

## Job Description & Person Specification



Job title: Senior Production Technician

Band: 5

# Job Description

## 1. General Information

Job title: Senior Production Technician

Band: 5

Department: Pharmacy – Technical Services

Division: Clinical Support

Reports to: Senior Specialist Production Technician – IT Systems Manager

Accountable to: Pharmacy Technical/Cancer Services Manager and ultimately the Chief Pharmacist

DBS Clearance required: Yes

Enhanced: posts providing hands on care to patients.

## 2. Key relationships

All other pharmacy staff, medical, nursing and other staff

## 3. Job Summary

To provide technical pharmacy support to the Pharmacy Production/Aseptic services

To ensure that all products are appropriately, efficiently and cost effectively prepared within the unit, according to the Guide to Good Manufacturing Practice (GMP) and that pharmaceutical guidelines relevant to aseptic dispensing, and departmental procedures are followed.

To provide pharmaceutical advice to patients / carers / ward staff

To supervise the activity of Pharmacy Assistants, Student Production Technicians and Production Technicians.

To ensure maintenance of the pharmacy manufacturing unit facilities (including monitoring, calibration, validation and general maintenance) is carried out.

## 4. Primary duties and areas of responsibility

VALUES

The post holder will uphold and display Trust values of Commitment, Care & Quality

## **STRATEGIC**

- To support the MHRA specials licensed aseptic manufacturing unit, overseeing and taking part in production and compliance with statutory requirements and MHRA standards.
- To assist in developing safe systems of work within Technical Services and the documentation of these.
- To contribute to planning of new developments and systems of work.
- To contribute to the effectiveness of the department by putting forward suggestions for innovation and development of pharmacy services in general.

## **OPERATIONAL**

### **Production / Aseptics**

- To support the MHRA specials licensed aseptic manufacturing unit, overseeing and taking part in production and compliance with statutory requirements and MHRA standards.
- To apply the principles of current Good Manufacturing Practice.
- To participate in aseptic preparation of Cytotoxics, Monoclonals, and CIVAS.
- To participate in the manufacturing process of specials products and in the validation of new processes.
- To assist in developing safe systems of work within Technical Services and the documentation of these.
- To perform in-process checks for aseptically prepared/manufactured products after undertaking an accreditation programme.
- To provide the final technical check for prepared Aseptic products. This includes checking of ingredients/starting components, worksheet, label, drug volumes and product integrity.
- To be involved in the daily management of the workload.
- To ensure all equipment is in good working order and serviced regularly.
- To be involved in the maintenance of departmental records including staff training, environmental monitoring, cleaning, maintenance logs, and workload statistics and to be involved in the appropriate filing of these.
- To ensure products are prepared to the required standard within an appropriate time-scale.

- To apply the principles of current Good Manufacturing Practice (Quality Assurance).
- To facilitate the quality assurance of products and to notify the Pharmacy Technician Team manager of any incidents and procedural deficiencies.
- To maintain competency in aseptic dispensing and to prepare and ensure products are prepared according to laid down standard operating procedures.
- To participate in the isolator cleaning rota.
- To be involved and be responsible for the stock management and control within Technical Services pharmacy – inventory control, stock usage, ordering and procurement of goods and expiry date checks.

### **Quality Assurance & Maintenance of Pharmaceutical Quality systems**

- To apply the principles of current Good Manufacturing Practice.
- To contribute towards all issues in relation to the holding of the Manufacturers Specials Licence.
- To contribute to ensuring that full quality assurance and quality control (Quality Management Systems) are instigated and maintained.
- To support and participate in the maintenance of the Pharmaceutical Quality Systems within the Technical services department including Deviations, Change Controls, Risk management, Root Cause Analyses, Complaints and Recalls.
- To participate in carrying out risk assessments of the activities undertaken within preparative services and develop risk management strategies to minimise these risks.
- Assist in maintaining and updating the “Review dates for documents” database, liaising with the Pharmacy Technical/Cancer Services Manager or deputy as necessary.
- To participate in technical aspects of the Regional EL(97)52 audit, with particular reference to Quality Assurance guidelines for aseptic services.
- To assist in reviewing physical and microbiological trending results ensuring that any remedial action required is taken promptly.
- To contribute to ensuring that COSHH assessments, documentation and control within technical services are in place.
- To participate in updating and writing new Standard Operating Procedures (SOPs) in preparative services.

