



GIG
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WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

CAJE REF: 2022/0119

JOB DESCRIPTION

JOB DETAILS:

Job Title	Chief Pharmacy Technician
Pay Band	8a
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Pharmacy and Medicines Management
Department	Pharmacy
Base	

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Pharmacy Hospital Operations Manager
Reports to: Name Line Manager	Pharmacy Hospital Operations Manager
Professionally Responsible to:	Chief Pharmacist

Add organisational statement on values and behaviours

To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

Job Summary/Job Purpose:

Is an experienced Registered Clinical Professional who acts autonomously

Is a member of the Pharmacy Senior Management Team and is involved in the strategic management and development of pharmacy services to ensure a safe, efficient and cost

effective service is provided.

Responsible for ensuring the smooth operation of the pharmacy department on a day to day basis, in conjunction with the Pharmacy Hospital Operations Manager, dealing with service level/operational issues in a timely manner to ensure an effective pharmacy service is maintained. Liaises with third parties internal and external to the Health Board as necessary. Acts as a role model and is responsible for the professional leadership, strategic development and performance management of pharmacy technicians and support staff within the West area Pharmacy and Medicines Management, Responsible for stimulating, initiating, and co-ordinating the implementation of audit, practice research and development activity undertaken by pharmacy support staff. Lead and assist specific projects and areas of work, developing strategies for service improvement that reflect professional and corporate/directorate objectives in conjunction with the Pharmacy Senior Managers.

Support The Chief Pharmacist and Pharmacy Senior Managers in delivery of the Health Board agenda within the Health Board (HB).

Deputise for the Pharmacy Hospital Operations Manager on a day to day basis.

DUTIES/RESPONSIBILITIES:

General Management

Supports the Pharmacy and Medicines Management Assistant Director and pharmacy Senior Managers with service improvement projects or development programmes that contribute to the modernisation of pharmacy services, providing both professional and pharmaceutical advice as necessary

Provides leadership that challenges traditional practices and encourages innovative problem solving amongst staff, that focuses on implementation of Health Board wide developments.

Provides professional advice on pharmacy performance issues, which may be of a complex and sensitive nature.

Assists the Pharmacy Hospital Operations Manager to ensure that pharmacy services achieve objectives through strategic planning; general management; financial management; performance management; planning, policy and service development, including modernisation; service quality; workforce management; and Information Management.

Responsible for developing and providing ongoing support in the promotion of leadership of and staff engagement within the Pharmacy and Medicines Management (West).

Builds an effective support staff management structure and support staff team to deliver agreed operational and strategic objectives in collaboration with the Chief Pharmacist, Assistant Director of Pharmacy and Medicines Management (West) and The Pharmacy Hospital Operations Manager (West).

Responsible for managing and prioritising their own workload.

Acts as a key member in Pharmacy and Medicines Management Area Management Team (West).

Provides regular comprehensive advice and support to senior colleagues both internal and external to the in dealing with complex concerns, complaints, clinical and critical incidents.

Attends and leads relevant meetings and contributes to decision making.

Contributes to the development of a communication strategy within Pharmacy and Medicines Management (West) and ensures effective communication.

Governance and Risk Management

Leads on the production, implementation and review of Pharmacy & Medicines Management Health Board policies, procedures, and guidance relating to service provision.

Leads in the development and implementation of systems and processes for the effective collation, processing and management of administrative information within the Pharmacy Department. Ensures these systems provide accurate and timely information relating to personnel issues for all pharmacy staff including sickness management, annual leave, TOIL, lieu time, special leave and information relating to staff pay.

Contributes to the development and application of systems, control processes and risk management arrangements within Pharmacy and Medicines Management.

Investigates complaints and adverse incidents within designated area, and ensures corrective action is taken and monitoring of results.

Contributes to the identification and management of all health and safety and clinical risk issues in accordance with the HB Risk Strategy, Health and Safety legislation, professional Codes of Conduct and with Health Board policies and guidelines within designated area.

Human Resources Management

Line manage and support the senior pharmacy technician staff and pharmacy administration team ensuring they each have a job plan, annual appraisal and personal development plan which is reviewed regularly and in line with departmental objectives.

To provide direction and support to the Senior Pharmacy Technician Education and Training to lead the training of pre-registration pharmacy graduates and all pharmacy technical and support staff.

