

**PORTSMOUTH HOSPITALS UNIVERSITY NHS TRUST
JOB DESCRIPTION**

Job Group: Technical and Scientific	FOR OFFICE USE ONLY
Job Title: Operations Manager – Pharmacy Dispensary and Distribution	Position No:
Division/Care Group: Clinical Delivery/ Clinical Support Services	Approved Matching Classification
Existing Grade: 8a	Job Analysis
Unit: Pharmacy	Job Evaluation
Base Location: Queen Alexandra Hospital	Pay Band code:
Reports to: Deputy Chief Pharmacist	
Accountable to: Chief Pharmacist	Entered By:

Job Purpose

To manage the development of dispensary and distribution based pharmacy services QAH and coordinate the above services across the QAH site.

Key Dimensions

- a. Budgets** - Contributes to control of medicines budget £45M (supervisory responsibility) Contributes to control of staff and non-staff budgets £6.2M
- b. Staff** – Directly manages: 6.34 WTE permanent. Co-ordinates the activities of a further 50.29 WTE support staff.
- c. Other Statistics** – Workloads: Pharmacy issues 500,000pa. Value of issues £45M. Value of stock £2.3M

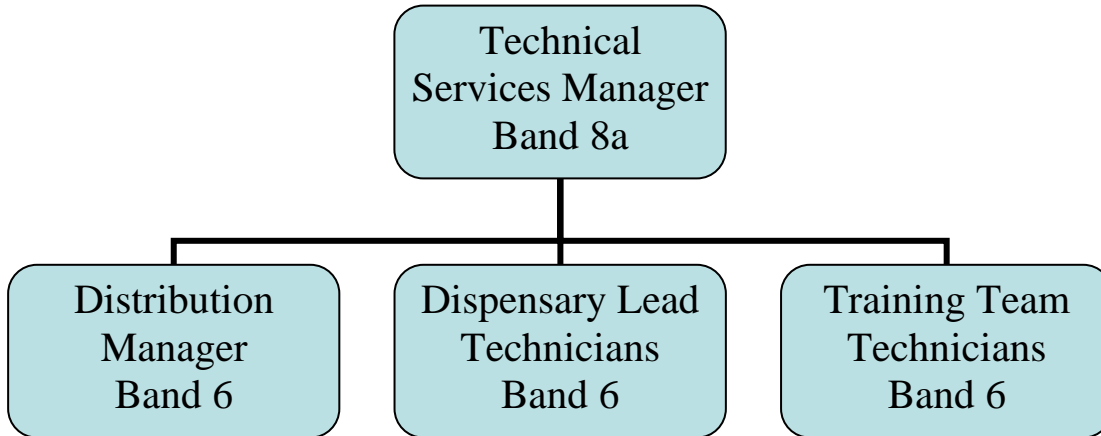
Passport to Manage

We are proud to support staff with a competency framework that is designed to equip staff with the skills and knowledge to become effective managers and leaders.

[Please click here for further information about the Passport to Manage programme.](#)



ORGANISATIONAL CHART



Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.



*Working together
for Patients*



*Working together
with Compassion*



*Working together
as One Team*



*Working together
Always Improving*

Shared Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
5. Build and sustain effective communications with other roles involved in the shared services as required
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
12. Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Specific Core Functions

1. Accountable for the operational management of all dispensary-based pharmacy service through dedicated dispensary leads and compliance with locally approved processes that ensure medicines are supplied efficiently, safely and according to legislation.
2. Ensure appropriate pathways and communication channels are in place to enable cohesive working between services that interface with the dispensary and the efficient deployment of workforce and resources managed to deliver the required service. Such services include the Regional Purchasing Centre, the medicines management team, the homecare team, clinical pharmacists and the clinical trials team.
3. Communicate with clients, senior management and other staff regarding medicines and medicine services which may be made up of several complex strands of pharmacy components, ensuring that effective communication is achieved, particularly where barriers to understanding need to be overcome.
4. Interpret national and local policies appraising implications for the delivery and development of the service and lead working groups, policy development groups appropriate to service area.
5. Line manage the service so as to maintain the appropriate level of skill mix as determined by GPhC standards and departmental need, by ensuring the recruitment, deployment and development of pharmacy staff in a challenging recruitment environment is adequate to meet the changing needs of the service.
6. Strategic planning and implementing the development of inpatient, outpatient and distribution services at the QAH pharmacy department to ensure customer requirements are met through the presence of optimal facilities and staff.
7. Maintain departmental safety and compliance with legal and NHS Standards to ensure safe systems of work.
8. Oversee the maintenance and running of the departmental robot(s) and secure cabinets to ensure they are fit for use.
9. Undertake projects on behalf of the Deputy Chief Pharmacist to assist the strategic and operational development of inpatient, outpatient and distribution services.
10. Develop the quality management programme for dispensary and distribution services across all sites to achieve and maintain MHRA wholesaler dealers licences and GPhC registration.
11. Implement robust systems of data collection and analysis reflecting the full range of activity of the service accurately and regularly. Collate data from analyses into required reporting mechanisms, developing spreadsheets and data bases where necessary relative to service area.

