

## Job Description

Job Information	
<b>Job Title:</b>	Deputy Chief Pharmacist / Head of Hospital Pharmacy Services Royal Liverpool or Aintree University Hospital Site
<b>Directorate / Service:</b>	Pharmacy
<b>AfC Band:</b>	8d
<b>Accountable to:</b>	Chief Pharmacist
<b>Reports to:</b>	Chief Pharmacist
<b>Base Location:</b>	Royal Liverpool or Aintree University Hospital
<b>AfC Job Code:</b>	AHP.PA.R0002d
<b>ESR Position Number:</b>	

### Service Overview

The Medicines Management and Pharmacy Services (MMPS) operate across 3 separate legal entities (Liverpool University Hospitals NHS Foundation Trust (LUHFT), Liverpool Women's Hospital (LWH) and Walton Centre Foundation Trust (WCFT), 6 main sites (Aintree University Hospital, Broadgreen General Hospital, Royal Liverpool Hospital, Liverpool Dental Hospital, LWH and WCFT) and multiple off-site locations. This is a complex and unusual situation for the service leadership team to navigate the medicines statutory functions and the site leadership required in a number of hospitals of differing size and therefore complexity of services delivered. The resultant structure with site and service wide responsibilities is intended to make clear lines of accountability and responsibility and create a framework for delivery to meet the needs of the populations we serve. There are two large acute sites with complex service delivery models due to the presence of AEDS and the volume and differentiation of elective and non-elective services on those sites. There are 3 other sites offering specialist services at a much smaller scale but sometimes tertiary in nature. Whilst many of the key duties and tasks are described in a similar way the service differentiation, number of wards, clinics, staff and budget size in the smaller sites means that the skills knowledge and experience needed to deliver site leadership in these sites is reduced. Day to day line management advice and support for smaller site leads will be provided from the Acute Site Leads once the structures are embedded.

### Job Summary

As a member of the Senior Pharmacy Leadership Team the post-holder will ensure compliance with medicines legislation, identify key development priorities, “sell” the vision for service provision to optimise patient care and secure funding as appropriate across a range of departments deputising for the Chief Pharmacist as appropriate.

They will lead, develop, deliver, and evaluate the provision of pharmacy services provided at the Royal Liverpool or Aintree University Hospital Site and enhance the reputation of the department by publishing good practice from areas of responsibility.

The post holder will provide site leadership for MMPS at the Royal Liverpool or Aintree University Hospital site across all clinical and operational services and ensure they are fit for purpose. They are responsible for pharmacy services delivery to these large acute hospitals with multiple complex services, large numbers of wards, outpatient clinics and Accident and Emergency Departments on site. The Pharmacy Teams, policy delivery and budget responsibilities in these two environments is more complex than on the smaller specialist sites but all site leads provide the voice of MMPS within their Hospital’s Governance Framework to ensure that medicines implications are considered in all developments. They will also provide day to day advice and supervision for the site leads at Broadgreen and Walton Centre Foundation Trust.

They will effectively support the medicines value programme for the Trusts and the health economy by ensuring that medicines procedures and policies are adhered to and monitored. They will use the Trust risk management framework to escalate risks and concerns as necessary and provide expert professional advice to the Hospital Management Team on all medicines related issues to ensure statutory and clinical responsibilities are met.

This post holder will work alongside other members of the Pharmacy Leadership Team to manage the day to day running of the Pharmacy Services on site and ensure interfaces between portfolios and sites are managed seamlessly.

### Key Responsibilities

**The following are key responsibilities specifically at The Royal Liverpool or Aintree University Hospital Site**

- Lead on the delivery, development, and evaluation of all pharmacy services to site including tailoring corporate pharmacy services to site need where variation is warranted.
- Attend Site Management Board and Site Hospital Leadership Meetings representing pharmacy as the voice of MMPS. This involves responsibility for reporting relevant Pharmacy updates, concerns or other required escalations and ensuring that pharmacy services are considered in any site developments. It also involves ensuring that Pharmacy or medicines related actions are completed or taken forward to the Senior Pharmacy Leadership Team as necessary.

