

Pharmacy Stores and Procurement Support Technician

Job Description and Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals, and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen's and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also part of the North East London Cancer Alliance.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE
TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

Job title: Pharmacy Stores & Procurement Support Technician

Band: 4

Hours of work: 1.0 wte

Location: Pharmacy Stores Queen's Hospital

Specialty/department: Pharmacy

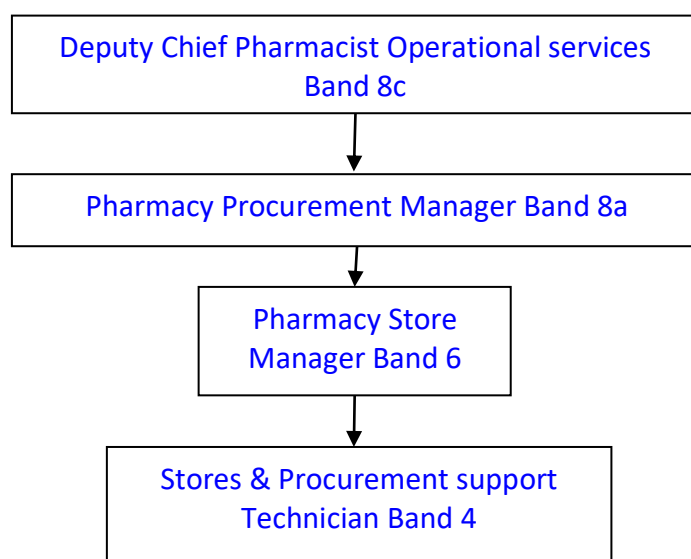
Accountable to: Chief Pharmacist

Responsible to: Pharmacy Stores Manager

1. Job purpose

The successful candidate will assist in the daily running of Pharmacy Stores and Procurement ensuring a high quality, innovative, cost effective and efficient service. Key duties will be to deputise for the store manager in managing all aspects of Pharmacy stores and support Pharmacy Purchasing to-follow, Claim Backs and Invoicing

Organisational Position **(illustrative)**



2. Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

Pharmacy store staff
Pharmacy purchasing staff
Pharmacy dispensing staff
Ward Pharmacist

External Relationships

Ward based nursing staff
Clinic and Out-Patient departments

3. Job summary

The successful candidate will be self-motivated with good communication skills. They will have good time management and able to work effectively in a team and under their own initiative.

The position demands a well organised person, who can multi-task and demonstrate ability to accurately follow instruction and maintain competence in a very busy stores environment to provide a customer focused service.

Previous experience working within the NHS is desirable.

It would be desirable but not essential of some experience within the Pharmacy store and purchasing environment, although training and guidance will be given to the successful candidate.

Keyboard skills and knowledge of Microsoft office, Word and Excel are essential.

Team working and organisational skills are required together with ability to prioritise when necessary. You should be able to remain calm under pressure and work conscientiously whilst paying particular attention to detail.

4. Clinical / operational responsibilities

PHARMACY STORES

1. To act as deputy to stores manager
2. To provide first line support for the Pharmacy store assistants and supervisors. To identify role profiles and expected activities of team members, supervising and assessing their work as necessary.
3. To organise and complete staff PPR's and to support and lead them through the appraisal process.
4. To co-ordinate and develop the Pharmacy ward top up service and to ensure the safe storage and supply of Pharmaceuticals to wards, departments and dispensaries throughout the trust.
5. To develop and maintain the Pharmacy stores robot system and to ensure maximum efficiency and delivery of Pharmaceuticals to internal areas requesting.

