

# Job description

## POST

Deputy Dispensary Manager

## SALARY

£28,407 - £34,581 per annum

## CARE GROUP

Diagnostics, Cancer & Buckland

## BASE

Queen Elizabeth the Queen Mother Hospital

## CONTACT

Lorraine Morley Operations Team Leader – Dispensary Services  
[Lorraine.morley2@nhs.net](mailto:Lorraine.morley2@nhs.net) 07855 112364

## Welcome to East Kent Hospitals

Come and work with the APTUK award nominated Pharmacy Technician Team of the Year 2023. At EKHUFT we pride ourselves on progression and innovation, as one of the first Trusts to embrace accuracy checking for Senior Pharmacy Assistants.

A challenging and exciting opportunity has arisen for an experienced manager or Pharmacy Technician looking to develop their supervisory and management skills within the Pharmacy operational teams at East Kent University foundation Trust.

We are at the start of a journey to transform our dispensary services with the roll out of a fully electronic prescribing and administration system across the Trust.

### About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



# Deputy Dispensary Manager

## Role specific duties

- To support the Dispensary Manager by coordinating with other service groups within Pharmacy ensuring staff are rotated in the needs of the overall service and to meet training objectives, highlighting any areas of concern to the Operational teams.
- To support the Dispensary Manager in ensuring an effective skill mix is maintained within the dispensary, that all staff involved in dispensary services undergo adequate induction and training and are competent to work in accordance with agreed protocols and standards of practice. Maintaining training record appropriately and addressing individual competency issues
- To support the Dispensary Manager in monitoring the dispensary performance e.g. waiting times, dispensing errors/near misses; stock write off/expired stock, lost drugs. Ensuring DATIX reports are completed appropriately. Having an overview and understanding of the Dispensary KPI's and ensuring these are met within the metric set.
- To support the Dispensary Manager in identifying and the implementing changes in practice in the dispensary and in the monitoring of actions taken
- To support the Dispensary Manager in ensuring all dispensing, counselling and information provided to the patient is accurate and meets the needs of the patient
- To support the Dispensary Manager in ensuring all enquires and requests from staff, patients, carers, and external service users are responded to promptly, politely and in accordance with individual competence, overcoming any communication barriers such as language difficulties, mental or physical disabilities.
- To support the Dispensary Manager in ensuring all patient medication records and drug files are maintained confidentially and accurately
- To support the Dispensary Manager in ensuring that dispensary stock, including controlled drugs, unlicensed medicines and clinical trial drugs, is effectively managed with regard to storage conditions, record keeping and rotation to reduce wastage. Reporting any discrepancies to senior staff immediately.
- To participate in the receipt, dispensing, checking, and issuing of all prescriptions including controlled drugs, clinical trials, unlicensed medications and cytotoxic drugs as required by the service within own competency.
- To support the Dispensary Manager in the receipt and safe custody of all money for prescription charges or sales
- To support the Dispensary Manager in ensuring the dispensary is a safe and clean environment reporting issues appropriately.



- To support the Dispensary Manager in ensuring the security of the dispensary, dispensary stock and equipment – ensuring this is maintained.
- To deputise for the Dispensary Manager and oversee the Dispensaries in their absence.
- To deputise for the Dispensary Manager on local and national groups/committees.
- To support the Dispensary Manager in updating equipment and IT software used in the dispensary ensuring that it is safely maintained and that staff are trained in its effective use.
- To conduct and participate in audits or projects as required by all areas of the Pharmacy Dispensary services
- To participate in the recruitment and line management of staff allocated to the Deputy Dispensary Manager, according to Trust policies to maintain own personal competencies and mandatory training
- To undertake appropriate mandatory training
- To participate in the performance review process to fully participate in team meetings and briefings to ensure good two-way communication.

#### Other Responsibilities

- To take part in weekend, Bank Holiday and late duty services according to the current rotas. Daily hours are adjusted to provide for an average of 37.5 hours per week.
- To work in other hospitals within the Trust, to provide pharmacy services as required.
- To undertake such other duties as may be required by the Director of Pharmacy in the interest of the service, appropriate for grade and agreed with the post holder.



## Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

## How to apply

For more information or to arrange to visit us, please contact Lorraine Morley via [lorraine.morley2@nhs.net](mailto:lorraine.morley2@nhs.net) or 07855112364

## Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

## Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.



