

#### JOB DETAILS:

<b>Job Title</b>	Administration Assistant - Pharmacy
<b>Pay Band</b>	Band 3
<b>Hours of Work and Nature of Contract</b>	13.5hrs Permanent
<b>Division/Directorate</b>	Medicines Management
<b>Department</b>	Pharmacy
<b>Base</b>	Princess of Wales Hospital

#### ORGANISATIONAL ARRANGEMENTS:


<b>Managerially Accountable to:</b>	Clinical Director/Head of Medicines Management
<b>Reports to: Name Line Manager</b>	Head of Pharmacy Princess of Wales Hospital
<b>Professionally Responsible to:</b>	Head of Pharmacy Princess of Wales Hospital

#### OUR VALUES AND BEHAVIOURS:

**MAE EIN  
GWERTHOEDD  
YN EIN HELPU  
NI I FOD AR  
EIN GORAU**


**OUR VALUES  
HELP US BE AT  
OUR BEST**

**RYDYN NI'N  
GWRANDO  
YN DYSGU  
AC YN GWELLA**




**WE LISTEN,  
LEARN AND  
IMPROVE**

**RYDYN NI'N  
TRIN PAWB  
Â PHARCH**



**WE TREAT  
EVERYONE  
WITH RESPECT**

**RYDYN NI I GYD  
YN CYDWEITHIO  
FEL UN Tîm**



**WE ALL WORK  
TOGETHER  
AS ONE TEAM**

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve*  
*We treat everyone with respect*

***We all work together as one team***

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

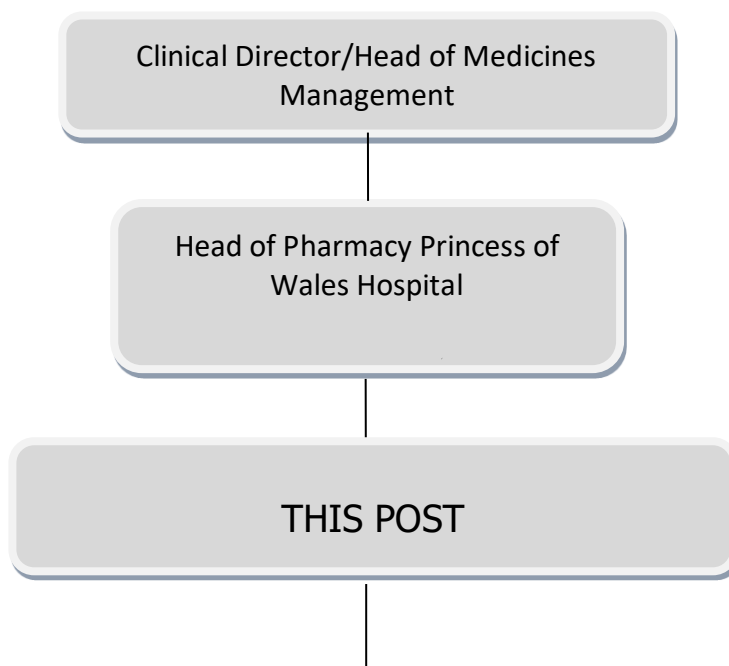
**Job Summary/Job Purpose:**

The post holder will work as part of a team within a busy office environment. The post holder will provide a range of administrative support to the Medicines Management Administration Team, Education and Training Team and Pharmacy staff.

This will include organisation and co-ordination of meetings, minute taking, inputting data, collating figures and information for use in reports, supporting clinical, education and training and health and safety commitments and disseminating information to a range of internal and external contacts.

The post holder must be able to plan and organise their own workload efficiently using initiative and have the ability to prioritise work and to respond appropriately.

