



York and Scarborough Teaching Hospitals

NHS Foundation Trust

PRINCIPAL PHARMACY TECHNICIAN JOB DESCRIPTION

Job Title:	Principal Pharmacy Technician
Band:	6
Directorate:	Care Group 4
Reports to:	Pharmacy Operations Manager
Accountable to:	Pharmacy Operations Manager
Professionally Accountable to:	Chief Pharmacist
Responsible for:	The regular staff of the service as well as clinical, technical, and support staff assigned on rotation to the specialty.
Main Base:	Based at York or Scarborough Hospital but working off site as and when appropriate.
Contract Status:	Permanent/ Fixed term

JOB SUMMARY/ PURPOSE:

Day-to-day management, co-ordination and provision of the relevant specialist service including training and assessment of technical and support staff. In addition, a contribution to the general work of the department.

KEY RELATIONSHIPS:

Managed by the relevant Senior Manager within Pharmacy.

Manages the regular staff of the service as well as clinical, technical, and support staff assigned on rotation to the specialty.

Works with the Pharmacy Operations Manager to ensure appropriate allocation of technical staff across specialties, and equitable development of those staff and the service.

KEY DUTIES AND RESPONSIBILITIES:

1. To manage and co-ordinate the specialist service, as well as management of the technical and support staff assigned to the service.
2. To plan and implement regular audits of the activities of the section, participate in external audits, help develop action plans and implement recommendations in order to ensure continuous improvement of the service.

3. To work with the Principal Pharmacy Technician in Training and Development and other relevant staff to develop a programme of induction, training, competence assessment and validation of allocated staff in accordance with agreed programs.
4. To undertake regular review and update of procedures, the development of new procedures as required and their dissemination and implementation.
5. To ensure safe working practices including assessment, investigation and reporting of risks, complaints and incidents in the specified service.
6. To support staff working in the specialty by maintaining a broad competence and participating in the delivery of the service. In addition, to contribute to the general work of the department which includes participation in weekday, weekend, and bank holiday rotas.
7. To liaise with relevant pharmacy staff and service users, to ensure timely and effective delivery of the service.
8. To liaise with nursing & other staff, provide advice and answer queries on the specialist area.
9. To communicate with doctors, nurses and pharmacists regarding queries on matters covered by written agreed protocols.
10. To communicate with pharmacy staff regarding service incidents and errors, and to monitor and manage errors.
11. To plan staff rotas and workload in accordance with capacity and requirements of service users, ensuring effective work allocation and efficient workflow to support exemplary patient care.
12. To ensure that all work in the specialty is undertaken in accordance with approved policies and procedures.
13. To monitor and propose change to working practice within the services. To develop and implement policies and procedures which impact on the section and on service users.
14. To introduce and maintain efficient systems to ensure all work is carried out in accordance with agreed schedules and deadlines.
15. To develop documentation for new products and services.
16. To maintain activity and performance statistics, help in their analysis and interpretation and provide regular reports that help ensure efficient operation of the service.
17. To lead the appraisal process for a group of staff, in line with Trust and departmental operational plans and objectives. To identify and manage poor performance if it arises.
18. To contribute in the legal and effective recruitment of pharmacy staff through design of job descriptions and participation in appointment panels.
19. To ensure and monitor the training of staff, maintain appropriate records and promote staff development in line with departmental and Trust goals.
20. To approve leave for staff in the specialty 21. To enter data into the pharmacy computer system and other relevant systems (e.g. chemotherapy) ensuring accuracy of records and of any documentation such as worksheets and labels.