## Person specification

Requirements	Essential	Desirable	Method of assessment
Qualifications and training	<p>Completion or willing to work towards Leadership and Management: Team Leader Level 3 apprenticeship programme</p> <p>GSCE in Maths, English and Science at grade A*-C/ 9-4</p> <p>Completion of Practice supervisor/educational supervisor program or Equivalent</p>	<p>Medicine Optimisation National Qualification</p> <p>EKHUFT Foundation Leadership program or equivalent</p> <p>Practice supervisor or Equivalent</p> <p>NVQ assessor</p> <p>NVQ in Pharmacy level 3 with BTEC in Pharmaceutical Science as underpinning knowledge or Equivalent</p> <p>Registration as a member of the General Pharmaceutical Council maintaining mandatory CPD requirement</p> <p>National Accredited Checking Pharmacy Technician Qualification</p>	<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>Reference</p>
Skills and experience	<p>Three years leadership/management experience.</p> <p>Excellent communication skills both oral and written</p> <p>Excellent organisational and coordination skills</p> <p>Excellent interpersonal and negotiating skills</p> <p>Ability to work effectively under pressure while maintaining a high level of accuracy</p> <p>Drive and enthusiasm Excellent analytical and problem solving skills</p> <p>Ability to work independently assessing priorities and managing own and others workload</p> <p>Ability to multitask and delegate appropriately Teaching and presentation skills</p> <p>Influencing and leadership skills</p> <p>Innovative thinking</p>	<p>Experience in a hospital dispensary environment</p> <p>Good organisational Skills</p> <p>Ability to multi task</p> <p>Ability to travel between sites as required</p> <p>Team leader</p> <p>Two years post qualification Experience</p>	<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>Reference</p> <p>Knowledge</p>
Personal/professional attributes	<p>Working knowledge of current legislation and good practice relating to dispensary practice</p>	<p>Knowledge of JAC Computer system</p> <p>Knowledge of Robotics in Pharmacy</p>	<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>Reference</p> <p>Knowledge</p>
Other requirements	<p>To be aware of and adhere to the Trust's Vision, Mission and Values, Ability to travel between locations</p>		<p>Application Form</p> <p>Interview</p> <p>Questioning</p> <p>Reference</p>



## The small print

<b>Band</b>	<b>Band 5</b>
<b>Salary Scale</b>	<p>£28,407 - £34,581 per annum</p> <p>(pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory, mandatory and essential training.</p>
<b>Hours of work</b>	37.5 hours per week
<b>Annual Leave Entitlement</b>	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days            After five years = 29 days            After ten years = 33 days</p>
<b>Pension Scheme</b>	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
<b>Contractual Notice</b>	<p>Bands 1-4 = 1 Month notice            Bands 5-6 = 2 Months notice            Band 7-9 = 3 Months notice</p>
<b>Probationary Period</b>	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>



## Dimensions

<b>Financial and Physical</b>	Manages	N/A
	Impacts	All care groups
<b>Workforce</b>	Manages (Bands and WTE)	8 FTE Band 4 Pharmacy Technicians across sites alongside the Dispensary manager
	Located	Kent & Canterbury Hospital, Queen Elizabeth The Queen Mother Hospital, William Harvey Hospital.
	Impacts	All care groups
<b>Other</b>		All care groups

## Communications and working relationships

Internal	<p>Director of Pharmacy          Lead Clinical Pharmacist and Technician          Operations team leads          Other Pharmacy staff          Consultant Medical Staff          Clinical Service Managers          Medical, Nursing and Support Services staff</p>
External to NHS	GPs, Community Pharmacists, CCG Pharmacists, Community Nurses
Other	Patients and carers

## Environment

Category	Description/Definition	Frequency/Measures
<b>Working Conditions</b>	<p>All work in the pharmacy involves handling drugs and chemicals some of which are very unpleasant but usually contained. Some medications need to be reconstituted with suitable diluents before use and this can lead to exposure to the dust from these products. Gloves, masks and aprons should be worn when making products "in house" and guidelines on handling hazard substances must be followed. There is always the possibility of a breakage and everyone must be aware</p>	Occasional/Frequent



	of how to deal with a potentially harmful spillage. Verbal aggression occurs occasionally usually from patients/carers in all areas of Pharmacy	
<b>Physical Effort</b>	While working in the dispensary you are required to generate labels from the computer system and then dispense the items required. This involves frequent short periods of sitting at the computer followed by periods of walking, bending and stretching as the items required are collected. The items are then dispensed and labelled at a bench. This frequently involves working at a bench for long periods of time.	Occasional/Frequent
<b>Mental Effort</b>	There is a frequent requirement for concentration while dispensing and checking prescriptions where the work pattern is unpredictable	Occasional/Frequent
<b>Emotional Effort</b>	There is occasional exposure to highly distressing circumstances including dealing with patients who may have just been diagnosed with terminal illness or may have severely challenging behaviour. With pressure on wards and transport there is constant pressure to issue discharge medication	Occasional/Frequent

### Most challenging part of the job

To maintain a safe, efficient and professional dispensary service with an effective skill mix responsive to the needs of its customers, in accordance with current legislation and guidance.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

