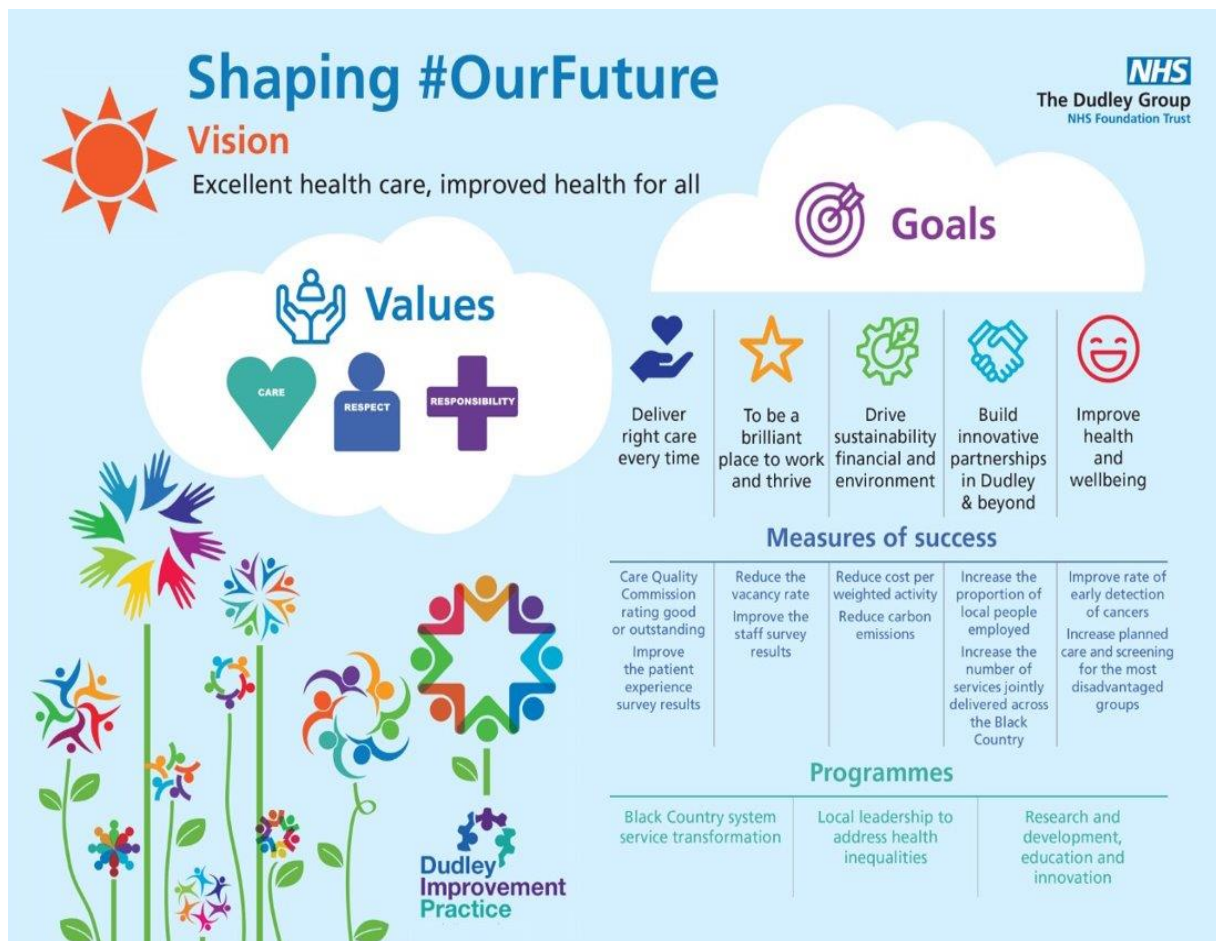


Job Description

Job Title:	Pharmacy Project & Performance Manager
Job Band:	Band 7
Department:	Pharmacy
Responsible to:	Pharmacy Programme Manager

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.