### **Responsibilities for Communication**

- Work with appropriate staff to support the investigation of incidents and facilitate the implementation of strategies to prevent further incidents.
- Demonstrate good communication skills within the pharmacy department and with other directorates in the Trust.
- Communicates the importance of Good Manufacturing Practice, Standard Operating Procedures and COSHH regulations to rotational and permanent staff to ensure safe working practices and environment.
- Discusses preventative plans to reduce errors (calculation, labeling, manufacturing) which may occur in the unit to the production team.
- To develop and maintain relationships with other health care professionals, communicating on relevant matters.
- The post-holder will be required to communicate clearly and sensitively about patient issues.

### **Responsibilities for Patient / client care**

- To manipulate a variety of pharmaceutical compounds into final patient-specific pharmaceutical usable products (Aseptic dispensing of cytotoxic and biological medicinal products) within controlled environments, following approved guidelines, monographs and protocols.

### **Responsibilities for Financial & Physical resources**

- Participate in monitoring budget information and monthly reports to ensure chemotherapy stock used within the unit are booked out appropriately to correct cost centres.
- Contribute to investigating and sourcing new products and equipment for the unit as required.
- Ensure all departmental commitments under the service level agreement are met.
- Be involved in meeting financial expectations for income generation and expenditure reduction targets within the department.
- Ensure department operates within its allocated financial resource. This will include enacting efficiency and cost reduction initiatives and meeting transformation targets.
- Ensure the benefits to patients are maximised through careful, economical and appropriate use of NHS resources including equipment, property, money, time etc.

- To maintain safe systems of work in accordance with relevant Medicines Act and Health and Safety legislation, and to ensure that any defects that may affect Safety at Work are brought to the attention of the appropriate manager.

### **Responsibilities for Research & Development**

- To obtain and maintain Good Clinical Practice (GCP) Training
- To apply the principles of Good Clinical Practice in the management of clinical trials within technical services
- To work within the Medicines for Human Use (Clinical Trial) Regulations 2004 and the EU Directives relating to Clinical Trials and the Research Governance Framework.
- To review all Clinical Trial protocols that will involve Technical Services prior to Trust Research & Development (R&D) Approval.
- To participate in confidential communication with the Clinical Trials Pharmacist, Investigators, Research Nurses, Trust R&D, Sponsors, Pharmaceutical Company Clinical Research Associates and dispensary staff during the Pharmacy Approval process, the setting up of new studies and during the running of the study.
- To implement and maintain clear and accurate written SOPs for dispensing for each clinical trial in technical services in accordance with International Conference for Harmonisation Good Clinical Practice (ICH-GCP) and each study's protocol.
- To ensure Clinical Trial protocols are followed during dispensing of Clinical Trial Investigational Medical Products and other drugs included in the protocol.
- To support the maintenance of Clinical Trial filing systems and drug accountability documentation for Clinical Trials within technical services.

### **Responsibilities for Information resources**

- To support the systems manager for electronic systems used within the technical services department i.e. EMIS (AScribe) pharmacy system, electronic worksheet and labelling system (e.g. BD Cato aseptic workflow system, Encore business management system (production planning), Microsoft Excel spreadsheets.

### **Education and Training**

- To review your own work against the KSF outline and produce a personal development plan following annual values-based appraisal.

- To assist and participate in accreditation of technicians within Technical Services.
- To assist in the training of pharmacy assistants, pharmacy/production technicians, trainee pharmacists and basic grade pharmacists within Technical Services.
- To participate in departmental and regional education and training.
- To maintain an active CPD portfolio.
- To participate in technician projects at ward level and audits within Technical Services.
- To provide any other support required to the Technical Services Department.

## **General**

- To comply with and ensure all staff under your supervision comply with legal requirements and Trust policies regarding the supply of pharmaceutical products.
- To be involved in issuing Chemotherapy and biological medicinal products to the appropriate cost Centres.
- Responsible for ensuring efficient stock control of raw materials, drugs and components, including maintaining computer records.
- To participate in the maintenance of stock control within Technical Services pharmacy, including ordering of goods and expiry date checks.
- To develop and maintain relationships with other health care professionals, communicating on relevant matters.
- To maintain safe systems of work in accordance with relevant Medicines Act and Health and Safety legislation, and to ensure that any defects that may affect Safety at Work are brought to the attention of the appropriate manager.
- To be conversant with the Ascribe (EMIS) computer system, the BD Cato aseptic workflow system and the Encore system within Technical Services and be involved in training rotational staff in the department.
- To collect and collate workload data and update workload records.
- To use the chemotherapy electronic prescribing system to receive prescriptions for preparation / dispensing.