- Ensure that MMPS provided to site comply with relevant legislation, national and local policies.
- Ensure that the Hospital Pharmacy Department is adequately staffed at all times. This includes dispensaries satellites ward and clinic based clinical pharmacy services. This involves over 200 staff involved in multiple competing priorities to support patient flow through emergency and elective care and ensure safe patient care in a busy acute hospital site.
- Oversee staff recruitment for non-rotational staff, review shift patterns and out of hours services and manage the staffing budget and establishment for the whole site.
- Ensure that Site Pharmacy governance meetings run effectively, and that systems and processes are in place, monitored and meet Pharmacy and Hospital Leadership governance requirements. This will include risk logs, incidents and complaints management, audit and staff training. Take remedial action and risk escalation where necessary.
- Monitor and report Site MMPS service performance using KPIs, assurance reports and risk registers and take action for service improvement where necessary.
- Provide appropriate clinical, business and operational information to the Hospital Management Teams.
- Ensure that appropriate business impact assessments are completed to review and maintain accurate business continuity plans.
- Lead on business planning for the Royal Liverpool or Aintree University Hospital site within the context of a multisite service to meet the needs of this complex acute hospital site.
- Enhance the reputation of LUHFT Pharmacy services through networking and publishing pharmacy practice research.
- Work alongside other members of the Senior Pharmacy Leadership Team to prevent unwarranted variation in pharmacy practice across sites.
- Deputise for the Chief Pharmacist as appropriate at internal and external meetings.

### Duties and Key Tasks

### Leadership and Strategic Development

1. Develop the vision for Pharmacy services at a site level within the overall service delivery model. This will involve interpreting broad clinical, professional and national policies as well as relevant legislation.
2. Lead, deliver, develop and evaluate the provision of clinical & operational pharmacy services across the Royal Liverpool or Aintree University Hospital Site.
3. Attend Site Management Board and HLT governance meetings representing pharmacy as the voice of MMPS. Ensure relevant Pharmacy updates are reported, concerns or other required escalations are raised and pharmacy services are considered in all site developments. Ensure that Pharmacy or relevant medicines

related actions are completed or taken forward to the senior pharmacy management team as necessary.

4. As part of the Senior Pharmacy Leadership Team act as a role model, engaging and empowering staff to reach their potential.
5. Lead the Pharmacy staff engagement agenda for the teams based at the Royal Liverpool or Aintree University Hospital site to continuously improve health and well-being at work and enhance staff motivation.
6. Lead the Royal Liverpool or Aintree University Hospital Pharmacy business planning across multiple pharmacy teams and ensure that all aspects of service development are highlighted, and best practice is able to be implemented in the most appropriate and effective way.
7. As part of the Senior Pharmacy Leadership Team set standards for pharmacy services managed aligned to legislation and identify and manage changes, which need to occur to achieve these.
8. Develop appropriate business cases for service development, secure funding and implement services changes to improve patient care and improve the efficiency of the services.
9. Interpret broad clinical and professional policies and NHS guidance and proactively develop pharmacy services at the Royal Liverpool or Aintree University Hospital site in liaison with relevant Associate Directors of Pharmacy. Support the development of LUHFT wide pharmacy and medicines clinical and operational procedures and ensure they are implemented at site to avoid unwarranted variation but making recommendations for variation based on site knowledge where warranted.
10. Contribute to the Trust medicines value programme and lead delivery at the Royal Liverpool or Aintree University Hospital site.
11. Effectively work across traditional boundaries to encourage and support the implementation of innovative new ideas. This includes working with medical and nursing staff in the development of care pathways that ensure a smooth and effective pathway for patients across the boundaries of care.
12. Lead on the continued review of the pharmacy 7-day service provision for the Royal Liverpool or Aintree University Site, working with the Deputy Director of Pharmacy Clinical Services amending shift patterns as necessary to meet the needs of our patients and the Trust.
13. Continually review skill mix at the Royal Liverpool or Aintree University site to meet service needs and professional standards in force at the time, reporting any deficits to the to the Chief Pharmacist with proposals for corrective action.
14. Represent the Royal Liverpool or Aintree University Hospital Pharmacy Service on Trust and external committees and ensure that pharmaceutical issues are appropriately represented at the relevant Trust, primary care, regional and national

committees and ensure that pharmacy services are considered in all Trust developments.

