

JOB DESCRIPTION:

1. JOB IDENTIFICATION	
Job Title:	Lead Pharmacy Technician (Procurement)
Band/Grade:	6
Hours of Work:	37.5
Accountable to:	Chief Pharmacist
Responsible:	Dispensary Manager, Theatres, Stores
Department:	Pharmacy
Job Reference:	251STPM001
Last Update (insert Date):	April 21
Disclosure and Barring(DB) Check Required:	Yes Level: Enhanced

2. JOB PURPOSE
<ul style="list-style-type: none"> • To support the management, procurement and distribution of pharmaceutical products within St John and St Elizabeth Hospital . • To support and direct the work of all Procurement colleagues ensuring standard operating procedures are followed and standards maintained. • To manage an accurate record of outstanding stock orders for wards and departments and ensure the appropriate communication and action is taken to obtain the supply or an approved alternative is supplied. • To train and mentor junior colleagues in Procurement and Stores. • To work with the Chief Pharmacist and the London Independent Hospitals Consortium and independently to negotiate and secure pricing agreements and contracts with suppliers. • To support the maintenance of an accurate database of suppliers and pharmaceutical products. • To assist the Dispensary Manager in providing technician cover for the department when necessary.

3. ORGANISATIONAL STRUCTURE
To be confirmed

4. ROLE OF DEPARTMENT
The Pharmacy Service is comprehensive and we have a full range of services including Inpatient and Outpatient dispensary service, ward-based clinical pharmacy and an on-site Hospice. Clinical pharmacists provide direct clinical input into medicines management on the wards and in the Hospice.

5. RESPONSIBILITIES OF THE POST

Key Tasks

SUPERVISORY/MANAGERIAL RESPONSIBILITIES

- The post holder will support the management of the procurement and distribution of pharmaceutical products for St John and St Elizabeth Hospital.
- To respond to unpredictable working patterns including colleagues' sickness / accidents, drug recalls, major incidents, errors and complaints.
- To carry out the duties of the Lead Pharmacy Technician / Dispensary Manager in their absence. To coordinate distribution and workflows within the Dispensary/Hospital.
- To manage, support and direct the work of Procurement colleagues, ensuring standard operating procedures are followed and standards maintained.
- To liaise with purchase ledger and ensure the outstanding invoices are paid in timely manner.
- To manage an accurate record of outstanding stock orders for wards and departments and ensure the appropriate communication and action is taken to obtain the supply or an approved alternative is supplied.

PLANNING AND ORGANISATION

- To plan the duties and responsibilities of procurement colleagues.
- To assist in ensuring that a set of written standard operating procedures for all activities involved in Procurement is maintained.
- To attend all relevant meetings
- To liaise with the Dispensary manager as appropriate regarding any issues, problems, errors or complaints beyond limitations.
- Support the induction and training for technical colleagues in procurement.
- To ensure the working practices of the pharmacy procurement team comply with National legislation, COSHH and safe handling of Cytotoxic waste.
- To be proactive and support the implementation of change and improvement of the service

PROCUREMENT

- To create, amend & release orders for required drugs each day for all allocated Pharmacy locations within the Pharmacy department, including adjusting orders appropriately including for seasonal fluctuations.
- To manage long term delays in the receipt of stock from suppliers by ensuring the pharmacy team are informed and approved alternatives are available and supplied appropriately.
- To supervise sending orders to the appropriate supplier or vendor according to agreed contracts
- To manage the process for out of stock drugs or partly supplied orders, including sourcing, reordering and reporting manufacturing delays according to the SOPs.
- To ensure senior pharmacist authorisation is obtained prior to ordering unlicensed medicinal products and high cost drugs.
- To ensure discrepancies, errors, and breakage in deliveries are reported promptly and documentation completed according to the Standard Operating Procedures and within time limits as per existing contracts.
- To train and supervise procurement colleagues and pharmacy technicians in receiving all pharmacy stock according to Standard Operating Procedures including consumables, cold chain items and drugs requiring quality control checks and escalate

any deviations immediately.

