

## PERSON SPECIFICATION

AFC No: PTB0022a

Post Title Pharmacy Assistant Technical Officer.

Division/Department: Pharmacy

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<b>Experience</b> <b>Specify the relevant experience required to be competent in role.</b>  <i>Eg: No experience necessary</i> <i>Under 12 months required</i> <i>Over 2 years experience required</i>	  <i>No experience necessary</i>	AF, I	<ul style="list-style-type: none"> <li>Experience in a Hospital setting</li> <li>Experience in a Community setting</li> <li>Experience of stores/warehouse duties</li> <li>Experience of reception duties.</li> </ul>	AF, I
<b>Qualifications</b> <b>Specify the qualifications required to be competent in role:</b>  <i>Eg: Professional, Management, Training, Vocational</i>  <i>Have or be willing to complete the A1 &amp; A2 Assessor award.</i>	Willingness to undertaken NVQ2 in Pharmacy Services  Be able to demonstrate basic levels of Math & English	AF  T	<ul style="list-style-type: none"> <li>NVQ2 in Pharmacy Services</li> <li>GCSEs at level C/4 or equivalent, including Maths, English Language and</li> </ul>	AF
<b>Personal Qualities</b>  <i>Eg: Able to work as part of a team</i> Use initiative, Be creative – innovation skills.	<ul style="list-style-type: none"> <li>Able to work independently and within a team</li> <li>Reliable / punctual / honest</li> <li>Pleasant and approachable</li> </ul> Good organisational skills <ul style="list-style-type: none"> <li>Ability to meet deadlines, be organised and methodical</li> </ul>	AF, I	Flexible	AF, I

<b>Management / Supervision / Coordination skills</b>  <b>Specify the level/type of skills required:</b>  <i>Eg: Able to co-ordinate work flows, determine staff rota's.</i>  <i>Able to supervise the work performance and attendance of a team. Sickness absence return to work interviews, may assist on interview panels.</i>  <i>Be able to manage all aspects of work including: identifying training needs, carrying out appraisals, full management of sickness absence; conduct; and capability cases of a department.</i>	Be responsible for complying with your agreed personal development programme to meet set knowledge and competencies.  Able to understand and work within Trust policies of data protection, equal opportunities, health and safety and meet differing needs of patients. Supervision close by for most activities.			
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<b>Written skills</b>  <b>Specify the level of written skills, requiring the use of English, routinely required by the post-holder</b>  <i>Eg: Able to follow basic written instructions.</i>  <i>Proficient in reading and writing, routine note taking.</i>  <i>Able to comment on complex documents such as policies/reports.</i>  <i>Be able to write complex reports and formulate policies.</i>	Be proficient in reading and writing	AF, T	Experience of data input	AF, T
<b>Communication/Verbal skills</b>  <b>Specify the extent and frequency the post holder will be required to use a range of communication skills.</b>  <i>Eg: Able to speak and understand basic English.</i>  <b>Specify the main type(s) of communication the post holder will be required to use.</b>  <i>Eg: Face to face contact, Telephone contact, E-mail, Internal and external meetings</i>	Be able to speak and understand English without the risk of misunderstanding  Communicate effectively in face to face and via electronic methods (Email)	I	Be able to give explanation and reassurance to other healthcare professionals. Ability to speak a second language	I

<b>Responsibility for financial and physical resources</b>  <b>Specify the extent to which the post holder has responsibility for financial resources and physical assets.</b>  <i>Eg: Able to manage a non-pay budget, pay budget or manage income generation targets (indicate - size and complexity)</i>	<ul style="list-style-type: none"> <li>To be able to assist in the maintenance and security of pharmaceutical products.</li> <li>Raising requisitions for prescription payment.</li> </ul>			
<b>Knowledge</b>  <b>Specify any specialist knowledge the post holder will be required to hold</b>	<ul style="list-style-type: none"> <li>To be responsible for maintaining own competency to practice through CPD activities and maintain a portfolio that reflects personal development.</li> </ul>	I	<ul style="list-style-type: none"> <li>A working knowledge of HASAW and COSHH regulations</li> <li>Knowledge of stock control systems</li> <li>Clerical duties</li> </ul>	AF, I, T

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<b>Physical skills</b>  <b>Specify the extent and frequency the post holder will be required to use physical skills.</b>  <i>Eg: Have a typing speed of 120 words per minute</i> <i>Able to record blood tests results accurately</i> <i>Able to quickly and carefully pass surgical instruments to surgeons</i> <i>Able to safely manipulate patient joints</i> <i>Able to safely carry out manual handling of patients. (Please specify the range of weights and duration/frequency of manual handling undertaken)</i>	<ul style="list-style-type: none"> <li>Assembly and/or packaging of pharmaceuticals</li> <li>Stock replenishment <ul style="list-style-type: none"> <li>Ability to carry out manual handling. Be able to handle heavy repetitive loads (12-20 kilos per load) in high quantities, in a restricted space over several hours each day (E)</li> </ul> </li> </ul>	AF, I	<ul style="list-style-type: none"> <li>Ability to operate manual handling equipment</li> <li>Completed manual lifting and handling training</li> </ul>	AF, I
<b>Mental Effort</b>  <b>Specify the extent the post holder will be required to concentrate for prolonged periods and cope with regular interruptions.</b>  <i>Eg: Able to deal with frequent telephone enquires</i> <i>Able to accurately analyse high volumes of slides</i> <i>Able to research complex information</i>	<ul style="list-style-type: none"> <li>Able to maintain concentration during routine work.</li> <li>Reception work in the Dispensary - multitasking</li> </ul>	AF, I		
<b>Working Conditions</b>  <b>Specify the extent / frequency the post holder will be required to work in challenging working conditions.</b>  <i>Eg: Able to work in an environment with unpleasant smells, or noisy/dusty/hot environment.</i>  <i>Post at risk of coming into contact with body fluids and/or of being exposed to physical / verbal aggression.</i>	<ul style="list-style-type: none"> <li>Comprehend a range of patients with physical, psychological and emotional disabilities.</li> <li>Occasionally work in an environment with unpleasant conditions, ie smells.</li> <li>Exposure to emotional and/or aggressive patients and carers.</li> </ul>	I	<ul style="list-style-type: none"> <li>Able to handle toxic chemicals ie cytotoxics following COSHH regulations</li> </ul>	I

<b>Emotional Effort</b>  <b>Specify the nature, frequency and duration the post holder will be required to deal with distressing or emotionally demanding duties.</b>  <i>Eg: Able to take responsibility for imparting bad news to staff, patients or relatives in a sensitive manner.</i>	Deal with patients or hospital staff who may be distressed or		Occasionally exposed to distressing circumstances, eg terminally and critically ill patients, registered blind patients and those with severe disfigurement.	
<b>Other</b>				

### **Notes on completion**

How tested: AF - Application Form  
I - Interview  
P - Presentation  
T - Test

If you have any queries please contact your Human Resource Business Partner