12. Lead and participate in audit of dispensary services to provide quality management and benchmarking information that align with the Trust Strategic aims and departmental key performance indicators.
13. Manage core and specialist training through the Technician Training Manager across a range of subjects and technical specialism, ensuring that this is available to all staff within service area. Contribute in preparing an annual education and training plan for pharmacy services to ensure staff are developed to their full potential and that Trust and other standards are met.
14. Participate in the provision of dispensary based services to maintain an intimate knowledge of the day to day workings of the department
15. Act as pharmacy lead for Trust's major incident system policy.
16. Take part in weekend and bank holiday rota.

Other

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
3. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
4. Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.
5. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

Job Description Agreement

Job Holders name:
(print)

Job Holders signature:

Date:

Senior Officer/ Chief of Service

Name (print)

Signature:

Date:

Title:

PERSON SPECIFICATION

CRITERIA	How criteria will be assessed: Application Interview Assessment Reference
<p>Qualifications</p> <p>Essential</p> <ul style="list-style-type: none"> • Pharmacy Technician registered with the GPhC • Pharmacy Technician with post-graduate qualification and/or equivalent applied learning experience in operational hospital pharmacy • BTEC pharmaceutical science) or NVQ level 3 (pharmaceutical science) • NVQ Assessor or working towards this or other training qualification <p>Desirable</p> <ul style="list-style-type: none"> • Nationally Accredited Checking Technician Qualification <p>Experience</p> <ul style="list-style-type: none"> • Operational planning and development of services • Health and Safety and maintenance of safe systems of work • Experience of lean principles • Health and Safety and maintenance of safe systems of work • Proven competence in the supervision of staff and workload on a daily basis • Proven ability to undertake and supervise all technical aspects of a hospital pharmacy operation <p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Detailed knowledge of Quality Systems Management and pharmaceutical quality assurance and control • Direction, control and supervision of pharmacy and support staff • Track record of operational planning of technical services • Track record of staff appraisal and development • Negotiation skills • A thorough knowledge of all aspects of GPhC Standards and Quality and their application to hospital pharmacy • Good communication skills and clear, spoken English 	<p>Application</p> <p>Application and interview</p> <p>Application and interview</p>

- Competent in keyboard skills ability to use Microsoft Office or equivalent
- Good organisational and leadership skills

Working Together (Trust Values)

For Patients

- Priorities safety
- Focus on the quality of patient care
- Deliver great customer care and experiences
- Act with professionalism
- Pursue the best outcome
- Take personal responsibility and make no excuses

With Compassion

- Compassionate and kind
- Friendly and courteous
- Attentive and helpful
- Protective of patient dignity

As One Team

- Listen and hear
- Break down silos and work in partnership internally and externally
- Explain and involve patients and staff in decisions
- Respect everyone's time

Always Improving

- Seek and give feedback
- Identify and make improvements to how we do things, however big or small
- Work efficiently, and keep things simple
- Live within our means
- Develop through learning
- Engage, innovate and improve

Values based behaviours for leaders

In discussion with its leaders The Trust has developed a Leadership Framework, based on its Values. As a result the following expected standards for leadership have been identified, which all leaders will be required to demonstrate.

Strategic approach (clarity on objectives, clear on expectations)

- Plans and takes initiative in the best interest of the patient
- Makes decisions based on organisation strategic direction
- Makes success criteria clear to others and focuses them on what matters most
- Avoids major problems through anticipation and contingency planning

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures)

partnerships)

- Consistently seeks to understand and meet the needs and interests of patients
- Asks open questions and listens to other ideas to develop joint solutions
- Involves key stakeholder and staff in planning organisational change

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

- Articulates a compelling vision of how things could be and might be
- Consistently delivers on promises
- Consistently acts in accordance with, and champions PHTs values
- Displays sensitivity to the needs and feelings of others
- Has a zero tolerance to, and challenges bad behaviour
- Actively manages poor performance

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

- Motivates others through infectious enthusiasm and 'can do' attitude
- Maintains optimism and sense of humour in stressful situations
- Emphasises the positive side of difficulties, portraying them as opportunities
- Finds ways around seemingly insurmountable obstacles, not easily defeated
- Infuse pride and joy in work
- Lead by example by taking responsibility, being compassionate and aspiring for excellence

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

- Takes proactive steps to develop team members using a variety of approaches
- Involves team members in planning and delivering change
- Stimulates and communicates cross disciplinary communication
- Recognises and rewards effort, not just achievement
- Matches the needs of activity to available resources
- Seeks out and listens to team members and stakeholders, welcoming warnings or problems