Job Summary

- Leading the delivery of projects to ensure a high quality and efficient pharmacy service.
- To support the Associate Director of Medicines Optimisation (Chief Pharmacist) and the Pharmacy Programme Manager in all aspects of the department's performance management agenda ensuring robust monitoring of progress of all local and national targets including relevant project plans, service improvements or change management initiatives within the scope of the role.
- To work with the Pharmacy Programme Manager, SLT and key members of the Pharmacy department to develop the Pharmacy Service ensuring best practice via project management that involves:
 - Assessing finances involved for potential service changes and business cases
 - Human Resources management and practice
 - Cost Improvement Programmes
 - Support SLT with managing service level agreements with customers both internal and external to the Trust
 - Performance management of external contracts and monitoring of SLA agreements
 - Identify service/quality improvements
 - Operational performance management within the Pharmacy department through the use of advanced data analysis, KPIs and Performance Dashboards.
 - Improve the communications strategy for the Department
 - Line management of Business Administration apprentice positions
- To work with the SLT in ensuring the provision and strategic development of a modern, patient-focused pharmacy service
- To lead on implementing modernisation strategies to meet the national and local healthcare agenda
- To implement and establish a monthly Business & Administration Team Quality group to report up to the Pharmacy Governance and Management Groups.
- To lead on Pharmacy service productivity, efficiency and quality through improvements to systems and processes.
- To lead on quality and performance standards ensuring these are consistently monitored and action plans developed for variances
- Ensure that effective communications for projects are maintained within the department, updating staff on any relevant project issues.
- Provide clear and regular project updates through identifying and organising the gathering of key information to lead the program, e.g. produce updates and notices for corporate brief and project team communications.
- Work collaboratively with SLT and the Chief Pharmacist in delivering high quality reports/ plans/ procedures and policies.
- Lead the data collection processes, analyse pharmacy Key Performance Indicators monthly and ensure database is maintained to lead performance and improvement across the service/Divisions/externally. Report findings to the Chief Pharmacist and the SLT.
- To line manage and develop Pharmacy staff that includes business administration apprentices



CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



RESPECT

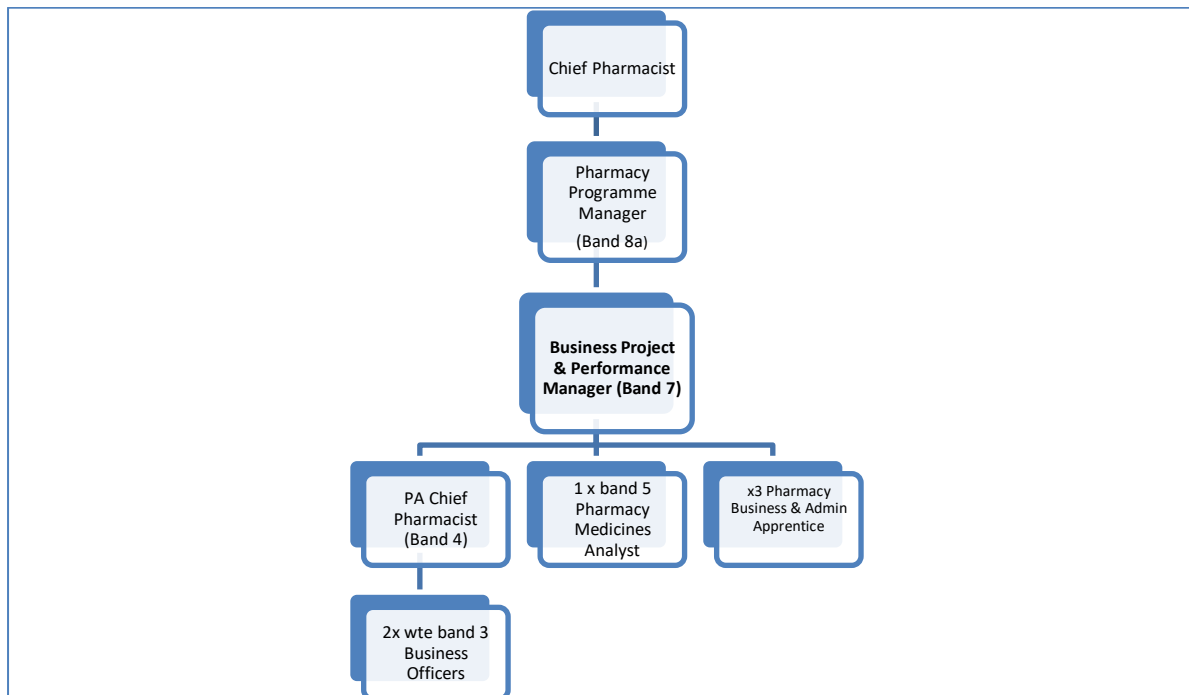
A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Structure Chart