15. Assume the responsibilities described in the Trust's Major Incident Plan leading the Pharmacy response at the Royal Liverpool or Aintree University site and in the absence of the Chief Pharmacist lead the Pharmacy Department response as necessary.

### **Service and HR Management**

1. Ensure that services at the Royal Liverpool or Aintree University Hospital site meet legal, GPhC, RPS and MHRA requirements and retain licences as necessary.
2. Ensure that performance is measured to agreed KPIs, reported on, evaluated and action taken as required.
3. Responsible for the adequate staffing of the Royal Liverpool or Aintree University Hospital Pharmacy Department, working with the Senior Pharmacy Leadership Team. This involves:-
  - Ensuring that managerial cover is available at all times.
  - Designing shift patterns and rota templates. This includes 7 day services 24/7.
  - Establishing and modifying rules for annual leave approval in response to service need.
  - Staff recruitment processes, ensuring that the process begins at resignation and that Trust procedures are followed.
  - Approving the use of bank and agency staff within budget.
  - Dealing with complex staffing difficulties and dealing with internal conflicts as they arise.
  - Providing vacancy and benchmarking data for national benchmarking.
4. Report on all contributions of the pharmacy services as required to the Royal Liverpool or Aintree University Hospital Site Management Board and HLT sub committees.
5. Ensure that Trust wide medicines policies and procedures, relevant to the Royal Liverpool or Aintree University site are managed, documented, accurate, accessible and reviewed as appropriate. Implement systems to ensure all staff are up to date with SOPs.
6. Line manager senior pharmacy staff and their teams:

- Lead and support them to review current services and employ innovative methods of service delivery, taking into consideration national policy, CQC requirements and Trust Corporate Objectives.
  - Ensure that staff implement and evaluate the agreed pharmacy services for their area in collaboration with senior managers where appropriate.
  - Adjudicate on issues of service provision that may be contentious or controversial.
  - Develop staff managed through the departmental appraisal and personal development and review process.
  - Manage senior pharmacy staff in line with Trust procedures for dealing with disciplinary, grievance and sickness when necessary.
  - Act as a referral point for all pharmacy staff to support the resolution of highly complex or contentious issues in the provision of operational services.
7. Identify, report and mitigate risk identified at the Royal Liverpool or Aintree University Hospital site in line with Trust governance framework.
  8. Ensure that all incidents, pharmacy errors and near misses are recorded, monitored and “root cause analysis” is undertaken for all pharmacy errors at the Royal Liverpool or Aintree University site. Ensure that recommendations identified are actioned in a timely manner.
  9. Ensure that complaints are reviewed and responded to in a timely manner and that remedial action is taken where necessary.
  10. Ensure that the appropriate support for and detailed level of communication with all sections of the pharmacy (and the wider Trust) in order to deliver a co-ordinated service to patients and staff.
  11. Adhere to the NHS code of conduct for Managers.

### Education and Training

1. Provide strategic input to the pharmacy organisation development agenda for the Royal Liverpool or Aintree University Hospital Site roles.
2. Identify and deliver on action plans to meet the training needs of staff working at the Royal Liverpool or Aintree University Site to support the delivery of a safe, clinically effective, cost effective and innovative service.
3. Ensure that all staff undertake an appropriate induction and accreditations relevant to their role according to Department Induction Policy.
4. Ensure that all staff undertake mandatory training, undergo an annual appraisal that maximises their potential and have a personal development plan.