- To ensure all procurement colleagues are trained and aware of Health and Safety practices and their responsibilities, including using available equipment and maintaining a safe working environment.
- To support the Dispensary Manager and Procurement colleagues in the event of urgently required medicines, drug alerts and drug recalls according to the Standard Operating Procedures.
- To maintain an efficient system for the storage and retrieval of order documentation, including delivery notes and invoices.
- To develop and maintain an accurate database of suppliers, with details of products, contact details, delivery times and contract details.
- To assist in maintaining a set of written standard operating procedures for all activities involved in the procurement of medicines.
- To ensure that unlicensed products are identified for quality control within St John and St Elizabeth Hospital.
- To investigate invoice queries arising incorrect delivery and price issues and liaise with the finance department and business manager to ensure the Hospital qualifies for discounts due to prompt payment.
- To follow local contracts always and comply with changes in contract status to prevent over spending
- To monitor performance and personal development of Pharmacy Technician – procurement and allocated Pharmacy colleagues
- To ensure the completion of Procurement end of day task list. To assist in recording workload statistics and provide reports to the Dispensary Manager.
- To attend London Independent Hospitals Consortium Meetings as necessary with Chief Pharmacist or as deputy if necessary.

COMMUNICATION

- To negotiate prices and delivery arrangements with manufacturers to ensure the Hospital is getting the best possible prices for drug costs and deliveries.
- To communicate any issues regarding procurement of medicines that may affect the out of hour's service and ensure alternatives are in place to deal with shortages or stock outs.
- To communicate and liaise with other pharmacy colleagues effectively and clearly
- To support the Dispensary Manager in holding regular team meetings and to discuss with the team any relevant issues/changes.
- To take an active part in pharmacy colleagues' meetings, ensuring appropriate issues are raised.
- To resolve issues, complete the relevant reports and to inform the Dispensary Manager of action taken and any unresolved issues.

HUMAN RESOURCE MANAGEMENT

- To assist the Dispensary Manager to adjust daily rota regarding sickness absence, unplanned leave and late arrival of dispensary and store colleagues, and to ensure all necessary managers are informed and duties delegated appropriately.
- To assist the Dispensary Manager in the planning of appraisals.
- To assist the Dispensary Manager in the management of sickness absence, colleagues performance and conduct of technicians and procurement colleagues.
- To assist the Dispensary Manager and Chief Pharmacist in the recruitment, selection

and retention of technicians and colleagues within the Procurement department.

EDUCATION and TRAINING RESPONSIBILITIES

- To be a tutor/trainer for NVQ level 2 and 3 Pharmacy Technicians
- To participate in the training and induction of new colleagues in procurement
- To be responsible for own training needs and to ensure Technician Registration and Accreditation Certification is maintained. To ensure Accredited Checking Pharmacy Technician certification is achieved and maintained.
- To manage competency assessments for Procurement colleagues.
- To maintain satisfactory personal performance and professional standards and to achieve, where possible, agreed objectives described in the annual colleagues appraisal system undertaken

DISPENSARY DUTIES

- 1 To support the co-ordination of the day to day running of the dispensary and its colleagues, with particular attention to work flow, patient waiting times and priority of workload.
- 2 To support and direct the work of all dispensary colleagues, ensuring standard operating procedures are followed and standards maintained.
- 3 To supervise and participate in all dispensary duties, including reception, answering the telephone, answering queries and collecting prescription fees.
- 4 To supervise the preparation of the delivery bags according to the porters schedule.
- 5 To participate in the dispensing of a wide range of medicines ensuring labelling standards are followed, including named patient/unlicensed medicines and cytotoxics.
- 6 To dispense prescriptions for in-patients and out-patients and to counsel patients with regard to all aspects of the usage of medicines supplied to them.
- 7 To fill Medicine Compliance Aids with patient's discharge medications as required for the Hospice.
- 8 To query prescriptions with other health care professionals as necessary, under the supervision of a pharmacist.
- 9 To dispense, order, receive into stock, return and destroy controlled drugs according to procedures. To complete all associated records accurately, and to report all stock discrepancies promptly to the Dispensary manager or Senior Pharmacist.
- 10 To carry out final dispensing accuracy checks on prescriptions which have previously been screened by a pharmacist.
- 11 To maintain an efficient system for the storage and retrieval of uncollected prescriptions.
- 12 To assist in maintaining a set of written standard operating procedures for all activities involved in the dispensing of medicines.
- 13 To assist in the completion of the end of day tasks check list