6. To maintain appropriate staff records in line with Trust policies and procedures, monitor staff holidays and sickness cover and delegate work load where necessary to cover absences, ensuring disruption is kept to a minimum.
7. To participate in the recruitment and selection of the Pharmacy store team
8. To review standards and compliance within the Pharmacy store area and to promote good operational practice, training and development staff.
9. To undertake Health and Safety Risk assessments and ensure controls are in place to minimise risk.
10. To provide a complete telecommunication service using initiative and discretion to resolve queries, redirecting calls and taking appropriate messages.
11. To participate and support the double checking process
12. To carry out any other relevant duties as requested by the Pharmacy stores manager

PHARMACY PURCHASING

1. To assist in assurances Pharmacy purchasing provides BHRUT with good value for money and the best is made of Purchasing contracts.
2. To check the prices charged for the goods received are within the degree of tolerance from the expected price, as determined by the computer system, and to challenge all exceptions with the product supplier.
3. To support the Purchasing clerk placing and checking computer generated orders, and to liaise with requesting Pharmacists to ensure necessary approval is obtained to allow orders to proceed.
4. To be responsible for updating and maintaining all to-follows, ensuring that alternate suppliers are used or off contract brands purchased taking into consideration best value for money.
5. To maintain the supply issue spreadsheet detailing non-availability of drugs and timescales for resolution
6. To implement purchase contract arrangements and amendments where and when necessary.
7. To ensure the cost effectiveness of contracts and to source alternative brands in the event of supplier failures
8. To maintain and update the Pharmacy claim back spreadsheet and to request credit notes where appropriate and to check the value of credit received is correct.
9. To support the Invoice matching clerk in investigating and resolving disputes and discrepancies referring any issues to the Procurement manager
10. To assist the Procurement manager in rectifying invoice price discrepancies. Checking contracts and ensuring process are amended on the JAC system

5. Policy, service, organisational and professional responsibilities

PROFESSIONAL

1. The post holder will be appraised on an annual basis and the process will include a review of the past year performance, settings of aims, educational requirements and objectives for the coming year.
2. To follow all departmental procedures and maintain necessary records
3. To comply at all times with electronically held patient data in line with the requirements of the Data Protection Act.
4. Take responsibility for personal development and education. Actively participate in objective setting as part of the appraisal process and personal development plan.
5. Ensure compliance with all Trust policies and those procedures relevant to the area of work.

6. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The post holder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.
- The job description is a reflection of the present requirements of the post and the content may be subject to review and amendment, this is in light of changes and development

7. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

8. Mandatory Trust responsibilities

Amending the job description

As the organisation evolves, there may arise a need to adjust the tasks and /or the responsibilities of the postholder. This will be done in consultation with the post holder with the aim of mutually agreeing to any reasonable changes.

Confidentiality

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust’s fair processing notice on its [intranet](#) and [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders’ agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust ‘Leaders’ Agreement’.

Policies and procedures

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust’s Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

Health and safety

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes

heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes (“vaping”) may be used outside hospital buildings.

General

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As our Trust develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by our Trust’s equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Behavioural Qualities

- To be inclusive, promote equality and diversity, and challenge discrimination.
- To be kind and treat people with compassion, courtesy and respect.
- Be empowered to make improvements to the way care is delivered and the way services are run.
- Foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.
- To be optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- To be consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

Date: 22/10/2021

Prepared By:

Lauren Pittard (Pharmacy Procurement Manager)

Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
Education/Qualifications	Registered with the General Pharmaceutical Council as a UK Pharmacy Technician Level 3 QCF Diploma in Pharmacy Service Skills (NVQ) or equivalent Level 3 QCF Diploma in Pharmaceutical Sciences (BTEC) or equivalent		Application/ Certificates /GPhC register/ Interview
Skills/Abilities	Dealing with nursing/medical staff Good interpersonal skills Demonstrates attention to detail and accuracy	Knowledge of JAC	Application/ Interview
Experience/Knowledge	Experience of UK Hospital Pharmacy	Experience of Pharmacy Purchasing/Stores Experience of Automated medicine cabinet systems such as Omnicell	Application/ Interview
Personal Qualities	Good attendance record Good organisational skills Ability to demonstrate enthusiasm and commitment to the post Acts as a good role model for other staff Friendly Demonstrates attention to detail and accuracy Demonstrates PRIDE values and behaviours Ability to demonstrate commitment to CPD Ability to work autonomously and within a team Polite and presentable		Application/ Interview

	<p>Computer literate</p> <p>Able to work Saturday, Sunday, Bank Holiday</p> <p>Good communication skills, both written and oral with appropriate standard of English</p> <p>Ability to remain calm and polite under pressure</p>		
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