Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Production Manager EPS (Science Manufacturing Technician Higher Level or Pharmacy Technician Higher level)
Reports to	Chief Technician– Exeter Pharmaceutical Services
Band	5 (subject to confirmation of matching)
Department/Directorate	Pharmacy / Clinical Specialist Service

JOB PURPOSE

- Working as an experienced qualified Science Manufacturing Technician or Pharmacy Technician, the post holder will contribute to the efficient delivery of the specialist technical Exeter Pharmaceutical Services (EPS) provision to both the Trust and external customers.

- Actively participate in the preparation of To Take Out (TTO) medication packs under the professional direction of the Principal Pharmacist – Technical Services. Responsible for the management of the daily workload planning and staff utilisation within the EPS unit, including personal participation as required, under the direction of the Chief Technician EPS.

- Provide day to day supervision and training of less experienced staff working within EPS.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Working under guidance of Standard Operating Procedures (SOPs) Good Manufacturing Practice (GMP), COSHH, the post holder will: -

- Manage the manufacture and issue of TTO packs to EPS customers ensuring that all the necessary information and documentation is available and completed.
- Securely handle controlled drugs and ensure that all legally required records are accurate and up to date.
- Ensure that all information needed for accurate stock control and distribution data is recorded accurately, using them to manufacture EPS products.
- Carry out pre and post process checks within EPS.
- Liaise with Supplier and EPS staff about urgently required medicines, and informing customers s and other health care staff about supply problems / delays.
- Create and review documentation relevant to production including existing and new products, batch master records (BMRs) and SOPs using the appropriate paper and electronic systems.
- Answer queries and complaints, including product quality complaints, from customers and other healthcare professionals, in the required timeframe and within limit of authority, referring where required.
- Assist in the training of all EPS staff, and Pre-registration Technicians, and maintain training records. Co-ordinate visits to the production unit and provide training when appropriate.
- Deputise for the Chief Technician EPS and/ or Production manager in their absence and supervise the work of SATOs and ATOs s by maintaining standards of service, ensuring completion of all specified documentation and briefing staff to inform them of any changes in working practice.
- Participate in internal and external audit and assist with the implementation of audit actions.
- Participate in validation activity and complete validation records.
- Identify own development and training needs and keep up to date with all national codes of practice, standards and relevant legislation.
- Adhere strictly to working procedures and departmental policies both for drug supply and security.

- Comply with Trust and departmental procedures relating to Health and Safety and Clinical waste management.
- To take part in late, weekend and Bank Holiday as required working to support the EPS service

KEY WORKING RELATIONSHIPS

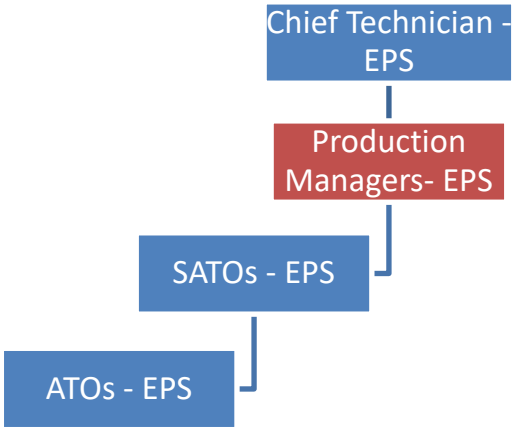
Line management responsibility for up to 6 members of staff within the EPS unit including Senior Assistant Technical Officers (SATO) and Assistant Technical Officers (ATOs)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Quality Assurance Manager and Quality Control team • Pharmacists • Dispensary team • Distribution team • Procurement team	• EPS customers • Other healthcare organisations (other acute hospitals) • Pharmacy suppliers • Pharmacy regulators (MHRA, Home Office).

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within range of Trust policies and pharmacy standards operating procedures (SOPs) to support service delivery within EPS.
- Use initiative to deal independently with routine matters and complex queries, deciding when it is necessary to refer to the Chief Technician EPS who provides supervision.
- Responsible for escalating concerns where support is needed. In house competencies to complete pre-& in-process checks

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively with healthcare professions both within and outside the Trust to ensure good team working with other pharmacy staff, healthcare professionals and other service providers as necessary.
- Communication will include provision of and receipt of information from pharmacy colleagues, customers and healthcare professionals from within the Trust and external organisations e.g. changes to product requirements and orders.
- Communication will typically include factual information but may involve confidential information.
- May be required to adapt own communication style to overcome communication challenges.
- Communication methods will include verbal, written and electronic.

ANALYTICAL/JUDGEMENTAL SKILLS

- Uses own judgement on how to fulfil urgent order requests by analysing and comparing the options available.
- Analysis ordering activity data to ensure stock levels for bulk, components and finished products are optimal.
- Assist in the investigation of complaints and non-conformances in accordance with Good Manufacturing Practice (GMP), department and trust policies and participate in any corrective and preventative action required.
- Escalating complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff members, service users or other departments/partner agencies. This will include resolving minor problems with regard to personnel, stock levels and maintenance, and highlighting any problems and conducting risk assessments as appropriate.
- Working with the Quality Control to action recalls.