ALL AREAS:

1. To answer the departmental telephones (when appropriate) in a prompt and courteous manner. To direct enquiries to suitable departments or individuals
2. To assist with tracking activities and maintaining appropriate audit trails
3. Last reviewed: April 2021
4. Maintain high standards of cleanliness and tidiness in working areas at all times
5. To assist in maintaining departmental security at all times.
6. Observe safe working practices to avoid placing themselves, other colleagues, patients or visitors at risk by their actions
7. To comply with all departmental procedures at all times and to ensure they are followed by junior colleagues
8. To uphold the principles of Clinical Governance within the Hospital

9. To be aware of and apply relevant legislation such as Health and Safety at Work Act, COSHH, Medicines Act, GMP.
10. To communicate and liaise with other pharmacy colleagues effectively and clearly
11. To provide a high standard of customer service and deal with all Hospital colleagues, patients and their relatives in a respectful, polite and courteous manner at all times
12. To participate in the Pharmacy Late Duty service, Weekend service, and Bank Holiday service on a rota basis
13. To undertake any other relevant duties, as may be required by the Chief Pharmacist

6. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.
- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

6.1 Other Duties:

To undertake any other similar duties, as required by the manager.

6.2 Confidentiality:

All information in relation to patients and colleagues must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, colleagues and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the General Data Protection Regulation (GDPR) (EU) 2016/679. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

6.3 Health and Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

6.4 Smoke Free Policy

The Hospital provides a smoke free environment.

6.5 Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, colleagues and visitors, and for the taking of positive action to eliminate or reduce these.

6.6 Equal Opportunities and Diversity

As a member of colleagues at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and colleagues are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

6.7 Codes of Conduct

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

6.8 Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All colleagues, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with colleagues as part of the appraisal process.

6.9 Management of Hospital Values

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and following discussion with the post holder.

7. CREATED BY: Frances Sudera (Chief Pharmacist)

SIGNATURE:

PERSON SPECIFICATION

Post Title: Lead Pharmacy Procurement Technician

Criteria		Essential	Desirable	Assessment
Qualifications	Pharmacy technician NVQ level 3 qualification ACT qualification Registered with GPhC as a technician Accreditation in Medicines Management (AIMM) qualification / HEE Medicines Optimisation Program (MOP) or working towards Accreditation in Training Skills (ATS) qualification / Pharmacy Training Company - Educational Supervisor/Practice Supervisor or working towards	✓ ✓	✓ ✓ ✓	Interview
Experience	Portfolio demonstrating competence of previous and current pharmacy practice skills, knowledge and CPD. Post qualification experience of hospital pharmacy. Post qualification experience in a supervisory capacity. Demonstrate Pharmacy Computer and IT Skills including; Use of Microsoft Office package, E-mail and accurate data entry. Good keyboard skills Previous procurement experience Previous experience completing annual review, progress reviews and feedback forms Previous experience of medicines management at ward level. Demonstrated ability to accurately complete complex routine and non-routine tasks as indicated in the job description. Previous experience of developing Standard Operating Procedures Experience of stock management Previous experience of delivering induction and competency based training	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Skills and Knowledge	Knowledge of the GPhC Standards of conduct, ethics and performance Excellent understanding of the principles of stock control Medicines Management in hospital setting Ability to innovate and implement change	✓ ✓ ✓ ✓		

Attributes and Qualities	Effective managerial, leadership, and organisational skills	✓		
	Ability to innovate and implement change	✓		
	Able to respond to unpredictable work patterns.	✓		
	Able to manage own workload.	✓		
	Able to resolve conflict.	✓		
	Able to work under pressure accurately within the departmental SOP's to maintain quality standards.	✓		
	Able to work without supervision	✓		
	Able to prioritise workload effectively	✓		