5. Provide appropriate education and training to pharmacy and other Trust staff on all aspects of Royal Liverpool or Aintree University Hospital Pharmacy Services and own clinical expertise.
6. Foster a culture of lifelong learning, to include provision of pre and post registration training, continuing professional education and vocational training of all pharmacy.
7. Maintain and develop level of own pharmacy practice by developing a Continuing Professional Development portfolio.

#### **Finance**

1. Responsible for the management and reporting on a range of pay and non-pay budgets and is an authorised financial signatory for the Pharmacy Department.
2. Develop and maintain accurate information systems which enable monitoring and reporting of expenditure of the budgets managed. Ensure that the Finance Department are informed of any outstanding payments to enable accurate accruals to be made for monthly budget reports.
3. Review and enhance financial management information to support the Associate Chief Pharmacist MMPS Value programme. Support budget setting, required forecasting and monthly reporting.
4. Monitor and report on staff vacancies and bank and agency use. Agree locum costs and overtime payments, ensuring that the staff budget is not exceeded.
5. Lead negotiations regarding service level agreements as required. Ensure that workload is monitored and does not exceed that stated in the service level agreement without appropriate funding.

#### **Research and Service Evaluation**

1. Commission and participate in pharmacy audit projects and effectively contribute to multidisciplinary audit across the Trust e.g., medication errors, Medicine Policy audits.
2. Undertake own pharmacy practice research; present at conferences and publish where appropriate.
3. Effectively contribute to research programmes being implemented within the Trust especially with respect to the medication component.
4. Guide and support others to deliver the corporate research agenda.
5. Effectively communicate the results of research / audit work and negotiate the implementation of any necessary change with all appropriate staff across the Trust.
6. Ensure that key performance indicators and standards for operational services (regionally, nationally or locally set) are monitored, reported and any deviances from the standard / indicator are addressed.

7. Ensure that the operational workload at the Royal Liverpool or Aintree University Hospital site in pharmacy is monitored against any defined capacity plans and implement measures to ensure that workload is within safe limits.

#### **Dispensary Services (Occasional)**

1. Ensure that that the prescriptions requiring dispensing are safe, legal, accurate and appropriate and represent optimal treatment for the individual patient, within the bounds of the information available.
2. Ensure that the dispensing process functions effectively during periods of duty in the dispensary.
3. Provide advice to pharmacy staff in the dispensary.
4. Receive controlled drugs into the department and be responsible for their security.
5. Dispense prescriptions with a high degree of accuracy, ensuring that the labels include the necessary warnings and additional guidance to patients identified in the British National Formulary.
6. Handle prescription charge payments when required.
7. Contribute to the out of hours dispensing service including evenings and weekends.

#### **Clinical**

##### **Direct Patient Care**

1. Provide professional and legal clinical supervision in the dispensary and ensure the provision of a designated Responsible Pharmacist in the dispensary.
2. Act as a clinical role model and provide exemplary leadership for the pharmacy team and demonstrate the ability to provide safe, clinically effective and cost-efficient use of medicines.
3. Be a source of expert medicines advice.
4. Provide a clinical pharmacy service:
  - Review patients on admission to identify actual or potential medication-related problems and take action to resolve or avoid such problems through interaction with the patient, their carers, medical, nursing and pharmacy staff.
  - Clarify the full medication history by liaising with patients, carers, GPs and community pharmacists as appropriate.
  - Review and verify prescriptions to ensure legality, safety and appropriateness of all medications for the individual patient.

