

# Recruitment Profile

**Job Title:** Training Programme Facilitator, Pharmacy Team South West

## About the Job

The South West Pharmacy Team is responsible for supporting the delivery of the HEE mandate by supporting the optimisation of the pharmacy workforce.

As a Training Programme Facilitator for the Pharmacy Team you will provide professional expertise to the Pharmacy training and education programmes, overseeing delivery of a portfolio of programmes and interventions on behalf of the Pharmacy leadership team, with a focus on the trainee pharmacist programme across the South West.

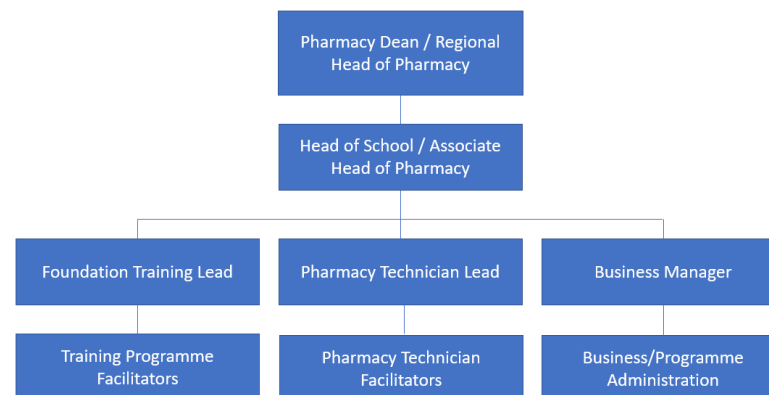
The role requires excellent leadership and management skills alongside the ability to lead matrix working initiatives.

Under the direction of the Foundation Training Lead your role responsibilities are defined below.

Key responsibilities include:

- Designing and implementing appropriate teaching, learning and assessment plans to support trainees and their educational supervisors
- Being an active member of the Trainee Team contributing to the design and development of the pharmacy education programme
- Supporting the business planning processes to provide input into the strategic development of the work of the department
- Identifying and supporting pharmacy trainees requiring additional support
- Contribute to the availability of high quality training and support for Pharmacy Practice And Educational Supervisors
- Providing professional expertise on a specific portfolio of work
- Managing the provision and development of resources, services and opportunities for pharmacists and their educators from across the healthcare professions
- Support equality, diversity and inclusion initiatives in pharmacy education
- Overseeing a portfolio of training activity programmes
- Having an understanding and awareness of how the activities and

## Organisation Structure



<p>objectives of the department align with the wider business planning for HEE, in particular to HEE South West and a designated area</p> <p>The post holder will be based at an HEE office location but may be required to work at other locations within the South West from time to time. You will have the opportunity to work remotely as determined by the changing needs of the business.</p>	
<p><b>About Us</b></p> <p>HEE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.</p> <p>Our ambition is to be the best organisation of our type in the world by living our values every day.</p> <p>Our Core Values are that everyone feels valued and respected and are included and involved in everything that affects them; are trusted to make decisions with clear reasons in order to be empowered to deliver; are committed to clear, effective communication, which is transparent and open when sharing information; takes pride and has integrity in everything we do and recognises that everyone has a significant contribution whilst taking personal responsibility and accountability for actions and behaviours.</p>	

# Recruitment Profile

## About you

This section details the personal attributes we require for this role. If you feel these describe you, we would welcome your application

## Behaviours and Values

### Essential

#### Able to:

- Communicate complex concepts and subject matter clearly, adapting approach for different audiences and avoiding jargon
- Demonstrate highly developed interpersonal and communication skills and ability to work as part of a team and operate effectively in a multi-disciplinary environment
- Effectively organise, influence and network
- Demonstrate sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management when appropriate
- Operate with integrity and treats services users, partners, and colleagues with respect and dignity at all times
- Demonstrate willingness to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions
- Operate in a highly political and sensitive environment with strong leadership and communication skills
- Commit to the promotion of equality and diversity in the workforce by operating in accordance with HEE policy, good practice and support of the equalities agenda
- Lead by example, role modelling a supportive, inclusive culture, with a focus on quality and 'can do' attitude, inclusive management style encouraging engagement and input from all levels within the organisation
- Demonstrate initiative and autonomy where appropriate with minimal supervision
- Constructively challenge and accept constructive challenge from others
- Promote innovation, organisational learning and the sharing of best practice across organisational boundaries

