

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Lead Pharmacy Technician – Education & Development (Maternity Cover)
Band:	7
Base	RSFT
Department / Portfolio	Pharmacy
Reports to:	Principal Pharmacist – Education & Development
Accountable for	Developing and managing the pre-registration trainee pharmacy technician, pharmacy assistant and pharmacy support staff training programmes

2. JOB PURPOSE

- Responsible for the development, provision and evaluation of pharmacy technician, assistant and support staff training programmes
- To support the training and development of pharmacy trainees in line with local, regional and national guidelines, personal development plans and service needs
- To support and supervise less experienced pharmacy technicians in the Department
- As a member of the Pharmacy Department, to ensure safe, effective, economical and timely pharmaceutical care for all patients receiving a pharmaceutical service from the department

2.1 JOB SUMMARY

- To manage the education, training and development programmes of all pharmacy technician, assistant and support staff in the Trust
- To lead, manage and administer the apprenticeship training for pharmacy technicians and assistants in the Trust
- To provide support and supervision to less experienced pharmacy technicians in the Department, including support through pharmacy accreditation schemes
- To keep the department up to date with training needs and opportunities and to inform the Principal Pharmacist - Education & Development of cost implications of future training needs
- To support the development, delivery and evaluation of education and training provided within the Department, within the Trust, as well as externally, to meet local, regional and national requirements.
- To participate in the ‘front-line’ provision of Pharmacy Services as appropriate and when required, including pharmacy clinical and dispensing services



3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

Education, Training & Development:

- To manage the development, delivery and evaluation of pharmacy education, training and development for all pharmacy technical and support staff [pharmacy technicians, pre-registration trainee pharmacy technicians (PTPTs), pharmacy apprenticeships, pharmacy assistants and pharmacy support staff]
- To develop the roles of pharmacy technicians, PTPTs, pharmacy assistants and pharmacy support staff in line with current and future legal and ethical frameworks, including in-house accreditation schemes.
- To develop a training strategy for technical staff as a section of the departmental education & training strategy.
- To advise the Principal Pharmacist - Education & Development on the apprenticeship programmes (previously delivered as NVQs) and any legal implications of any changes.
- To manage the apprenticeship training programme (previously delivered as NVQs) for PTPTs and apprentice assistants. This includes:
 - Ensuring required training is undertaken and infrastructure is in place to allow competencies to be assessed within the workplace
 - Designing and developing the training, assessment and verification plans as appropriate
 - Providing training and support for Educational and Practice supervisors as necessary
 - Act as the Educational Programme Director (EPD) for the PTPTs and Pharmacy Apprentice Assistants
 - Act as a competency-based assessor, Educational Supervisor and Tutor for Apprenticeship Trainees
 - Attending regional EPD and Training Provider meetings
 - To co-ordinate and chair the relevant Pharmacy Local Faculty Group (LFG) meeting
 - To assist with IT training in the submission of electronic assessments & portfolios as necessary.
- To monitor trainee progress to ensure academic deadlines are met and to liaise with relevant internal and external supervisors and training providers as required
- To take on the role of Educational supervisor and/or Practice Supervisor as required
- To identify and support the development of suitable practice and educational supervisors for training programmes in line with the department education & training strategy
- To be an active member of the Pharmacy Education & Training team and Pharmacy LFG
- To review and update training programmes in light of professional and departmental need
- To liaise with other senior pharmacy technicians to ensure rotas accommodate the training needs of technicians, assistants and support staff within the department at all sites.
- To ensure the quality of the training provided is maintained and monitored with the use of regular reviews and feedback
- To participate in annual quality review exercises to meet local, regional and national requirements
- To monitor, audit and evaluate training delivered within pharmacy, along with the Principal Pharmacist - Education & Development. This includes providing the Principal Pharmacist – Education & Development and the Chief Pharmacist with details of output, performance and activity at specified time intervals in a format agreed with the Chief Pharmacist.
- To produce reports on departmental compliance with statutory and mandatory Trust training and appraisal requirements
- To support the delivery and evaluation of the other training programmes within the department such as those for pharmacists, undergraduate placement students and work experience trainees.



