

PERSON SPECIFICATION

Senior Assistant Technical Officer Patent Services, Pharmacy Band 3

	Essential	Desirable
Education and Qualifications		
NVQ Level 2 certificate in pharmacy skills (QCF), BTEC Level 2 Certificate in Pharmaceutical Sciences qualification or equivalent or currently undertaking course	X	
GCSE Maths and English or equivalent, grade C or above	X	
Knowledge and Experience		
Knowledge of dispensing and supply processes	X	
Knowledge of stock control systems	X	
Knowledge of pharmacy dispensing systems	X	
Knowledge of code of practice/ customer service	X	
Working knowledge of EPIC dispensing system		X
Experience of working in a Pharmacy (community or hospital)	X	
Experience in staff training	X	
Knowledge of drugs, side effects and where to find information		X
Knowledge of Health & Safety at work, manual handling and COSHH	X	
Skills and Competencies		
Communication skills		
Be able to communicate effectively in both written and verbal formats with staff and patients	X	
Be able to provide and receive routine factual information to inform work colleagues, patients/carers that may require tact and persuasion, where there may be barriers to understanding	X	
Be able to identify customers needs and deliver services to the required level	X	
Be able to motivate self and others	X	
Analytical and Judgement Skills		
Be able to deal with routine dispensary enquiries	X	
Be able to make judgments involving straightforward facts or situations, some requiring analysis	X	
Be able to recognise professional and personal limitations, referring to appropriate person when needed.	X	
Planning and Organisational Skills		
Be able to plan & prioritise the day-to-day activities of self and others	X	
Be able to problem solve effectively in a timely manner	X	
Takes responsibility for own work and actions and contributes to team success	X	
Physical Skills		
To have basic keyboard and computer skills (word processing, spreadsheet, report generation and presentations)	X	
To have accurate dispensing skills	X	

Be flexible in responding to demands of the service	X	
Be methodical in approach	X	
Be able to work independently and undertake a variety of tasks.	X	
Be able to deal with frequent interruptions e.g. telephone calls, and maintain accuracy under pressure.	X	
Be able to work in busy office conditions	X	
Be able to participate in frequent light physical effort for several short periods	X	
To be able to move pharmaceutical goods	X	
Be able to concentrate for extended periods with a predictable work pattern	X	
Be able to sit and stand for different tasks within the dispensary	X	
Able to participate in Pharmacy seven day service including the Late Duty, Weekend and Bank Holiday Service	X	
Be able to work at any King's College Hospital NHS Foundation site as required	X	