## Skills and Abilities

### Essential

#### Able to:

- Reconcile strategic and operational issues
- Effectively time manage and prioritise own work with competing and rapidly evolving priorities and deadlines
- Select from, and utilise, a range of negotiating and influencing strategies appropriate to different audiences and environments
- Provide and receive highly complex sensitive and contentious information to a wide range of differing groups, anticipating and addressing barriers to communication to ensure effective decision making and deliver
- Write concise, analytical and well-constructed reports, presentations and committee papers, and to draft and edit guidance documentation demonstrating excellent written English language skills
- Demonstrate strong analytical, organisational and problem-solving skills and the ability to discern trends from either quantitative or qualitative data
- Receive a verbal brief and initiate a work stream from this brief with ease
- Deputise for the Foundation Training Lead as required/instructed
- Work independently, but also as part of a team, able to contribute to the wider mission of the organisation, with the ability to work flexibly
- Demonstrate attention to detail and accuracy in all aspects of the job
- Use standard computing tools, including Microsoft Office 365, Outlook and the internet
- Recognise when work is of a confidential nature and the implications of confidentiality for how work is carried out
- Think logically and clearly, analyse problems and develop improvement strategies

- Develop credibility with colleagues and members of professional groups
- Demonstrate excellent leadership and management behaviours including the ability to lead beyond the team
- Take responsibility for own actions and contribute to improving and maintaining a healthy, safe and pleasant working environment
- Use evidence to make improvements and seek out innovation
- Actively develop themselves and others

### **Desirable**

#### **Able to:**

- Demonstrate a strong desire to improve performance and make a difference by focusing on goals
- Cope with uncertainty and change
- Remain professional, calm and efficient
- Actively promote the NHS Constitution and Values through personal behaviour and interaction with others and by the standards and example they set for those they work with
- Show an organised, systematic and tenacious approach to developing and progressing objectives
- Demonstrate awareness of the impact of own behaviour on others
- Influence and motivate colleagues both internally and across organisations providing education and training across the region
- Contribute effectively to the trainee pharmacist team

- Develop, maintain and monitor information systems to support the team, its customers, and its stakeholders
- Contribute to the implementation of strategic plans
- Evaluate and interpret a broad range of complex information sources quickly, generating insight and taken an evidence-based approach to decision making in circumstances where there are contradictory opinions or a broad range of possible actions available
- Effectively plan over medium and short-term planning horizon and with a high tolerance of uncertainty, ensuring the appropriate allocation of resources, early identification of risk

Experience and Knowledge	Qualifications and Training
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of education, training, professional development and support systems and structures in health care</li> <li>• Knowledge, understanding and experience of managing professional support for trainees/ learners and multiprofessional faculty development, and associated professional teams</li> <li>• Experience of chairing meetings and facilitating groups</li> <li>• Ability to present effectively to a wide range of audiences including senior stakeholder groups</li> <li>• Experience and understanding of evaluating, measuring and reporting on performance and impact, drawing on complex information from a variety of sources</li> <li>• Record of delivering successful projects</li> <li>• Understanding of NHS systems and structures</li> <li>• Experience in a health related, or higher education, environment</li> <li>• Experience of working within a complex organisation, preferably within the UK health/public sector</li> <li>• Experience of supporting the improvement of quality within a health, and or, social care setting</li> <li>• Ability to ensure best use of resources and the efficient use of public resources</li> <li>• Understand the principles and values of the NHS Constitution and commit to delivering on these in all aspects of the role</li> <li>• Experience of researching best practice, interpreting its relevance and processes/ practices which could be implemented successfully</li> <li>• Experience of contributing to policy development</li> <li>• Experience of providing expert advice to external organisations and stakeholders on quality matters</li> <li>• Experience and/or knowledge of project and quality management principles and design</li> <li>• Detailed knowledge of maintaining confidentiality and implementing data legislation requirements including information governance</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Registered with the General Pharmaceutical Council</li> <li>• Knowledge of healthcare education management or commissioning, acquired through post-graduate diploma or equivalent experience or training</li> <li>• Demonstrate commitment to continuing professional development</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Further specialist knowledge or experience to master's level equivalent</li> </ul>

