

WALSALL HEALTHCARE NHS TRUST

**PERSON SPECIFICATION**

**POST:** Pharmacy Care Group Manager  
**GRADE:** 8A

Essential Job Requirements	How Tested	Weighting
<b>QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>Formal education to degree level or equivalent</li> <li>Post Graduate Business or NHS Management/Leadership qualification or equivalent</li> <li>Evidence of continuous professional development e.g. Operational leadership courses</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>H</p> <p>H</p> <p>H</p>
<b>TRAINING &amp; EXPERIENCE</b> <ul style="list-style-type: none"> <li>Substantial experience in a senior clinical/managerial position</li> <li>Experience of leading and managing a team, including managing conflict</li> <li>Experience of working within the health economy</li> <li>Experience of research/audit and bench marking utilising the results to improve the quality of care</li> <li>Management of clinical incidents and complaints</li> <li>Experience of identifying education and training needs of staff supporting them in their professional development</li> <li>Experience in the management of a wide range of HR issues and financial resources</li> <li>Demonstrate a firm understanding of the patient experience agenda including evidence of utilising a variety of data to positively improve their experience</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>H</p> <p>H</p> <p>H</p> <p>H</p> <p>H</p> <p>H</p> <p>H</p> <p>H</p>

OPERATIONAL SPECIFIC KNOWLEDGE AND SKILLS		
• Evidence of operational management expertise within designated specialty	A/I	H
• Significant experience of successful change management and service re-design	A/I	H
• Experience in managing budgets for the specialty	A/I	H
• Excellent interpersonal skills and ability to build rapport and credibility with clinical and managerial teams	A/I	H
• Excellent written and verbal communication skills with well developed analytical skills with ability to present information, concisely and in a variety of formats for executive meetings, clearly articulating the impact on patient experience or services	A/I	H
• Clear and demonstrable understanding of the performance management agenda for the specialty	A/I	H
• Full understanding of the specialty monitoring frameworks and the organisation's reporting obligations and their contribution to ensuring the organisation meets them	A/I	H
• Evidence of experience of clinical governance, risk management and service improvement	A/I	H
• Experience of contributing to and assessing/implementing cost improvement programmes	A/I	H
• Evidence of initiating purposeful action and persistence in achieving specialty objectives	A/I	H
• Ability to negotiate effectively and problem solve to effect change	A/I	H
• Has an overview of and an understanding of the clinical disciplines and their specific code of conduct within the specialty in order that there is an understanding of what is required to be in place for the safe and effective delivery of services	A/I	H
• Demonstrates an understanding of relevant NHS Policies, National Service Frameworks, NICE guidelines, service improvement agenda, risk management issues including Health and Safety, clinical risk management and quality issues in relation to the specialty	A/I	H
• Evidence that understanding and can contribute to the integrated governance agenda	A/I	H

<ul style="list-style-type: none"> <li>• Able to deal with difficult and complex situations in respect of the speciality</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Strong analytical skills and ability to consider bigger picture. Able to manage several demanding agendas simultaneously and able to work autonomously</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Good interviewing and appraisal skills</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Able to deal with any media enquiries relative to specialty in line with Trust protocols</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Able to concentrate for prolonged periods of time on complex issues relating to specialty</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Able to work effectively in an unpredictable and demanding environment including dealing with frequent interruptions</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Able to diffuse potentially violent and aggressive situations and manage conflict</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Able to co-ordinate and delegate accordingly within the Department to effectively utilise resources</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Commitment to developing the business plan process, together with the marketing and commercial strategies for the specialty</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Willingness to challenge traditional practices and support peers and colleagues to develop and implement new initiatives</li> </ul>	A/I	H
<b>OTHER</b>		
<ul style="list-style-type: none"> <li>▪ Role model – leads, inspires and motivates others</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Highly motivated and works autonomously with the ability to prioritise to meet targets</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Able to work under own initiative, independently or as an effective team member</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Resilient, flexible and able to adapt to ensure achievement of objectives with constantly changing situations and environments</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Capacity to work the multi-disciplinary team, maintaining positive working relationships</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Exemplary standards of personal conduct and behaviour</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Willing to take responsibility for own actions and promotes good team working</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Sets high standards for self and others to deliver Service priorities</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>▪ Treats others with dignity and respect</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>• Approachable, adaptable and flexible towards the role and delivery</li> </ul>	A/I	H

<ul style="list-style-type: none"> <li>Ability to travel as and when necessary</li> </ul>		
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**How tested:**

A = Application form

I = Interview

T = Test

P = Presentation

O = Other

R = Reference

**Weighting:**

H = High

M = Medium

L = Low

