



## JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	Purchasing Officer
<b>Pay Band</b>	3
<b>Hours of Work and Nature of Contract</b>	37.5 hours per week
<b>Division/Directorate</b>	Pharmacy and Medicines Management
<b>Department</b>	Pharmacy Department
<b>Base</b>	Abergele Hospital

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Lead Pharmacist Procurement and Homecare
<b>Reports to: Name Line Manager</b>	Day to day – Senior Purchasing Officer
<b>Professionally Responsible to:</b>	Director of Pharmacy

#### **Job Summary/Job Purpose:**

Works as part of the pharmacy centralised homecare team to ensure the timely, efficient processing of the Health Board's homecare requirements and prompt payment of invoices.

Reviews existing pharmaceutical requirements and predicts future needs.

Responsible for the day to day routine maintenance of homecare information and systems used for the management of homecare prescriptions to comply with good practice.

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**DUTIES/RESPONSIBILITIES:**

1. Responsible for generating, reviewing, printing and sending routine prescriptions to homecare providers. Uses knowledge gained and own judgement to ensure timely processing at all times in accordance with local procedures.
2. Complies with secure ordering and other legal requirements for pharmaceutical products.
3. Uses the computer systems in operation within the homecare office and suggests development/enhancements to these systems.
4. Liaises with other members of pharmacy team to ensure processing of prescriptions and onward sending to homecare providers to ensure timely supply of medicines to patients.
5. Responsible for regularly reviewing/chasing outstanding orders/items according to SOPs. Documents this action and records appropriate information. Forwards information on to the appropriate person for further action according to SOPs.
6. Identifies supply problems of stock items and communicates their expected delivery times to Clinical teams affected and escalates to Lead Pharmacist. Refers more complex problems on to Senior Purchasing Officer.
7. On a daily basis the post holder deals with queries/problems relating to the supply of homecare medicines. This involves liaising, discussing and communicating issues with clinical staff, and where relevant, other Health Board staff and suppliers. In such situations the person they are dealing with may not fully understand the problem and can become abrupt and dismissive of what they are being told, this is especially the case when dealing with issues relating to supply shortages or when items are required urgently.
8. The post holder will be required to clearly and tactfully explain the issue and help the person they are dealing with understand the situation and potentially assist them with an alternative course of action.
9. The post holder deals with invoicing problems and queries on a daily basis. This includes investigating outstanding credit notes, invoice queries, off contract purchase claims, incorrect contract prices, or issues relating to drug rebate or Patient Access Schemes. In order to rectify such problems they will contact the supplier or the Health Board Finance Department and must be able to explain clearly what the issue is. Quite frequently there can be a lack of understanding or a difference of opinion and this post holder will need to use tact and persuasion in order to get them to understand the situation and implement the action necessary to resolve the issue.
10. Validates and interprets purchasing information obtained from the pharmacy computer system and takes appropriate action when necessary.
11. Maintains current knowledge pertaining to: -

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- The Health Board's Standing Financial Instructions
- Secure processing of homecare prescriptions
- Provision of high cost medicines via homecare route

12. Responsible for processing invoices in accordance with local procedures and the Health Board's Standing Financial Instructions. Liaises with suppliers/ providers to investigate outstanding credit notes, invoice queries and off contract purchase claims. Informs Senior Purchasing Officer of any problems relating to payment/non-payment of invoices.
13. Supporting lead purchasing officer for homecare with invoicing discrepancies and follows instructions from lead purchasing officer for arranging credit from providers.
14. Performs regular updates of the pharmacy purchasing EDI system, when necessary, in accordance with local procedures.
15. Responsible for ensuring all Homecare pharmaceuticals and associated products are charged to appropriate costing point once invoiced, in accordance with local procedures.
16. Responsible for informing the Senior Purchasing Officer when locally agreed purchasing contracts are due to expire.
17. Responsible for producing and forwarding homecare information regularly required by people outside the pharmacy department e.g. finance payment list in accordance with local procedures.
18. Deals with day-to-day queries/problems relating to the homecare prescriptions and to process or answer as appropriate in a timely manner in accordance with SOPs. Refers more complex queries on to Senior Purchasing Officer.
19. Uses the pharmacy computer systems and ensures all necessary information relating to the issuing of stock is accurate and documented/stored appropriately according to SOPs.
20. Responsible for maintaining adequate supplies of consumable items used in the homecare office and liaises with pharmacy administration staff to ensure this.
21. Assists when necessary with the receipt, checking, storage and transfer of homecare prescriptions according to SOPs.
22. Undertakes administrative duties relating to the purchasing and supply of medicines.
23. Responsible for maintaining a clean working environment and equipment

## 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.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	GCSE or equivalent in maths and English.  Willingness to undertake NVQ level 2 in Pharmacy Services.  Knowledge of pharmacy purchasing procedures	NVQ level 2 in Pharmacy Services. <b>Or</b> Studying towards NVQ level 2 in Pharmacy Services. <b>Or</b> Has necessary documentation proving competency in the relevant units of NVQ level 2 in Pharmacy Services to enable the undertaking of work in the pharmacy purchasing office (grandparent clause).  Administrative qualification.	Application form and pre-employment checks
<b>Experience</b>	On the job training, experience to NVQ3 or equivalent level  Experience of working with computers	Familiar with drug names.  Experience of procurement or working in a similar environment.	Application form and interview
<b>Aptitude and Abilities</b>	Accurate Attention to detail Methodical Team player. Ability to work alone/under supervision. Helpful and enthusiastic attitude. Takes pride in their work. Flexibility. Self-motivated.	Ability to speak Welsh	Interview

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	Aware of their own limits. Able to use own initiative within own limits. Fits in with existing team. Good time keeping.		
<b>Values</b>	Sees a task through to the end  Patient focused		Application Form Interview References
<b>Physical attributes</b>	Good health record. Professional appearance/manner. Fit for the job.		
<b>Other</b>	Ability to travel between sites. Able to work hours flexibly.		Application form and interview

### **GENERAL REQUIREMENTS**

Include those relevant to the post 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

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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.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** 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.
- **Data Protection Act 1998:** 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.
- **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.
- **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. 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.
- **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.
- **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.
- **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.