**Desirable**

- Experience of representing senior managers at high profile meetings with high profile colleagues
- Experience of developing business plans and managing their implementation – setting project vision, objectives, monitoring and reporting progress
- Experience of managing and delivering complex projects across organisational boundaries to plan and within budget
- Experience of using performance indicators to discern trends across a large geographical area to inform quality improvement
- Experience of working within a high-profile team, with regular and direct access to senior management
- Previously responsible for a budget, involved in budget setting and working knowledge of financial processes
- Experience of identifying and interpreting National and Regional policy
- Experience of producing guidance and documentation
- Experience and or knowledge of contract management principles
- Previous experience of working in a similar role, preferably in the NHS, education sector or associated organisations

# Expected Outcomes

## About the role

This section details the outcomes and deliverables that would be expected from the role

### Engaging People/Key Working relationships

- Pharmacy Dean/Regional Head of Pharmacy, Head of School (Pharmacy)/Associate Head of Pharmacy, Foundation Training Lead, other regional pharmacy facilitators, wider regional team.
- Post Graduate Dean, Medical and PA Heads of foundation schools, Senior regional HEE team, HEE administrators, HEE managers, HEE workforce transformation leads/managers, other associate Deans
- Education supervisors, trainers, education managers, training hubs, administrators and training leads across organisations including acute trusts/hospitals, health and justice, primary care and community pharmacy
- Trainee Pharmacy Professionals
- Primary Care School, Faculty for Advance Practice
- Professional and regulatory bodies e.g., GPhC, RPS and APTUK
- Providers and commissioners across the region
- Higher Education Institutions, Education Providers

### Delivering Results/Functional Responsibilities

- Deliver on a wide range of activities and projects, as identified by post-holder's line manager
- Delivery of high standards of education with respect to training posts, curriculum requirements and other education programmes
- Commitment to national vision, policies and processes for effective educational delivery and to drive innovation and improvements to healthcare delivery
- Ensure appropriate signposting and support for trainees and supervisors
- Excellent leadership and management behaviours including co-ordinating education provision, the ability to lead beyond the team and across the department
- Manage foundation recruitment, workload allocation & team supervision
- Responsible for allocated data systems creation, management and utilisation
- Work with the team to deliver of expert education and pharmacy advice for allocated workstreams/programmes, proposing changes as required
- Management of the implementation of the foundation pharmacy programme, in line with HEE's policy and requirements, contributing to the organisation of delivery in the South West
- Monitor and report business plans and discrete budgets, as required

# Benefits Information

## About the Benefits

This section details the benefits of working for HEE

### What's great about this post?

The role offers an excellent opportunity to be part of an innovative educational offer for foundation pharmacists across the South West.

You will be part of the team that helps design the foundation training programme and support other facilitators to deliver high quality education and training to the workforce of the future. You will be supported to create courses and programmes.

### What's the terms and conditions?

As an NHS employer the following terms and conditions apply to this post:

#### Salary

NHS TCS Band **8a** salary scale  
Usually starting at the minimum and progressing on an incremental scale

#### Hours of Work

2 x 0.6 FTE (22.5 hours) and 1 x 0.5 FTE (18.75 hours) post-holders

#### Permanent, Fixed Term or Secondment

Permanent

**Leave and Bank Holidays:** 27 days per year and 8 bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years service and 33 days per year after 10 years service

**Pension:** The NHS Pension scheme is based on length of service and salary at retirement (not dependent on investment returns).

### What other opportunities are available to me?

We'll be committed to your training and development from day one. When you join, you'll receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line.

Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.

### Other useful information

Your essential role will indirectly contribute to saving and improving people's lives.

Job-sharing and part-time working is welcomed. Please indicate this on your application form.

We are committed to implementing reasonable adjustments for people with disabilities.

If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service and Job Description