## **Other Responsibilities**

- To always practice in accordance with the code of ethics of the General Pharmacy Council (GPhC) where applicable and be aware and apply relevant legislation such as Health and Safety at Work Act, COSHH, Medicines Act and good dispensing practice.
- To comply with pharmacy policies and other Trust policies.
- To participate in the delivery of a clinical trials service to an agreed standard to Cancer Services and Haemato-Oncology patients in order to achieve the safe and cost-effective use of clinical trial medicines.
- To participate in weekend, Bank Holiday and other pharmacy departmental rotas, where applicable.
- To be aware of the confidential nature of the work of the department and respect the need for confidentiality.
- To undertake any other reasonable duties within the framework of the post as directed by the Principal Pharmacist Technical /Cancer Services or the Chief Pharmacist.
- In some cases this job description may be modified to concentrate experience in one or more of the areas covered.

## **5. On-call requirements (applicable for roles which are 8b and above only)**

On-call may be required for roles Band 8b and above. This will be determined by the Head of Emergency Planning. If you are required to participate, training and induction to on-call will be provided.



## Person specification

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	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education and Qualification</b>	<p>NVQ 3 or BTEC in Pharmaceutical Sciences or equivalent.</p> <p>Science Manufacturing Technician apprenticeship Level 3.</p> <p>Registration with professional body</p>	<p>Accredited Checking Qualification.</p> <p>Evidence of further post qualification training in Technical Services.</p> <p>Registered with the GPhC or relevant professional body.</p> <p>Up to date CPD portfolio.</p>
<b>Knowledge</b>	<p>Understanding of the principles of GMP and QA in Aseptics/Production manufacturing environment.</p> <p>Understanding of Pharmaceutical Quality Systems.</p> <p>Knowledge of Audit and validation.</p> <p>Computer and IT competent.</p> <p>COSHH Regulations and Health and Safety at Work Act.</p> <p>Need for confidentiality.</p> <p>Good Dispensing Practice.</p>	<p>Familiar with chemotherapy regimens.</p> <p>EMIS (Ascribe) Pharmacy System.</p> <p>Encore Anagram ERP system.</p> <p>BD Cato aseptic workflow system.</p>
<b>Experience</b>	<p>Post qualification experience (at least 2 of which have been in hospital preparative services) Working in a Pharmaceutical GMP manufacturing facility or in a manufacturing environment that employs a quality system (Previous Production/Aseptic experience).</p> <p>Demonstrate ability to deliver induction and competency-based training of staff.</p>	<p>Writing reports.</p> <p>Supervisory experience.</p> <p>Experience of implementing change.</p> <p>Developing training packages.</p> <p>Advanced use of e-mail, internet, MS Windows, MS Word, MS Excel, MS PowerPoint.</p>

	Training and supervision of junior staff.	
<b>Skills</b>	<p>Excellent communication skills written and verbal.</p> <p>Good listening skills and be able to follow instructions and guidance.</p> <p>Ability to work alone and as part of a team.</p> <p>Ability to follow often complex operating procedures.</p> <p>Ability to meet deadlines.</p> <p>Work under pressure and maintain quality standards.</p> <p>Able to work as part of a team and demonstrate initiative, when required.</p> <p>Able to train others and deliver clear instruction, when required.</p> <p>Basic computer skills and demonstrate ability to learn new systems and understand new technologies.</p> <p>Time management skills.</p> <p>Planning and prioritising skills.</p> <p>Attention to detail.</p> <p>Problem solving skills.</p>	<p>Leadership skills.</p> <p>Organisational skills.</p> <p>Presentation skills.</p>

## Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

<b>Dignity &amp; Respect</b>	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
<b>Values Based Appraisals</b>	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
<b>Rehabilitation Of Offenders Act</b>	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: <a href="https://www.gov.uk/government/organisations/disclosure-and-barring-service">https://www.gov.uk/government/organisations/disclosure-and-barring-service</a>
<b>Health Clearance</b>	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
<b>Professional Registration</b>	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
<b>Work Visa / Permits / Leave To Remain</b>	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
<b>Confidentiality / Data Protection / Freedom of Information</b>	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the

## Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



# Staff benefits and rewards

## Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

## Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

## Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

## Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

## NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: [www.nhsbsa.nhs.uk/pensions.aspx](http://www.nhsbsa.nhs.uk/pensions.aspx) for more information on NHS Pensions.

## Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

### **Development Opportunities**

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

### **Staff Recognition**

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

### **Library**

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

### **Staff Networks**

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

### **Temporary Staffing via Bank**

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

### **Schwartz Centre Rounds**

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

## **Engagement Events**

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.