**APPENDIX 1**

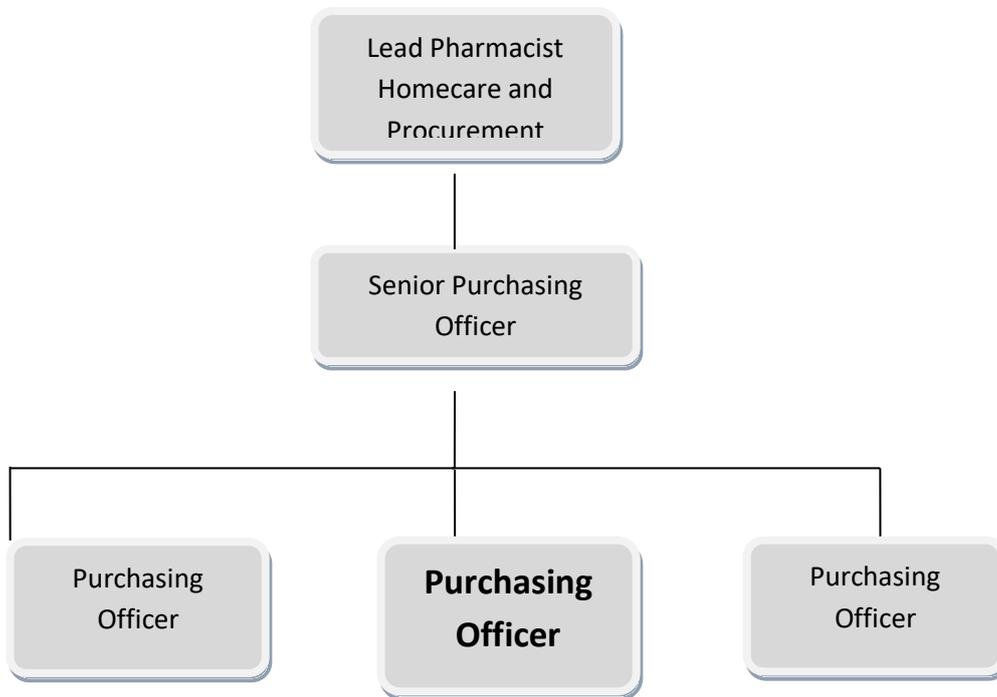
**Job Title:** \_\_\_\_\_

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## Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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**Supplementary Job Description Information**

**Physical Skills e.g. Clinical skills (e.g. intubation, venepuncture) or non clinical skills (e.g. high speed accurate typing).**

*Please detail the physical skills required to fulfil the duties of the job. Take into account:*

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*
- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*
- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*
- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*
- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

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

Nature of skills required:

## 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'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Working in physically cramped conditions	1 x m		Departmental layout often requires cramped working conditions
Lifting weights/equipment with mechanical aids	1 x w		Movement of drips, medicines and other heavy packages and boxes required at any time
Making repetitive movements	Daily		Frequent, daily use of computer keyboard

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Kneeling, crouching, twisting, bending or stretching	<b>Daily</b>		Daily as part of routine work within pharmacy
Standing/walking for substantial periods of time	<b>Daily</b>		Daily walking over short distances and standing as part of routine work within pharmacy
Pushing/pulling trolleys or similar	<b>1 x m</b>		Daily over short distances as part of routine work within pharmacy

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## 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
Analyse statistics	Daily		Daily purchasing requires reviewing historic purchasing records to determine order quantities to be placed
Operate equipment/machinery	Daily		Various bits of equipment used within the pharmacy department e.g. pc, fax machine
Attend meetings (describe role):	1 x w		Participates in and contributes to departmental meetings specific to area of work with regard to changes in departmental policies and procedures.

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Check documents	<b>Daily</b>		Daily checks invoices, delivery documents, contract details etc
Carry out calculations	<b>Daily</b>		Frequently when invoicing and dealing with invoice queries

### 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**

<b>Examples of Typical effort(s)</b>	<b>How often per week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
Dealing with urgent requests to purchase medicines from other members of pharmacy staff	Weekly		There may be problems obtaining the medicines due to supply problems

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## 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.

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
Unpleasant smells/odours	1 x m		Some exposure to unpleasant chemicals and potentially dangerous ones within pharmacy
Use of VDU more or less continuously	Daily		Daily as part of routine work
Exposure to dangerous chemicals/ Substances in/not in containers	1 year		Occasionally as part of the job

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**Submission of documents for job evaluation**

Please sign and retain an original copy for manager and employee.

Send an electronic version of the documents to [BCU.JobEvaluation@wales.nhs.uk](mailto:BCU.JobEvaluation@wales.nhs.uk)

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