**Organisational Chart**



## **DUTIES/RESPONSIBILITIES:**

The post holder is required to :

- Provide administrative and secretarial services to support the Medicines Management General Administration Office that supports the Princess of Wales Hospital pharmacy department and Medicines Management Directorate.
- Attend department held meetings, and staff meetings and will be expected to organise and co-ordinate meetings, workshops and events including; scheduling dates, arranging venues, preparing agendas, taking and transcribing minutes, progressing actions and disseminating information to relevant personnel.
- Assist in the production and dissemination of information and reports both inside and outside the University Health Board.
- Communicate information sometimes complex to staff from other departments and external contacts and pass all relevant information onto senior staff.
- Liaise using tact, persuasion and diplomacy where necessary with all other departments and maintain records i.e. place and receive telephone calls to and from all staff, e.g. Finance Department, Human Resources and Pay Roll Services.
- Provide a professional reception service dealing with telephone calls and visitors. Process telephone calls, mail and e-mail. This may involve replying on behalf of medicines management senior staff under the direction of a senior manager or line manager.
- Assist in managing staff diaries. To judge, prioritise and resolve conflicting appointments.
- Assist in preparing and communicating the departmental pharmacy rota service.
- Implement, organise and maintain effective hardcopy and electronic documentation control and filing systems in accordance with University Health Board policies.
- Input personal identifiable data into databases and maintain records up to date. ensuring that all records are maintained in accordance with University Health Board Information Governance policies and procedures.
- Assist in dealing with workforce procedures in accordance with CTMUHB policies for staff when required e.g. maintenance of records for sickness, annual leave, bank holiday leave, special leave, overtime and additional hours undertaken onto an accurate database and provide information when necessary.
- Respect the confidential nature of all work in Medicines Management and to ensure the highest standards are maintained.

- Maintain an accurate stock control system which includes responsibility for ordering of goods/stock.
- Prioritise work load and schedules.
- To order all provisions via the Oracle System and to place Requisitions, to process payment.
- Requisition items using Oracle, liaising with suppliers as needed. To check deliveries and receipt goods.
- Maintain departmental directories, including telephone and email directories and organisational charts.
- Support the department to be compliant with Health and Safety requirements e.g. undertaking departmental fire checks, providing manual handling training, COSHH audits.
- Support the induction for new staff, and provide the training to new office staff when required e.g. orientation of department, use of photocopier, faxes, printers, uniform & stationery supplies and employment forms.
- Implement standard operating procedures for all activities of the post and to propose changes to own work activities.

#### **Administrative Duties to support Clinical Services**

The post holder is required to :

- Generate WP10 HP prescription pads when requested and in a timely manner.
- Undertake administrative duties to support clinical systems for example sending and receiving files and printing labels for Welsh PAS/Myrddin.
- Undertake administrative duties to support staff delivering clinical services for example sending and receiving files, monitoring patient lists and supporting communication between services for example supporting the COVID treatment pathway for non-hospitalised patients.
- Input data and information on medicines management services and prescribing data using a variety of databases and spreadsheets.
- Input audit data to inform outline reports and presentations.
- To assist in processing and forwarding all correspondence, reports, letters, presentation etc.

## **Administrative duties to support the Education & Training Team**

The post holder is required to :

- Support co-ordination of training for all staff groups and undergraduate trainees including basic timetabling, booking workshops (including ensuring staff availability and rescheduling where necessary) and communication to staff.
- Assist in managing education and training staff diaries, booking regular meetings and annual PDRs for staff. To judge, prioritise and resolve conflicting appointments.
- Assist in preparing and communicating rotational timetables for staff.
- Supporting the recruitment and induction process for staff who are employed on training programmes.
- Utilise Oracle system to raise invoices to universities for undergraduate placements.
- Liaise with Human Resources and Higher Education Institutions to organise pre-employment checks and honorary contracts for placement students.
- Keep an up to date record of Advanced and Extended Practice bids for the health board and act as main point of contact for staff.
- Liaise with NWSSP and HEIW by reporting on trainee sickness, annual leave, special leave, overtime and additional hours on a monthly basis as a minimum.
- Book staff onto required education and training courses upon request, and keep up to date records of staff attendance and when they are due for update training.
- Assist Education and Training staff with layout and design of posters and banners for careers events, promotional material etc.
- Produce summary reports of the status of education and training programmes when required.
- Facilitate feedback and evaluation of all of the training programmes that Medicines Management participates in within Cwm Taf Morgannwg.

## **General Duties**

The post holder is required to :

- Take part and attend training sessions to keep mandatory competencies up to date.
- Ensure that the duties are undertaken efficiently, in a polite and caring manner and respond to customer's requirements.