To direct senior managers within the pharmacy department on issues relating to technical staff
Manages the daily supervision and co-ordination of the designated pharmacy teams including staff appraisal, performance management, sickness absence, disciplinary and grievance issues.
Ensures that strategies are developed and implemented in collaboration with other pharmacy Senior Managers, to recruit and retain staff. Produces Recruitment and Retention Plans ensuring regular review of skill mix appropriate to service reviews and developments.

Chairs recruitment panels in designated area of responsibility.

Ensures that pharmacy technician and support staff develop to meet the changes brought about by service review, modernisation, and changes to medicines legislation. Leads on the development and implementation of training plans and competencies for all grades of staff within area of responsibility.

Resolves conflict and complaints and be well versed in all BCUHB policies and complaints procedures relating to these issues.

Fosters a culture of lifelong learning to include post registration education and CPD.

Professional

Accountable for delivery of pharmacy service within designated area of responsibility.

Responsible for organisation and provision of specialised training appropriate for designated area for appropriate members of the pharmacy team including pharmacists, pre-registration pharmacy graduates, undergraduate pharmacy students, pharmacy technicians and student pharmacy technicians.

Develops the roles of pharmacy technicians and support staff in line with service redesign and legal and ethical frameworks taking opportunities to review skill mix to ensure appropriateness for service needs and professional standards.

Acts as a mentor for pharmacy technicians and support staff.

Undertakes the role of a QCF assessor.

Maintains a CPD portfolio reflecting personal professional development as per professional guidelines.

Research and Development

Develops, project manages, prioritises and monitors audits and projects relating to pharmacy services in area of designated responsibility. Disseminates the results appropriately, and ensuring change in practice occurs.

Promotes and develops medicines management services in the Health Board's local and national projects as necessary.

Financial and Information Management

Responsible for supporting the procurement, monitoring and maintenance of equipment in area of designated responsibility.

Is an authorised signatory for pay and non-pay expenditure. Complies with BCUHB financial instructions for the service.

Ensures the development, provision, management and implementation of appropriate Information Management and Technology systems to collect and analyse data to support strategic objectives and Healthcare Standards, ensuring that all data systems comply with Caldicott, Welsh Risk Pool and other governance and statutory requirements.

Interprets complex activity data and uses this to inform pharmacy service planning.

Is responsible for the managing and balancing the budget for pharmacy support staff, ensuring the budget is kept within agreed targets, whilst maintaining appropriate staff skill mix to be able to provide a safe and effective service.

Contributes to the delivery of the savings plans whilst maintaining quality and safety of medicines management aspects of patient care.

Monitors expenditure on waste/expired medicines within the Pharmacy Department (West) and implements systems and processes to ensure the most efficient use of stock and that waste is kept to a minimum.

Identifies key trends and changes from complex data and summarises these in a meaningful and succinct manner to inform reports and developments.

Develops and produces regular statistical reports for users across BCU to inform service planning and decision making, ensuring that this information is accurate, timely, relevant, and user friendly.

Is a hospital pharmacy system super user and is responsible for the management and development of the hospital pharmacy system within the functionality of the system in area of responsibility.

Provides expert advice, support and training for BCUHB pharmacy staff and Financial Management Accountants on the use and functionality of the system.

Is the primary point of contact for BCUHB Finance Department for queries/issues relating to pharmacy financial activity. Provides and receives highly complex, sensitive or contentious information where there may be barriers to communication. Resolves queries/issues where appropriate.

Is responsible for the preparation, quality assuring and submitting in a timely manner of Pharmacy financial information to BCUHB Finance Department for the year end stock count.

Regularly produces reports from the hospital pharmacy system, and manipulates and interprets extracted data to produce financial and medicines use reports.

Provides statistical reports to inform service planning and decision making, using a range of presentation formats and data analysis tools to summarise salient points for Pharmacy and medicines Management.

Ensures the safety and confidentiality of information held both manually and electronically, encompassing both patient and staff held records.

Is the named contact for the Wales Audit Office and is responsible for assisting with the annual IT Control Environment Evaluation of the pharmacy system.

