

## Job Description

<b>Job Title: Pharmacy Supply Team Leader</b>	<b>Band: 4</b>
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<b>Accountable to:</b> Chief Pharmacist
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<b>Responsible to:</b> Chief Technician Pharmacy Logistics
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### Job Summary

- The post holder will have day to day management responsibility for the pharmacy supply service team and be the lead contact person for the pharmacy supply service.
- The post holder will support the Chief Technician in providing a seamless, effective, client-focused pharmacy supply service for pharmaceuticals and related products.
- The Team Leader will lead, motivate, empower and provide guidance to the stock-management team on delivering excellence in service.
- The post-holder will be pivotal in enabling and promoting efficient and effective stock management for pharmacy and related products within the Trust.
- There will also be a role in identifying potential stock losses and how to minimise these.
- The post-holder will be the first point-of-contact for staff requiring support with their stock or stock management service.
- The post will be based in the Pharmacy logistics department Ipswich Hospital. The post holder will be expected to have experience in a Pharmacy Procurement setting with excellent communication and organization skills. You will be expected to work lates, weekends and Bank Holidays on a rotational basis and cover core Pharmacy functions e.g.; Stores, Distribution and Dispensary as part of this rota.

### Duties and Responsibilities:

#### Communication

- To be the lead point of contact for enquiries relating to management of pharmacy and related stock within the hospital and for any external customers for whom we provide a stock-management service.
- To provide a management link between the wards and the pharmacy department regarding supply of stock pharmaceuticals.
- The post-holder will be expected to communicate with a variety of clinicians and colleagues from a number areas across the Trust and provide a consistent and professional response to all issues raised.
- To ensure that the stock-management team are briefed and enabled to provide effective communication at ward and customer level throughout the service, working in conjunction with the Chief Pharmacy Technician and Assistant Chief Pharmacist for Logistics.
- To work effectively with clinical pharmacy colleagues to ensure continuing effectiveness of service
- Liaise with the Chief Technician to ensure correct products are being ordered, manufactured & over labelled in relation to service need, reducing wastage wherever possible

#### Quality

- To manage the stock management service to customers for all stock pharmaceuticals and pharmacy-related products and ensure delivery.
- To ensure the distribution of all pharmacy stock items are carried out in an efficient and timely manner. The post-holder will liaise directly with the Portering staff, ward staff, external delivery companies and customers, and any other stakeholders to ensure the distribution of orders is undertaken in a smooth, continual manner, monitoring and addressing any logistical problems as they arise.
- To engage in regular stock list reviews and reviews of stock management
- To ensure the correct issuing of bulk supplies to wards, departments, clinics and other customers

- The post-holder will ensure delivery of the stock-management service according to the agreed protocols and stock lists, including quality checks to ensure that the stock is in date, is stored correctly and is in good condition.
- To liaise with the Procurement team to ensure continuity of supply and maintained and developed in line with demand.
- To participate in the daily robot shutdown and maintenance.
- To adhere to principles of Good Distribution Practices.
- To collect and analyse internal data about own service area as and when required
- To participate in and produce reports for internal quality and stock control meetings.
- To contribute to the development, maintenance, implementation and review of all departmental procedures.
- To undertaking audits independently and being proactive in the event of having own work audited.
- To address any identified inefficiencies or areas of work creating waste or loss to the department and constantly strive to provide excellence in service.
- To identify and report any opportunities for innovation or income generation to the Chief Technician Pharmacy Logistics.

### People

- To deputise for the Chief Technician Pharmacy Logistic in the daily running of the stock supply service as required
- To provide direct line management to the Pharmacy stock supply team. This will include conducting appraisals, drafting rotas that ensure that staff are utilised effectively, monitoring attendance and absence levels, and monitoring compliance with mandatory training requirements
- To represent the pharmacy supply service in internal meetings including Stock Management Group
- To train and develop the supply service team to deliver a consistently high-quality and cost-effective service

### Finance

- To support and implement where relevant departmental cost-saving programmes.
- To monitor expenditure of the supply service and report where costs are not appropriately recharged.
- To support reduction of waste and loss across the supply service.

### Other

- To work within Trust Policy and Pharmacy Department Guidelines at all time

### General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk and North Essex NHS Foundation Trust's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by East Suffolk and North Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should proactively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Date:

## Person Specification

**Job Title:** Pharmacy Supply Team

**Band:** 4

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Delivering high-quality customer service</li> <li>• Working with patient identifiable and commercially sensitive information</li> <li>• Experience of multi-organisational/partnership working</li> <li>• Experience of dealing with a variety of issues and managing a changing workload with competing demands, including a range of basic administration and complex administrative support and delivering it to a consistent level of quality</li> <li>• Experience of service development across a range of deliverables and monitoring compliance/progress</li> <li>• Experience of leading a team and responsibility for training, developing and appraising a team</li> <li>• Validation of change management and incident management</li> <li>• Working at a senior level within Pharmacy.</li> <li>• Experience of team leadership and supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a hospital pharmacy or other relevant clinical/operational environment</li> <li>• Experience of working within a procurement role</li> <li>• Experience of contract management processes</li> <li>• Experience using Wellsky stock control software or similar system</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ level 2 Pharmacy or equivalent or Higher level qualification in Pharmacy or other field.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative diploma level qualification</li> <li>• Technician pharmacy training</li> <li>• Proven Hospital Pharmacy Assistant experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Communication with external companies, senior management and internal team members</li> <li>• Database maintenance</li> <li>• Knowledge of pharmaceutical products/medicines</li> <li>• Statutory requirements for purchasing, storage and supply of controlled drugs</li> </ul>	<ul style="list-style-type: none"> <li>• Distribution practices and supply chain logistics</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Ability to co-ordinate and manage own workload and ensure the team meets its objectives by co-ordinating and managing the</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to deputise for the Chief Pharmacy Technician for logistics as and when</li> </ul>

<p><b>Skills</b></p>	<p>staff and their workloads</p> <ul style="list-style-type: none"> <li>• Ability to communicate well both verbally and in writing</li> <li>• Strong leadership skills – personable and approachable, able to deal with challenge</li> <li>• Communication – able to translate Trust/Departmental objectives into workload priorities for the team and feedback issues to appropriate staff or working groups</li> <li>• Ability to accurately follow instructions and to write instructions and offer training in own discipline</li> <li>• Ability to communicate information effectively with a range of people at senior management and clinical levels throughout the Trust and with external customers and suppliers</li> <li>• Ability to concentrate for prolonged periods of time against a background of interruptions</li> <li>• Able to learn new tasks and skills</li> <li>• Attention to detail</li> <li>• Pleasant personality – able to work effectively under pressure</li> <li>• Working within Standard Operating Procedures</li> <li>• Good numerical skills</li> <li>• Reliable attendance record</li> <li>• Flexible and responsive to needs of the role</li> <li>• Commitment to further training and self-development</li> <li>• Confident when dealing with staff of other disciplines</li> <li>• Be at a computer for long periods of time (data input) plus some stores handling work required</li> <li>• Demonstrate ability to use initiative under pressure including time pressure and in sensitive and emotionally sensitive situations</li> <li>• Ability to participate in Pharmacy &amp; day working</li> </ul>	<p>required</p>
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