Principal Duties & Responsibilities

Performance Management

- To support the Pharmacy Programme Manager with the effective and efficient management of resources within the pharmacy including staffing, finance; capital and revenue.
- Hold teams within the department to account via department performance and governance meetings by setting and monitoring targets and ensure relevant actions are taken to address gaps
- Lead on the development and implementation of reporting mechanisms/KPIs/ Performance dashboards using advanced data analysis.
- Collect and analyse pharmacy Key Performance Indicators monthly and maintain database to ensure performance and improvement across the service
- In liaison with the SLT identify, quantify and deliver cost improvements as required.
- Lead on identifying and exploring service/quality improvements.
- Lead on identifying, exploring and implementing income generation opportunities.



- Highlight and report any areas of over/under performance and take corrective action as appropriate – by motivating staffs.
- Responsible for dealing with Freedom of Information requests ensuring appropriate action is taken in a timely manner by escalation to relevant staffs.

Project Management

- Utilise best practice project and change management expertise and Methodologies; and effective information management and reporting;
- Responsible for managing a range of Pharmacy project from inception through to implementation.
- Present complex, sensitive or contentious data to project groups and project boards.
- Ensuring teams are applying best practices in project management and are driving a high level of quality in their work;
- Engage with clinical and managerial stakeholders to develop, agree, maintain and implement roll out plans, reporting key milestones and escalating slippages and other issues where necessary;
- Enable effective governance at project level to ensure successful delivery
- Providing the leadership to define projects scope of work, including initiating, overseeing and developing the mobilisation and approvals of projects, alongside owning aspects of project delivery
- Hold project and work-stream leads to account for delivery of work to acceptable standards. Working with project leads to ensure delivery is realistic and deliverable;
- Developing excellent relationships with Clinicians and other health care professionals to ensure that they have an opportunity to influence the management, planning of and development of Informatics services within the Trust;
- Develops business cases, plans and proposals to address identified needs of the Pharmacy Service;
- Scope, design, plan, co-deliver on time and within budget, multifaceted programmes and projects either through project teams with a direct reporting line or by working closely with other senior pharmacy leadership team members;
- Present complex, sensitive and/or contentious information e.g. financial and delivery data (risk, issue and dependencies) at programme level to project and programme boards;
- Negotiate with key stakeholders and suppliers in determining the required outcome in support of the project delivery (e.g. managing differing requirements from across the business to achieve the required outcome);
- Anticipate and resolve problems before they arise in an environment with ambiguity within their projects.

Service & Policy Development

- To lead SLT agreed service developments e.g. capital developments, implementation of changes in conjunction with the pharmacy project lead.
- Development/management of external service contracts and internal Service Level Agreements ensuring delivery against agreed targets.