- Formulate individualised pharmaceutical care plans for patients and document all relevant information, interventions and advice in the patient's medical record (paper or electronic).
- Ensure the effective and timely supply of medicines suitable for use for inpatients and appropriately labelled for discharge if appropriate.
- Communicate with patients and their carers to ascertain their knowledge and concerns about their medications. Educate patients and their carers on additions or changes to their medications by providing both verbal and written information to them; tailor this information to the patient's specific needs as they may have language difficulties, physical or mental disabilities; address their beliefs, concerns and questions about medication to promote concordance.
- Monitor patient response to therapy to ensure desired outcomes are being achieved and modify treatment plan if necessary to meet therapeutic goals.
- Facilitate the discharge process by either prescribing the Take Home Prescription or ensuring that the discharge prescription is prescribed correctly. Also ensuring this is done in a timely fashion to prevent discharge delays and ensuring patient is educated about their discharge medication.
- Work as an integral part of the multidisciplinary healthcare team to ensure medications are appropriate. This involves participating in ward rounds with medical and nursing staff and negotiating the best treatment option for each patient.
- Critically evaluate and interpret complex medicines information and literature in order to research and resolve medication-related patient issues and provide accurate, relevant and timely evidence-based information in a verbal, written or electronic format, as necessary, to Dec 2023 consultants and their staff and other health care professionals. Tailor this information to the patient's medical, social and cultural needs.
- Communicate to consultants and their teams and nursing staff complex information about medicine characteristics and use i.e. pharmacology (how a drug works), pharmacokinetics (how the body handles drugs), adverse effects, drug interactions, dosing requirements in normal and altered circumstances e.g. kidney disease, pregnancy; and drug administration issues.
- Enter and amend medication for in-patients within areas of competence; manage the dosing of complex medicines which have specific requirements particularly in vulnerable patient groups and order relevant laboratory tests where appropriate in collaboration with the medical team.

Clinical duties to be discussed at appointment and ward based clinical pharmacy is not a requirement of the role.

### **Clinical Governance / Quality**

Responsibilities and duties encompassing Clinical Governance / Quality have been included in the relevant sections:

- Risk, Incidents, Complaints – in Service Management
- Updating policies, procedures in line with legislation and good practice and staff adherence – in Leadership and Service Management
- Staff training – in Education and Training
- Audit – in Research and Service Evaluation

### **Other Duties**

1. Effectively liaise and deputise for other Associate Chief Pharmacists.
2. Deputise for the Chief Pharmacist attending Trust-wide meetings and working with the of Associate Chief Pharmacists to take deal with any pharmacy or medicine issues that arise across the Trust in their absence.
3. Network to ensure best practice from other organisations is implemented in LUHFT and that LUHFT is recognised for its best practice. This includes national conferences and networking events.
4. Participate and provide back up and support to the pharmacy on-call rota.
5. Any other duties as reasonably required by the Chief Pharmacist

### **Equality and Diversity**

As a member of the Senior Pharmacy Leadership Team develop a culture that promotes equality and values diversity.

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.

Recognise and report behaviour that undermines equality under Trust policy.

Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.

Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.

With the support of managers develop an equality and diversity objective through the personal development review process.

### Values and Behaviours

#### We are Caring

We are kind to each other and always show compassion to ourselves and others.

We know we are doing this when:

- We are always **kind and compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

#### We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest**.

#### We Are Innovative

We work as a team to continuously improve the way we deliver and transform health care.

We know we are doing this when:

- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities

### Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

<p><b>Confidentiality</b></p> <p>Confidentiality/Data Protection regarding all personal information and Trust activity must be always maintained (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action taken.</p>
<p><b>Freedom of Information</b></p> <p>In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.</p>
<p><b>Management of Risk &amp; Health and Safety</b></p> <p>Ensure staff are aware of their responsibilities under Health and Safety legislation and that they are appropriately trained and provided with any necessary protective equipment to carry out their function.</p> <p>All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements. All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.</p>
<p><b>Safeguarding Children and Vulnerable Adults</b></p> <p>All trust employees are required to act in such a way that always safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.</p>
<p><b>IT Skills</b></p> <p>All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.</p>
<p><b>Records Management</b></p> <p>All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been</p>



created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

**Information Quality**

All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.