- Follow and comply with Cwm Taf Morgannwg UHB Policies and refer to departmental practices and procedures, and put in place any changes to the working environment.
- Comply with the University Health Board's Health and Safety policy and actively participate in the process and have responsibility for managing risks and reporting exceptions.

## **PERSON SPECIFICATION**

The knowledge to be measured in 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.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	NVQ Level 3 Certificate or equivalent skills, knowledge and experience.  Typing qualification such as OCR/RSA Level 3 or possess equivalent skills.  Knowledge of secretarial and administrative work.  Knowledge of IT systems and software programmes e.g. Microsoft Word, Excel and PowerPoint applications.  Evidence of Continuing Professional Development.	ECDL or similar computer qualification.  Knowledge of pharmaceutical and medical terminology.	Application Form Interview Pre-employment Checks References
<b>Experience</b>	Relevant experience of providing secretarial or administrative support in a busy office.  Experience of managing several tasks concurrently.  Working within a multi-disciplinary team.	Experience of working in the NHS.	Application Form Interview References
<b>Aptitude and Abilities Skills</b>	Must be able to communicate at all levels.		Application Form Interview References

CAJE Reference RYL/2022/0271 (30.08.2022)

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	<p>Able to work independently and within a team</p> <p>Numerate and literate.</p> <p>Advanced Keyboard skills.</p> <p>Audio Typing.</p> <p>Customer care skills.</p> <p>Good organisational and time management skills</p> <p>Work prioritisation skills.</p>		
<b>Personal Qualities</b>	<p>Must be able to work independently and refer when appropriate.</p> <p>Accurate and reliable.</p> <p>Pays attention to detail.</p> <p>Tactful and diplomatic with the ability to use appropriate levels of confidentiality.</p> <p>Team player.</p> <p>Able to demonstrate flexibility in working practices.</p> <p>Punctual, reliable and enthusiastic.</p>	Ability to communicate in Welsh	Application Form Interview References
<b>Circumstances</b>	<p>Able to travel in a timely manner to other locations for to meetings and events etc.</p> <p>To attend update training as required.</p> <p>Ability to lift and carry e.g. stationary etc.</p>		Application form Interview



## **GENERAL 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.
- **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.
- **Welsh Language:** In line with Welsh Language legislation and in compliance with the Welsh Standards, the health board must actively seek to employ staff with Welsh language skills to meet the needs of the Welsh speaking public. Please click [here](#) to assess whether a post requires staff to speak Welsh. Alternatively, prospective employees should be encouraged to learn Welsh to a satisfactory level if Welsh skills are deemed necessary to the job requirements. For further information on Welsh language skills requirements, please contact the health board's [Welsh Language Unit](#)

- **Confidentiality of Information:** 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. 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 Data Protection Act 1998 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 (Data Protection Act) and the HB Disciplinary Policy.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB 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 is committed to ensuring that no job applicant or employee receives less favourable 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 without bias. All staff are requested to report and 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.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **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 Infection Prevention & Control Policies and Procedures.
- **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 Trust's pre-employment check procedure. \*Delete as appropriate. The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board 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.

Signed: (Post Holder) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Line Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Service Group Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Date Job Description compiled: June 2022

Date for Review: June 2026

### **Supplementary Job Description Information**

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

#### **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**’

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
Combination of standing, sitting and walking during the shift. Use of computer screen for majority of shift typing and inputting data.	Daily	Duration of shift	

## 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
The job requires attention to detail and there is a frequent need for concentration for long periods of time when taking minutes, preparing outline reports and presentations and entering data onto computer systems or spreadsheets and when carrying out stationery stock check.	Daily	Duration of shift	
The work pattern is generally predictable although there may be frequent interruptions answering the telephone, meeting and greeting visitors to the department, dealing with queries and competing demands from staff or work related queries.	Daily	Varies depending on the nature of the interruption	

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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
Potential to receive a call from an anxious patient in relation to a medication issue but highly unlikely.	Rare		

## 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.

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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
Will spend majority of the day in an office environment and will use a VDU for majority of the day sitting at a desk.	Daily	Ongoing	
Will be required to stand and walk to answer telephones situated on other desks or to answer the door to visitors to the department.	Daily	Varies	