- To support the development and delivery of induction training programmes for all grades of staff within pharmacy
- To actively support the organisation and delivery of departmental educational and developmental meetings and events
- To develop, attend and support at local career events as required
- To engage with other members of the Pharmacy department and with other healthcare professionals as required, to ensure the effective provision of education, training and development within Pharmacy Services, and ensure that learning and developmental needs of the department are being met
- To maintain own continuous professional development (CPD), as per department policy and guidelines from the General Pharmaceutical Council (GPhC) UK, keeping abreast of new trends and developments and incorporate them as necessary into own work
- To be the lead within the department for supporting CPD for pharmacy technicians, PTPTs, pharmacy assistants and pharmacy support staff.
- To be responsible for the self-development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

Service Delivery

- To participate in the ‘front-line’ provision of Pharmacy Services as appropriate and when required, including pharmacy clinical and dispensing services
- To participate in the provision of medicines management / optimisation services and undertake accredited checking duties as required
- To demonstrate the ability to provide a service that ensures the safe, effective and cost efficient use of medicines
- To ensure that the principles of safe and secure handling of medicines are adopted and to take part in quality assurance systems for pharmaceutical services
- To participate in the weekend, Bank Holiday service and late dispensary rotas as dictated by service needs
- To undertake any other duties as may be reasonably requested by the Chief Pharmacist consistent with the responsibility of the post

Staff Management

- To take overall responsibility for the delivery of Pharmacy education, training and development to pre-registration trainee pharmacy technicians, pharmacy apprenticeships and support staff in the department.
- To manage the team of PTPTs. To take full management responsibility of the team, providing leadership, recognising and developing the team, mentoring, coaching and training them to utilise the strengths to enhance the departments’ performance and build organisational capability.
- To ensure all pharmacy staff receiving training are line managed appropriately and to be the line manager for pharmacy staff as required, and take responsibility (directly for senior staff and delegated to senior staff for more junior staff) for all the following, according to Trust procedures:
 - Appraisals and objective setting
 - Sickness absence
 - Disciplinary and grievance matters
 - Recruitment and selection
 - Personal development
 - Departmental workload allocations



- To identify and facilitate the training and development of all pharmacy staff in line with service needs and personal development plans
- To co-ordinate the running of the department summer internships and work experience requests
- To support the Lead Pharmacist - Education & Development in the management of the other training programmes within the department such as those for pharmacists, undergraduate placement programmes and work experience trainees
- To support the Principal Pharmacist - Education & Development in the development, updating and maintenance of education and training related operational procedures
- To support the Principal Pharmacist - Education & Development in co-ordinating and delivering education and training to other healthcare staff as required
- To actively support the organisation of pharmacy professional development programme and in-house educational meetings
- To assess staff performance against agreed performance standards/objectives and/or competencies at least annually and develop meaningful and achievable personal development plans and objectives
- To act as a role model and mentor for pharmacy technicians, pharmacy trainees and pharmacy support staff
- To supervise the work of less experienced staff, including pre-registration pharmacy trainees, pharmacy assistants and pharmacy students
- To be responsible for managing and prioritising own workload to ensure high priority responsibilities are dealt with first
- To work independently without direct supervision from senior colleagues and make decisions within own professional capabilities. Accountable for own professional actions: guided by national protocols, legislation, hospital formularies and departmental policies and procedures

Research & Development

- To undertake and publish practice research in Pharmacy education, training and development
- To develop research programs in pharmacy training and development, both within and outside the NHS

Workforce

- To act as a specialist practitioner/role model in the field of education and training on a national level
- To teach on regional or national study days or network meetings
- To participate in teaching and supervising students at undergraduate and postgraduate level
- To attend and support at local career fairs as required
- To participate in teaching for nurses, medical and theatre staff as required

Communications and Relationships

- To communicate with the multidisciplinary healthcare team (doctors, nurses, dieticians, physiotherapists, occupational therapists, ward managers, and site practitioners), for intermediate care, general practice support and with community pharmacists for the provision of medicine related information and assessment of patients' treatment.



- To work with appropriate staff to support development of services and facilitate the implementation of strategies for education and training. This will include closely working with the Trust Apprenticeship coordination team.
- To demonstrate exemplary communication skills as the role liaises with a wide variety of staff within the Trust. This will include service and general managers across all directorates, trust risk managers, directorate governance leads, multidisciplinary team members and all Pharmacy staff.
- To liaise with external bodies including local primary care networks, Health Education England, apprenticeship providers and relevant pharmacy networks.
- To provide training on medication related issues, policies, guidelines and service developments to pharmacy colleagues, nursing and medical staff, ranging from one on one communication to more formal presentations.
- To develop links and maintain good communication between staff within the department and between members of the multi-professional teams and external customers
- To communicate clearly and sensitively when providing feedback, and about patient medication issues, both internally and externally as required

Computer Systems

- To adhere to the Trust & Pharmacy IT Policy
- To use Trust and Departmental IT systems, including and not limited to those required for the provision of pharmacy services
- To take personal responsibility for the accurate and timely input of information onto the pharmacy and Trust computer systems to ensure the maintenance of a reliable database including patient details
- To be familiar, as a minimum, with word processing, spreadsheet, presentation software and emails
- To be responsible for the security of confidential passwords