22. To be an Accredited Checking Technician (ACT) in the dispensary or a Pre and In-Process Checker (PIPC) in Aseptics and to maintain this competency.
23. To act as an accredited dispenser and to maintain this competency.
24. To liaise with other Trust departments which support the service and with relevant local and national networks in the NHS, and with commercial suppliers of goods and services, to ensure that the service and its facilities keep up with Industry standards at all times.
25. In making a general contribution to the work of the department, to undertake dispensing, to undertake patient counselling, to communicate information, to participate in research (audit) work, to interpret data, to prepare medicines, to dispense clinical trial supplies, and to ensure that stocks of medicines and other consumables are effectively managed, including undertaking rolling stock takes, liaising with procurement staff to ensure appropriate procurement of products.
26. To manage the ordering and purchase of specific drugs, services and equipment as relevant to the specialty and the needs of specific patients.
27. To establish systems to ensure that all items used in the section conform to appropriate product specifications
28. To ensure the safe storage and management of materials within the specialty, especially those incurring a particular degree of complexity or risk.
29. To maintain security for equipment, stocks and facilities.
30. To assist in the investigation of incidents and complaints relating to the service.
31. To take responsibility for personal Continuing Professional Development (CPD), undertake all mandatory training as required, and participate in relevant training and education programmes organised in the Trust.
32. To undertake and maintain professional registration.
33. To comply with the General Pharmaceutical Council code of professional conduct, Trust policies and procedures, and the requirements of the Health & Safety at Work Act and relevant other legislation.
34. To keep up to date with developments in pharmacy practice and hospital services.
35. To attend relevant specialist meetings within the Trust as appropriate to the service.
36. To contribute to the development, quality, safety & effectiveness of the whole pharmacy service.
37. To adhere to the principles of Good Distribution Practice (GDP) where appropriate.

KEY VALUES:

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**

- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique, and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safe guarding knowledge, skills and practice required for the post and be aware of and comply with the Trust's child protection and adult safe guarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.
- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.
- Working Time Regulations: The postholder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

The Trust attaches great importance to sustainability and Corporate Social Responsibility. To achieve this it is the personal responsibility of all staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities. This will include (but is not exhaustive) - recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing and copying. Minimising water usage and reporting any electrical faults, water leakage or other environmental concerns promptly. Minimising travel or if travel needed utilising low carbon travel options where possible. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact on purchases.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice,

taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

JOB DESCRIPTION AGREEMENT:

Job Holder [Print name]	Job Holder Signature
Recruiting Manager [Print name]	Recruiting Manager Signature

PERSON SPECIFICATION

PRINCIPAL PHARMACY TECHNICIAN

Criteria	Essential	Desirable
Education, Qualifications and Training	<p>BTEC in Pharmaceutical Sciences / QCF Level 3 in Pharmacy Services or equivalent.</p> <p>Certificate in management or equivalent training, including effective and legal recruitment, appraisal, and performance management;</p> <p>Registered with the General Pharmaceutical Council (GPhC);</p>	<p>QCF Level 4 or above in a qualification relevant to the post.</p> <p>ACT or PIPC qualification.</p>
Experience & Knowledge Required	<p>Specialist clinical and / or technical knowledge relating to the service to be managed;</p> <p>Knowledge of legislation, and pharmacy law and ethics in relation to the service to be managed;</p> <p>Knowledge of clinical governance, medicines management, risk management, health and safety and the wider health service;</p> <p>A length of experience sufficient to gain the competencies required for the post;</p> <p>Appropriate use of negotiating and influencing skills;</p>	
Skills & Attributes	<p>Define, assess and review processes;</p> <p>Effective audit internal process/make analysis of service impact; through the reporting of KPIs.</p> <p>Ability to implement, assess and evaluate competency based training programmes in</p>	

	<p>specialist areas;</p> <p>Ability to participate in long term planning of the service to be managed;</p> <p>Ability to plan, prioritise and reorganise daily, weekly and monthly workload in the face of changing and competing demands to meet deadlines;</p> <p>Flexibility to changing work demands;</p> <p>Use of initiative appropriately;</p> <p>Ability to set objectives;</p> <p>Appropriate attention to detail</p> <p>Ability to actively contribute to the implementation of change in service, systems and products;</p> <p>Develop and implement Standard Operating Procedures;</p> <p>Ability to monitor and manage errors and to undertake an assessment of training and best practice.</p> <p>Able to use a range of computer programmes relevant to the post</p>	
Aptitude & Personal Qualities	<p>Ability to communicate complex information to a range of health service staff and users, verbally and written;</p> <p>Well developed leadership skills;</p> <p>Ability to mentor staff;</p> <p>Ability to work alone;</p> <p>Strong team player;</p> <p>Receive and interpret instruction;</p>	
Values, Drivers & Motivators	<p>Ability to demonstrate our organisational values and behaviours:</p>	

	<ul style="list-style-type: none">- Kind- Open- Pursue Excellence	
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