- Lead on service redesign and changes in line with locally and nationally recognised best practice and CQUINs.
- To actively contribute to planning teams and other groups (internal and external) involved in evaluating and shaping healthcare services.
- To contribute to and support the pharmacy service delivery of the Trust's Service Development Strategy.
- To work with the Chief Pharmacist and Pharmacy Programme Manager to develop the pharmacy Annual Plan/Strategy
- To lead on service analysis; changes in capacity, demand or other trends or developments that may impact on the provision of services, advising the Chief Pharmacist and recommending actions/solutions.
- To propose changes and improvements to the development of relevant corporate policies that impact on the Pharmacy service provision.
- To ensure that the Trust's corporate objectives, operational policies and strategic intentions are incorporated into the pharmacy's Business Plan.
- To develop and implement local policies and procedures required for the safe, effective and efficient operation of the service.
- To support and encourage innovation in clinical and non-clinical practice through engagement with staff e.g. medicines optimisation opportunities and potential CIPs
- Ensure effective communication systems are in place throughout the Pharmacy Service and with other relevant internal and external stakeholders.
- Work within Trust policies, procedures, and guidelines.

People management

- To line manage and provide management guidance and leadership across the broader pharmacy agenda, including performance management, day to day supervision, handling disciplinary, grievance, sickness, conduct and other employment related issues
- Ensures that the appropriate work procedures are adhered to, and that staff are adequately trained for the tasks they undertake.
- Develops and maintains good internal communications within the department.
- Ensures that all procedures comply with statutory requirements; additionally, any local policies or guidance which may be relevant.
- To ensure that the capability, conduct and performance of every member of staff, within their responsibility, are constantly assessed and appropriate action taken to address shortfalls and to ensure that issues are resolved.
- To support the Deputy Chief Pharmacists in meeting pharmacy service development plans by setting objectives and developmental reviews for line reportees, including:
 - Conducting regular appraisals
 - Performance management of staff
 - Work allocation / delegation of daily tasks and responsibilities
 - Monitoring of staff sickness
 - Contribute to skill mixing to enable service development
 - Supports recruitment and induction of new staff
- To ensure that all Trust policies are complied with, brought to the attention of all staff and are readily and easily accessible.



- To engender a culture throughout the pharmacy that is committed to developing an integrated and consistent approach to leadership at all levels.
- To promote a positively diverse workforce and culture.

Finance & Budget Management

- Identify possible cost reduction initiatives in medicines usage in liaison with pharmacy leads for presentation to appropriate Trust Committees and working with the clinical pharmacy and procurement teams in project managing the necessary changes, audit and reporting of savings. This will include Influencing key senior managers to adopt new approaches, critically evaluating complex activity information and trends.
- Deliver cost reduction initiatives within the Pharmacy Service including the delivery of cost improvement targets while maintaining regulatory standards.
- Supports on the procurement, maintenance and staff training for assets allocated to the role, e.g. IT systems, project delivery equipment
- To receive and coordinate Freedom of Information responses within the Pharmacy Service.

Administrative/Clerical responsibilities

- To lead, initiate, receive and analyse information to develop services and to implement and maintain effective performance monitoring systems.
- To ensure all records (clinical, personnel etc) are maintained and managed in line with legislation and Trust policy.
- Ensure any information system used within the service/s and the information held within it is managed in accordance with the trust policy and compliant with the Data Protection Act and other relevant legislation/policies.
- To record incidents and interventions
- Uses computer-generated data to promote efficient analysis
- To order and receipt goods, in accordance with the Trust's financial framework
- To undertake any other duties, required by the Programme Manager, appropriate to the grade, and relevant to the post
- To maintain staff and patient confidentiality at all times

Professional Responsibilities

- To undertake duties as directed by the Programme Manager and participate in the evening, weekend and Bank Holiday rota and emergency duty rota where appropriate in line with Agenda for Change.
- To ensure that the appropriate work procedures are adhered to and all work is performed in accordance with accepted good pharmaceutical practice
- To ensure that the Programme Manager is promptly notified of any errors, or irregularities arising in respect of project management

Personal Development



- To keep professionally updated at all times, and also be actively aware of Trust-wide issues and trends
- To identify own training and development needs, supported by a regular personal professional development plan, as required by the Programme Manager
- Maintains CPD portfolio

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.



Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Ruckie Kahlon - Chief Pharmacist
Date:	29.12.21
Job evaluation completed:	
Job evaluation reference number:	