General Duties

Participates in dispensary duties on a regular basis undertaking the dispensing of prescriptions, applying knowledge and experience to interpret prescriptions identifying potential clinical problems and dealing with them appropriately

Requires long periods of concentration performing duties of an Accredited Checking Pharmacy Technician, undertaking the final accuracy check of dispensed items before they are issued to the patient.

Participates in the general provision of pharmacy services provided over weekends and bank holidays on a rota basis.

Is a robot and pharmacy IT system “superuser” and undertakes specialist and advanced fault finding of problems with these systems taking corrective action where appropriate.

Liaises with external suppliers of pharmacy robot maintenance contract and pharmacy IT systems support.

Communicates with patients on complex/sensitive issues regarding medicines, side effects etc. Patients may be in a distressed state, have sensory deficits e.g. hearing impairment or mental health/learning difficulties. Ward/departmental circumstances may result in excessive noise or lack of privacy.

Acts as a point of reference for all pharmacy staff for enquiries that those staff may be unable to answer.

The postholder will interpret, analyse and review options when managing difficult and complex issues across the pharmacy team. They will assess situations and use extensive pharmacy and managerial experience and knowledge to judge the best course of action to take and carry the process through, whilst supporting and guiding line managers within the team.

The postholder will work closely with lead pharmacists and finance colleagues, analysing varied and complex data, using their judgement to provide advice and support in the resolution of queries relating to this information.

To analyse purchasing data to ensure adherence with All Wales Procurement Contracts, ensuring BCUHB is obtaining value for money and cost effective purchasing is maintained.

Investigate complex stock discrepancies, analysing medicine transaction history to determine the cause of the problem. Once identified, rectify the issue ensuring all financial and activity records are correct and implement processes to mitigate the risk of repetition.

Responsible for the ongoing management of this stock, which entails planning and organising all aspects of stock control and the upkeep of detailed stock inventory records.

Regularly undertake sessions in the dispensary, dispensing medicines for patients. Resolve queries that arise as part of this process, liaising with other healthcare professionals to ensure appropriate and sufficient medication is supplied. Respond to patients or their carers over the phone or face to face, resolving any issues or queries they may have, counselling them on their medication, and offering advice and assistance as necessary.

Work closely with other Pharmacy Senior Managers to determine and develop policies to ensure that all legal, professional, National, Health Board and departmental quality standards are complied with and all legislation is implemented and adhered to.

Develop and implement departmental SOPs and be a member of the Senior Management Team responsible for the scrutiny and ratification of all departmental SOPs and policies. Work closely with the Pharmacy Governance Team to support the development of Health Board wide policies, ensuring processes align with pharmacy procedures.

Support the main budget holder for the pharmacy department, acting as a key member of the procurement service. Responsible for the management of the procurement functions of the pharmacy department, being accountable to the pharmacy Operations Lead who manages the pharmacy budget. Ensuring compliance with BCUHB Standing Financial Instructions. Advise on selecting suppliers, authorise purchases and deal with complex invoice and financial matters. The postholder will be a delegated signatory for pay and non-pay expenditure and ensure purchasing

contracts are adhered to ensure value for money is obtained. They will also validate and authorise the weekly payment list authorising payment of pharmaceutical stock.

The postholder will be accountable for their own actions and those of all Pharmacy Technicians and support staff working within the Pharmacy Department. They will work autonomously, managing and prioritising their workload ensuring deadlines are met in a timely manner. As a Senior Manager the postholder will play a pivotal role in the management and execution of pharmacy related projects and service developments. They will have the freedom to use their own discretion in taking actions deemed necessary to achieve a successful outcome.

The postholder will be responsible for the strategic development of the pharmacy service provided by Pharmacy Technicians and support staff, ensuring it meets the current needs and future demands of the service.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state “or willing to work towards” any qualification.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Experience working at Masters level Post graduate diploma level qualification Registered with GPhC A substantial level of post qualification experience in a broad range of pharmacy services Team leader and management experience Current registered Pharmacy Technician with the General Pharmaceutical Council. Maintains CPD Post Graduate Diploma level		Certificates GPhC registration