**Professional Responsibility**

As per any required registration & LUHFT policy

**Change of Job Description**

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

### Person Specification

<b>Job Title:</b>	Deputy Chief Pharmacist – Head of Pharmacy Services Royal Liverpool or Aintree University Hospital Site		
<b>AfC Band:</b>	8d	<b>AfC Job Code:</b>	AHP.PA.R0002d

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	Vocational Masters Degree in pharmacy + 1 year pre-registration training and experience.	E		A
2	Registration with the General Pharmaceutical Council.	E		A
3	Postgraduate Pharmacy qualification e.g. MSc or diploma (or equivalent vocational experience).	E		A
4	Management or leadership qualification or equivalent experiential learning within the NHS.	E		A
	Experience	Essential	Desirable	Assessment
8	Extensive post-registration hospital pharmacy management experience at a senior level (8b or 8C) with responsibility for pharmacists, pharmacy technicians, and other associated staff groups.	E		A
9	Management experience including recruitment, appraisal, training, leadership, motivation, sickness absence and participation in grievance or disciplinary procedures.	E		A
10	Significant experience in project management including major change projects in partnership with other pharmacy services.	E		A
11	Commitment to deliver services without boundaries.	E		I
12	Developing and implementing service change.	E		A
13	Experience of developing business cases for service development, including monitoring of outputs.	E		I

14	Significant, relevant and ongoing personal CPD.	E		A
15	Regular liaison with other senior hospital staff.	E		I
16	Experience of working in pharmacy networks with demonstrable delivery.	E		I
17	Experience of multidisciplinary working to deliver a range of pan Trust developments.	E		I
18	Significant input to recruitment and retention activities.	E		A
19	Management of pay and/or non pay budgets.	E		A
20	Multidisciplinary health service research.		D	A
21	Published in a peer reviewed journal.		D	A
22	Delivering training and education.	E		A
	<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
17	Understanding of national and local priorities and identify best practice.	E		I
18	Advanced pharmacy knowledge and skills with advanced levels of reasoning and judgement in order to manage difficult and ambiguous problems.	E		I
19	Excellent understanding of legal aspects of medicines management.	E		I
20	Service improvement methodology to effectively improve and evaluate services.	E		I
21	Good understanding of Primary / Secondary Care interface issues.	E		I
22	Awareness of and a commitment to the Clinical Governance Agenda.	E		I
23	Knowledge of a range of management topics including, performance capability, disciplinary and financial management, service improvement.	E		A
24	Excellent planning, organisation and time management skills, with the ability to prioritise own workload and that of others.	E		I

	Skills			
25	Creativity to develop a vision for pharmacy services and the ability to negotiate its implementation within Pharmacy and the Trust.	E		I
26	Innovation that impacts across other services.	E		I
27	Ability to write clear concise business cases, papers, procedures and reports for executive level.	E		I
28	Confidence to present cases to large and senior audiences whilst maintaining a clear message.	E		I
29	Ability to deliver service change in line with changing national priorities.	E		I
30	Ability to change service delivery in response to audit results.	E		I
31	Ability to engage and motivate staff to deliver on service objectives and work well as a team.			I
32	Strong interpersonal and communication skills – both written and oral; demonstrated in settings within and outside the organisation involving front line staff to Director level. Able to express complicated, multi-stranded concepts in an accessible and engaging way, both verbally and in writing and in a multi-professional environment.	E		Written A Oral I
33	Skilled negotiator and high- level influencing skills, able to persuade clinicians to engage with, implement and embed change to achieve successful outcomes.	E		I
34	Ability to delegate appropriately maintaining team motivation and clarity of purpose to deliver objectives.	E		I
35	Resilient: able to cope with difficult interpersonal situations, competing demands and tight timescales. Ability to remain calm in difficult and challenging situations.	E		I
36	Critical appraisal skills.	E		I
37	Integrate research evidence into practice, undertakes own research and guides and supports others undertaking research.	E		A
38	High degree of computer literacy including database searching and manipulation of spreadsheets.	E		I

	<b>Other</b>	E		
40	Occupational Health Clearance	E		I
41	Ability to travel across sites.	E		I