checking Technician (ACT) qualification or be eligible and willing to train towards this
- N.B.** if not already achieved upon appointment progression to band 5 will be contingent upon completion of this course

### **Analytical and Judgemental Skills**

The post holder will:

- Make judgements as to the urgency of medicines required, appropriateness, quantity and supply mechanism (including unlicensed medicines).
- Identify potential or actual supply chain problems, promptly highlight areas of concern and take actions to mitigate risks.
- Review missed deliveries and overdue orders and decide upon appropriate action to be taken.
- Analyse and interpret information to set appropriate stock levels and reorder levels for medicines.
- Make judgments as to the appropriateness of new contracts and actions required to safely implement them.
- Regularly review medicines purchased to ensure that critical medicines and medicines used routinely are always available and to determine which medicines can be purchased upon demand.
- Investigate queries, discrepancies or omissions from orders and invoices referred to them from technical staff.
- Respond to product recalls in a timely manner, making judgements with the Chief Technician when necessary, regarding the urgency and actions that need to be taken and liaising with the patient services team, clinical pharmacy team and external customers if necessary.
- Analyse and interpret information to inform regional pharmacy procurement meetings and adjudication meetings.
- Ensure that medicines purchased are in line with appropriate legislation, local prescribing formularies, guidelines and/or policies and that any relevant paperwork is completed.
- Liaise with the relevant staff for guidance and advice where problems and queries exceed their remit and expertise.

### **Planning and Organisational Skills**

The post holder will:

- Deputise for the Lead Pharmacy Procurement Technician Medicines Procurement and Homecare in their absence

- Assist with the organisation and smooth running of the medicines procurement and homecare service; this involves contributing to the review of existing processes, planning and implementation of new procedures, participating in departmental meetings and prioritisation of work in the event of staff shortages.
- Ensure that routine and non-routine stock is ordered, urgent requests for medicines are expedited, supply chain issues are dealt with appropriately and drug recalls are actioned.
- Ensure that, wherever possible, medicines are purchased under a national, regional or local contract.
- Ensure that invoice discrepancies are addressed either with the supplier or the Finance department in a timely manner.
- Work with the Lead Pharmacy Procurement Technician Medicines Procurement and Homecare to ensure sufficient medicines are procured and available for holiday periods.
- Work with the Lead Pharmacy Procurement Technician – Medicines Procurement and Homecare to support new initiatives such as new homecare schemes, patient access schemes, new ward openings and new business from external customers.
- Ensure that stock levels and re-order levels of medicines are appropriate and reviewed regularly, including a regular review of expired and slow-moving stock.
- Process prescriptions, orders and invoices for home delivery of medicines.
- Maintain accurate records for supplies of medicines via homecare, including issuing on the Pharmacy computer system, delivery and invoicing information.
- Maintain accurate departmental records and files.

### **Physical Skills**

The post holder will:

- The post holder will be expected to sit for long periods of time as data inputting and manipulation are major functions of this post.
- Able to carry out tasks seated, standing, frequent moving between clinical areas to deliver service and liaise with staff.
- May carry drugs and other materials from wards to dispensary.
- Ability to handle unpredictable workload.
- Will be required to travel to attend meetings and share practice.

### **Responsibility for Patient Care**

The post holder will:

- Ensure that medicines purchased are safe and of appropriate quality by ensuring medicines are procured in accordance with relevant legislation, guidelines, policies and procedures.
- Have a duty of care to ensure that work is completed accurately and in a timely manner as omissions/delays or errors may impact directly on patient care.
- Counsel patients regarding their medicines.
- Liaise with clinical teams to resolve queries relating to home delivery of medicines.
- Act upon errors and near misses for own area; including ensuring that they are reported, escalated appropriately, reviewed, investigated and any lessons are learnt and shared.
- Ensure recalled stock is quarantined (to avoid issue to patients) and organise return of affected stock to the supplier and ordering of replacement stock.

### **Responsibility for Policy and Service Development**

The post holder will:

- Contribute to the further development and planning of the medicines procurement and homecare service through participation in departmental meetings and putting forward ideas and suggestions.
- Follow departmental standard operating procedures.

- Proactively review and update standard operating procedures associated with medicines procurement and homecare to reflect current practice and legislation.
- Ensure that all staff follows procedures and direct them as needed to ensure a safe and effective service for both staff and patients.
- Have involvement with self-audit service in preparation for MHRA inspection in relation to the WDA.
- Support the Pharmacy Supply Chain Manager and Lead Pharmacy Technician Stores and Distribution to action any recommendations made by the MHRA in relation to the WDA.