	<p>qualification in Management Studies or equivalent experience.</p> <p>Accredited Checking Technician Member of the APTUK. QCF Work Based Assessor.</p>		
Experience	<p>A substantial level of post qualification experience in pharmacy services.</p> <ul style="list-style-type: none"> . Experience in a broad range of pharmacy services. . Strong operational management experience . Experience of managing all aspects of human resources . Responsibility for performance management within pharmacy. . Experience of conflict management. . Experience of budget management. . Experience of success in service development and policy implementation. . Experience of managing pharmacy IT systems. . Significant experience of managing pharmacy team(s) in a hospital environment . Experience of change management in complex situations. . Tutoring/mentoring experience. 		<p>Application Form</p> <p>Interview</p> <p>References</p>
Aptitude and Abilities	<ul style="list-style-type: none"> . Strategic vision and project management. . Management skills and the ability to influence and negotiate. . Capacity to think strategically and have the ability to analyse and solve complex problems. 	<p>Knowledge of health service developments that will impact on general practice and community pharmacy</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<ul style="list-style-type: none"> . Evidence of successful introduction and management of change. . Ability to motivate and manage staff effectively. . Ability to identify and analyse data. . Team builder. . Familiarity with a pharmacy IT systems . Confident and authoritative interpersonal skills. . Presentation skills. . Leadership skills. . Good people skills. . Good time management skills. Ability to dispense and manipulate medicines accurately. . Patient counselling skills. . Excellent verbal and written communication. . Teaching, training and mentoring skills. . Experience of interviewing. . Evidence of managing conflict. . Able to prioritise and delegate. Advanced knowledge of pharmacy services. 		
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	<ul style="list-style-type: none"> . Knowledge of drug expenditure control . Knowledge of BCUHB Standing Financial Instructions (SFI) . Knowledge of health service developments that will impact on area of responsibility . Awareness of statutory and professional standards that apply to prescribing and pharmacy services. . Knowledge of relevant BCUHB Policies and Procedures . Evidence of continuing professional development. . Highly developed specialist knowledge of pharmacy IT and automated dispensing systems 		
Values	<p>Ability to work autonomously</p> <ul style="list-style-type: none"> . Good communicator, motivated and able to work as part of a team. . Innovative/forward thinking and well organised. . Ability to meet deadlines. . Ability to manage change. . Assertive and persuasive. . Good interpersonal skills. . Diplomatic . Enthusiastic. . Ability to use initiative. . Ability to make difficult decisions. . Ability to manage stress. . Aware of own limits. . Motivates self and others. 		<p>Application Form</p> <p>Interview</p> <p>References</p>

	. Flexible. . Patient/Service focused. . Enthusiasm for training and commitment to lifelong learning and CPD.		
Other	Participate in the provision of extended hours, weekend and public holiday Pharmacy services. . Ability to travel between sites in a timely manner. . Ability to work flexible hours. . Willingness to work in a bilingual area	Ability to speak Welsh or a willingness to achieve an appropriate level of oral competence within an agreed timescale	Application Form Interview Document Check

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their

part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.

If the post holder does not require a DBS Disclosure Check, delete as appropriate.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: _____

Supplementary Job Description Information

Physical Skills e.g. Clinical skills (e.g. intubation, venepuncture) or non clinical skills (e.g. high speed accurate typing).

Please detail the physical skills required to fulfil the duties of the job. Take into account:

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*

- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*

- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*

- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*

- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Nature of skills required:

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Can spend hours sitting at desk as part of routine working	Daily		
Standard Key board user			
Typing skills required for use of the Pharmacy computer system, Microsoft Office	Daily		
Writing skills	Daily		
Legible handwriting for transcription of medicines information, assessing pre-registration technician QCF evidence			
Standing / walking in dispensary undertaking ACT duties Long periods up to 2 hours without a break	Weekly		
Kneeling, crouching, twisting, climbing ladders, bending or stretching when problem solving for pharmacy Robot including negotiating parts of Robot equipment. Accessing dispensary drawers and shelving to obtain medicines when dispensing and when undertaking ACT duties. Accessing filing cabinets for personnel files. All for short periods	Daily		

Lifting weights / equipment without mechanical aids e.g. Intravenous fluids, dialysis fluids, enteral feeds boxes, medicines delivery boxes (up to 15kg) Short periods	Weekly		
Pushing / pulling trolleys e.g. Intravenous fluids, dialysis fluids, enteral feeds boxes, medicines delivery boxes Short periods (up to 100kg)	Monthly		