Resource Management & Security

- To ensure adherence to the Trust's Medicines Formulary to ensure appropriate medicines are prescribed and promote cost effective use of medicines in the trust to reduce wastage.
- To take responsibility for maintaining the security of the pharmacy department at all times, this includes opening and locking the department
- To be responsible for adhering to the pharmacy department's and Trust's security procedures for maintaining the security of the pharmacy department and the trust's patients, staff and visitors
- To be responsible for the security of equipment and resources within the pharmacy department including books, computers, printers and subscriptions for web-based resources
- To be responsible for having a working knowledge of the pharmacy panic alarm system
- To be responsible for holding master keys for individual medicines lockers and drug trolleys on the ward where required
- To be responsible for the safe and secure handling of medicinal products

Clinical Governance

- To ensure that all errors, complaints and adverse incidents related to pharmacy are promptly reported in accordance with Trust guidelines.
- To practice competently, and to possess the knowledge, skills and abilities required for lawful, safe and effective practice without direct supervision.



- To acknowledge the limits of own professional competence and only undertake practice and accept responsibilities for those activities in which the post holder is competent. The post holder must always work in accordance with the GPhC Standards for pharmacy professionals

Environmental monitoring and control

- To be aware of environmental conditions within the pharmacy department and report any faults as necessary to a senior manager
- To assist in maintaining all equipment and surfaces to ensure pharmacy equipment is kept clean and ready for use

General

The post holder's performance will be formally reviewed, training needs identified and objectives agreed every 12 months as part of the Trust 1:2:1 appraisal which includes review and update of the Performance Development Review (PDR) record.

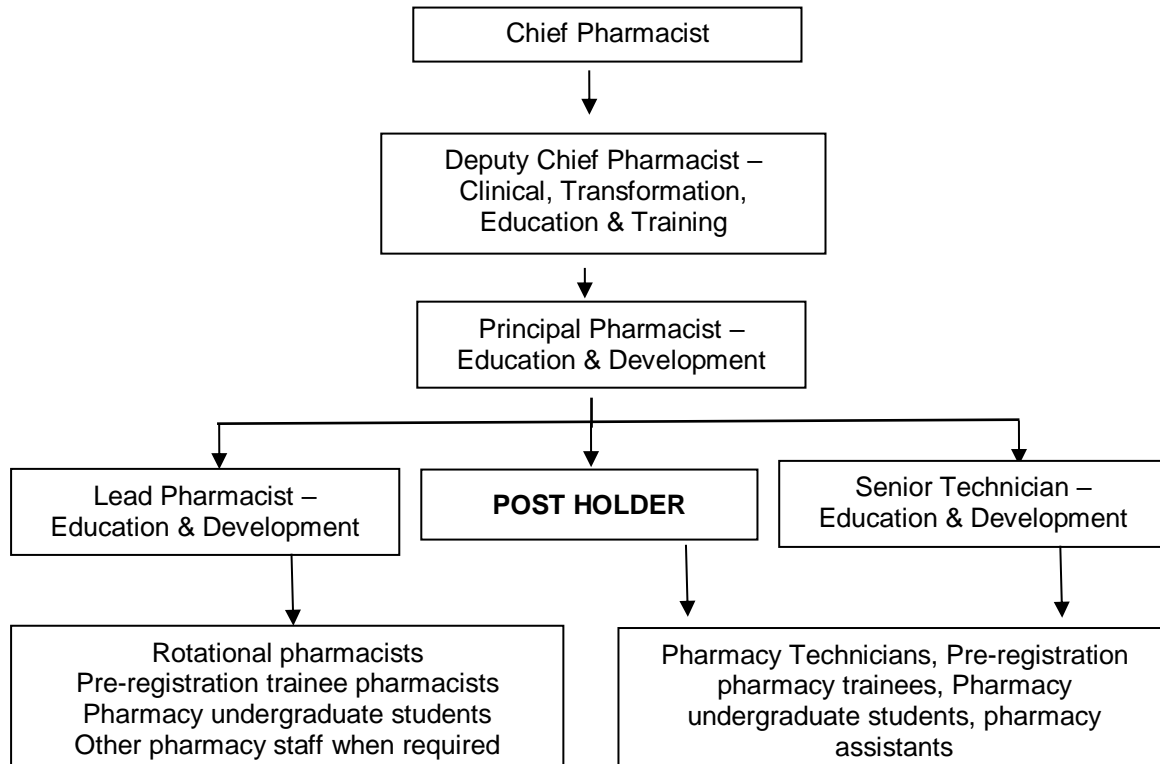
This job description is not to be taken as a completely exhaustive list of duties and it may be reviewed in the light of changed service needs and developments. Any changes will be fully discussed with the postholder. The postholder may be required to carry out other duties appropriate to the grade and scope of the post.