### **Responsibility for Financial and Physical Resources**

The post holder will:

- Be able to authorise medicines orders and invoices for medicines to the agreed SFI value please refer to Trust policy F01
- Ensure that purchasing arrangements comply with Trust Standing Financial instructions and relevant national, regional and local contracts.
- Bring to the attention of the Lead Pharmacy Procurement Technician – Medicines Procurement and Homecare any high cost or high volume medicines that are not covered by a contractual arrangement.
- Ensure that claims are made against off-contract purchases.
- Identify potential opportunities for cost savings to support the Directorate Cost Improvement Programme.
- Ensure effective stock control through appropriate re-order level and quantities.
- Maintain current national, regional and local contracts on the Pharmacy computer system.
- Challenge unusual requests for medicines or information and where appropriate escalate these to the Pharmacy Supply Chain Manager and Lead Pharmacy Procurement Technician – Medicines Procurement and Homecare.

### **Responsibility for Human Resource**

The post holder will:

- Line manage, supervise and proactively direct the work of the Assistant Technical Officers and rotational staff within the Medicines Procurement and Homecare Team
- Be a role model for new staff and lead with their induction into the department.
- Supervise other pharmacy staff working within medicines procurement and homecare
- Undertake appraisals of staff as requested.
- Manage staff against required performance.
- Undertake sickness management of staff post holder line manages

### **Responsibility for Information Resources**

The post holder will:

- Update and maintain contracts on the Pharmacy computer system ensuring accurate mapping to Medecator.
- Produce reports to support routine procurement functions including slow moving stock, drug recalls and monitoring of price changes.
- Be responsible for importing and creating new drugs on to the pharmacy computer system
- Be responsible for setting re-order quantities and levels on the Pharmacy computer system.
- Be responsible for maintaining information on supply issues including recommendations on suitable alternatives to aid clinical decisions
- Be responsible for maintaining up to date records of all homecare prescriptions, orders and issues.



## **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
- Comply with the Code of Ethics and Standards of the Royal Pharmaceutical Society of Great Britain
- Comply with the Continuing Professional Development requirements as required by the Royal Pharmaceutical Society of Great Britain

## **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover

alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## **Job Title**

### **Person Specification**

	<b>Specification</b>	<b>Criteria</b>		<b>Evidence</b>
		<b>Essential</b>	<b>Desirable</b>	
<b>Essential Qualifications</b>	NVQ level 3 in Pharmaceutical Services or National BTEC in Pharmaceutical Sciences or equivalent nationally recognised qualification plus accredited underpinning knowledge	✓		
	Registered Pharmacy Technician with the General Pharmaceutical Council	✓		
	Member of the Association of Pharmacy Technicians UK		✓	
	A1 NVQ Assessor Qualification or willing to undertake		✓	
	<b>Once step up programme completed or upon appointment -</b> National Accredited Checking Pharmacy Technician (ACPT) qualification		✓	
<b>Knowledge, Skills, Training and Experience</b>	Recent experience of working within a pharmacy department as a Pharmacy Technician.	✓		
	Commitment and evidence of professional updating and continuous professional development	✓		
	Experience of multidisciplinary and/or collaborative working.	✓		
	Experience of working with a Pharmacy computer system e.g.	✓		

	JAC or EMIS (ASCRIBE)			
	Confident approach with good verbal and written communication skills.	✓		
	Ability to communicate with a wide range of people, including members of the public and all levels of healthcare professionals.	✓		
	Good analytical and evaluative skills with the ability to investigate queries solve problems and take action if appropriate.	✓		
	Methodical with effective organisational skills in the workplace.	✓		
	Able to prioritise own workload and that of others.	✓		
	Able to work as part of a team.	✓		
	Able to work on own initiative and unsupervised.	✓		
	Able to direct, plan and organise the work of the team.	✓		
	Able to supervise the work of others.	✓		
	Good keyboard skills and the ability to use various computer systems, including pharmacy computer systems, Microsoft word, Microsoft Excel, email and internet.	✓		
	Evidence of Professional updating i.e. Continual Professional Development	✓		
	Experience of working within medicines procurement environment.		✓	
	Experience of leading and managing a team		✓	
	Experience of dealing with		✓	





	Deemed medically fit and able to undertake employment duties	✓		
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