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Unpredictable workload which is frequently subject to interruptions and the need to respond to changing, and sometimes conflicting priorities, often with no notice within the working day. Requests for formal and informal advice/information are frequent and may be complex from a number of different perspectives (e.g. technical, procedural, financial, recruitment). Examples would be when preparing financial information/reports, attending meetings, dealing with customer/service user complaints, writing SOPs, preparing recruitment information, QCF assessment, writing references, Robot /pharmacy computer system problem solving.	Daily		

Check documents – Check orders / invoices / payment lists. Patient prescriptions, computer generated reports, QCF evidence etc. for completeness, appropriateness and legality.	Daily		
Carry out calculations - medicines quantities for dispensing to individual patients; for inclusion in reports; for various reasons relating to pharmacy dispensing system e.g. re-order levels, balance discrepancies	Daily		
Use of equipment / tools – will operate office equipment including computers, photocopiers, and projectors. Will operate pharmacy robot (including fault finding). Pharmacy IT system and other pharmaceutical equipment.	Daily		
Analyse statistics – analyses varied and complex/detailed statistical data and information, relating to clinical, managerial, financial management functions and pharmacy activity e.g. preparation of monthly financial reports, interpreting activity data, writing reports, developing and implementing policy documents and working under pressure and to tight deadlines.	Daily		
Travel between sites for meetings	Monthly		

Carry out formal student / trainee assessments – is an Accredited QCF Assessor and undertakes assessment of pre-registration pharmacy students and pharmacy Assistant Technical Officers in QCF level 3 and 2 in Pharmacy Services. Is a member of the re-accreditation panel for technicians who have undertaken the All Wales Accredited Checking Technician qualification.	Monthly / Annually		
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Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
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Giving unwelcome news to patients/clients/carers/staff - deals with staff (e.g. related to pay and conditions of service, grievances or disputes/incidents, capability and disciplinary issues) and patients (e.g. side-effects) and external support agencies/contractors (e.g. complaints regarding service provision to BD and NWIS) and other members of the health and healthcare organisations (e.g. logistical problems, complaints about quality or level of service). Informs unsuccessful applicants of outcome of interview. Informs staff of inability to accommodate flexible working/ change in working hours requests due to service needs.	Monthly		
Dealing with difficult situations/circumstances – will deal with difficult situations and decision making (e.g. deals with interpersonal conflict, disciplinary, grievance and sickness management issues). Will counsel patients or pick up problems with patients, staff or carers that need to be dealt with e.g. anger over lack of supply, poor initial communication etc. Will manage drug supply problems and decide on subsequent course of action e.g. manufacturer cannot supply necessitating purchase of (more expensive) alternative, rationing existing supplies etc. Will have to develop relationships with staff groups and individuals who may be under stress and / or have challenging workload agendas. Deals with customers/service user complaints. Deals with operational problems within the department that require quick resolution. Undertakes disciplinary meetings. Reports registered Pharmacy Technicians	Daily		

Dealing with people with challenging behaviour – will deal with staff behaviour problems requiring management actions. Dealing with disgruntled pharmacy staff. Patients presenting at the dispensary may exhibit challenging behaviours if they have to wait. Dealing with customers/service users who are upset or angry due to service related issues.	Weekly		
Designated to provide emotional support to front line staff - expected to counsel and support staff dealing with confrontation in designated area of responsibility and support them in the event of errors made in the course of their duties. Supports staff with issues identified during sickness management process. Supports staff involved in disciplinary processes and staff who have personal issues that are affecting their work.	Weekly		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Use of VDU - required to use a computer for prolonged periods while producing reports/analysing and interpreting data. Pharmacy systems dependent on VDU use.	Daily		
Exposure to infection hazards from items returned from wards (e.g. ward bags/boxes, cardiac arrest boxes). Some exposure to unpleasant chemicals and potentially dangerous ones within pharmacy.	Daily / Weekly		
Some exposure to unpleasant medicines and potentially dangerous ones within pharmacy e.g. following breakage or damage to containers.	Weekly		
Exposure to aggressive verbal behaviour where there is little/no support – as a Senior Manager verbal abuse from customers/service users and other pharmacy staff is likely	Monthly		
To travel where there is a work based need – sometimes long distance	Daily / Weekly		

Organisational Chart