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Pharmacy trainees Education & Training team Educational & Practice Supervisors Pharmacy Senior Leadership team Aseptic Services Manager Pharmacy team Workforce Team Practice Educators within the Trust Multi-disciplinary teams (including Allied Health Professionals, Nursing Teams, PGME & Medical Teams) Trust Learning & Development Team Patients	Working with other external partners e.g. external placement providers, higher education providers, professional bodies, local and regional networks, including NHS England & Improvement, Health Education England, Surrey Heartlands, and Surrey & Sussex pharmacy education & training teams, pharmacy and multi-disciplinary professionals in other Trusts and/or organisations



5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.

Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.

One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:

- To take reasonable care of ourselves and others at work;
- To co-operate in meeting the requirements of the law.

All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this. Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff. All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas. All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff, which has formed our vision, mission and values. We are currently working with staff to define our new behaviours, which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Lead Pharmacy Technician – Education & Development (Maternity Cover)

BAND: 7

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		A/I
Share information openly and effectively with patients, staff and relatives	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Qualified Pharmacy Technician NVQ / QCF Level 3 in Pharmacy Service Skills or equivalent plus accredited underpinning knowledge (BTEC in Pharmaceutical Science or equivalent) as recognised by the GPhC	√		A/C
Current registration with the GPhC as a Pharmacy Technician	√		A/C
Accredited Checking Pharmacy Technician (or willing to undertake)	√		A/C
Recognised Medicines Management/Optimisation Qualification		√	A/C
Educational Supervisor Training (or willing to undertake)	√		A/C
Management Qualification		√	A/C



Other postgraduate qualifications relevant to pharmacy practice, such education & training qualifications		√	A/C
Level 3 Assessor qualification		√	A/C
Evidenced records of commitment to Continuous Professional Development	√		A/I/C
Knowledge and Experience			
Knowledge of the GPhC professional standards and registration requirements for pharmacy technicians	√		A/I
Substantial post registration experience working in hospital pharmacy as a pharmacy technician	√		A/I
Specialist knowledge of pharmacy procedures and processes.	√		A/I
Experience in the development and implementation of work based training/SOPs across a variety of tasks	√		A/I
Significant experience in delivering competency based training	√		A/I
Knowledge of legislative aspects of medicines supply	√		A/I
Previous experience within a senior pharmacy technician role and/or management experience	√		A/I
Experience conducting staff appraisals & sickness absence management	√		A/I
Specialist knowledge of assessment and internal verification of vocational qualifications	√		A/I
Knowledge of post registration training opportunities and requirements	√		A/I
Knowledge and understanding of the apprenticeship programmes for pharmacy	√		A/I
Previous experience of successful audit work		√	A/I
Knowledge of regional/national health education quality frameworks and experience collating/submitting related evidence		√	A/I
Experience as a mentor / educational supervisor	√		A/I
Experience of e-portfolio management		√	A/I
Experience of identifying training needs, personal development planning and evaluation	√		A/I
Knowledge of wider NHS agenda and issues, particularly relating to training & development		√	A/I
Experience of working in a multidisciplinary environment	√		A/I
Skills and Capabilities			
Ability to participate in teaching and identification of training needs of a wide range of students	√		A/I

Proven ability to train (induction & competency based), assess staff and give feedback	√		A/I
Ability to mentor/coach and support pharmacy staff in terms of educational requirements and opportunities	√		A/I
Ability to support staff with revalidation	√		A/I
Able to communicate complex information effectively in clear written and verbal English	√		A/I
Ability to design and deliver high quality learning material	√		A/I
Proven complex computer IT skills including use of word processing and spreadsheets	√		A/I
European Computer Driving Licence (ECDL)		√	A/C
Effective customer service skills – able to work to meet the needs of customers of the department.	√		A/I
Ability to plan, prioritise, re-prioritise and organize workload	√		A/I
Effective time management skills and able to meet deadlines	√		A/I
Analytical skills, problem solving skills, and ability to respond to sudden unexpected demands	√		A/I
Ability to identify and manage risks	√		A/I
Ability to work across sites	√		A/I
Able to handle conflict effectively and differences of opinions in a mature and professional manner	√		A/I
Equality and Diversity - Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems, education & development	√		A/I
Personal Attributes			
Used to working in a busy environment	√		A/I
Highly motivated with the proven ability to influence, inspire and motivate others	√		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	√		A/I
Commitment to CPD, further education and career development	√		A/I
Ability to work independently or as part of a team	√		A/I
Effective organizer / prioritisation skills	√		A/I

Enthusiastic, hard-working and confident	√		A/I
Attention to detail	√		A/I
Display a high standard professional, calm, efficient manner and appearance	√		A/I
Team player	√		A/I
Influencer and networker	√		A/I
Adaptability, flexibility and ability to cope with uncertainty	√		A/I
Knows own professional and personal limitations and seeks advice where necessary	√		A/I