PLANNING/ORGANISATIONAL SKILLS

- Day to day to supervision and co-ordination of EPS preparation, distribution and checking activities, highlighting any issues to the Chief Technician EPS Services.
- Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow and to organise the workload for the EPS team.
- Ensuring that batches are processed and despatched within agreed lead times and to schedule workload accordingly.
- Post holder prioritises how to complete work tasks to ensure products are prepared according to scheduling, answering phone, dealing with queries from service users, processing emails.
- Prioritise workload and analyse situations to resolve problems.
- Contribute to departmental forward planning.

PATIENT/CLIENT CARE

- Provides a technical service which has direct impact on patient care ensuring medication packs are available to support patient discharge and optimise patient flow. Supports RDUH patient pathways across wards, outpatient and clinical areas.
- Contributes to medicines safety by ensuring production and distribution activities comply with GMP and medicines legislation.

POLICY/SERVICE DEVELOPMENT

- Responsible for writing & following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.
- Implements changes as required by regulation to own practice and departmental SOPs.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for managing of accurate medication stock levels and security of medicines within EPS unit.
- To ensure the efficient and effective use of all resources used within the course of one's own duties and the team, maintaining an awareness of the financial impact of inappropriate use.
- Identify changes in usage in order to optimise stock holding, automatic ordering quantities and minimise waste.
- Supervise appropriate goods receipt processes e.g. cold chain maintenance, quarantine stock.

HUMAN RESOURCES

- To carry out training of staff team members in production, distribution, documentation and customer service activities.
- Line management of EPS staff (SATOs and ATOs)
- Completes work-based assessment of staff and trainees within the EPS unit.
- Day to day supervision of support staff and trainees within the EPS unit
- Participate in recruitment and selection of EPS staff.

INFORMATION RESOURCES

- To be responsible for ensuring EPS Services administrative duties are carried out appropriately, including the filing and archiving of information and data.
- To be responsible to for checking the transcription of customer order details onto BMRs and the Sage 50/CIM 50 computer systems to support the preparation of TTO packs.
- To be responsible for the accurate transcription of daily figures onto the daily capacity spreadsheet to have ensure accurate capacity planning.
- Ensure Health and Safety, Good Manufacturing Practices and COSHH regulations are followed, including generation of COSHH risk assessments

RESEARCH AND DEVELOPMENT

- Undertakes audit work periodically, to ensure that GMP Standards are achieved. Assesses performance and identifies quality improvement action for service improvement.
- Undertakes initial and on-going validation work in accordance with the Quality Management System validation master plan
- Review of customer product usage and buying patterns to ensure batch efficiency
- Undertakes investigative/project development work as relevant to the EPS unit as required.

PHYSICAL SKILLS

- Advanced keyboard skills for speed and high degree of accuracy for stock management.
- Dexterity, and manipulation in the preparation and checking of batches of medication.

PHYSICAL EFFORT

- Frequent periods of sitting for data input, frequent standing for other duties.
- Repetitive lifting which may include, batches of medicine packs, delivery and dispatch parcels.
- Frequent moving of pharmaceutical goods and products.
- Regular cleaning sessions for EPS unit and equipment
- Frequent periods of manual handling of medication stock which occurs on a daily basis e.g. 10kg box of medicines being moved from one location to another nearby for processing and supply to Heavitree distribution unit

MENTAL EFFORT

- Concentration is required for pre and post process checking, creation and approval of documentation. These activities are performed all day, but the post holder has regular breaks between tasks.
- Checking sessions may require a longer period of concentration with a longer break after a period of up to 4 hours.
- Pre-& In process checks require frequent concentration as specific checks have to be made at all stages of manufacturing and worksheet checking. This is managed with set breaks.
- The post holder may be the only person available to complete the pre- & in-process checks and could be interrupted during the task to give advice or answer a query from service users or staff.

EMOTIONAL EFFORT

- Occasionally deals with issues in a pressurised environment or dealing with exposure to potentially challenging circumstances.
- Regular preparing medication to patients including urgently required orders and orders delayed due to stock issues and capacity. Explaining to dissatisfied customers why stock is delayed.

WORKING CONDITIONS

- Frequent handling medicines including cytotoxic products (on a daily basis)
- Working within a clean room setting.
- Frequent use of hazardous cleaning solutions to ensure the cleanliness of the EPS unit is compliant.
- The post holder is required to work on a daily basis in a space restricted . The post holder is also required to work at the Heavitree distribution unit which can include working in isolation.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Production Manager EPS (Science Manufacturing Technician Higher Level or Pharmacy Technician Higher Level)

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Knowledge of pharmaceutical technical procedures for specialist area to apprenticeship or equivalent level acquired though training, NVQ3, BTEC in pharmaceutical science or equivalent level (including Level 3 Apprenticeship Standard for Science Manufacturing Technicians**)**	x	
Registered Science Manufacturing Technician or Registered Pharmacy Technician with the GPhC	x	
Supervisory qualifications		x
Accredited checker as part of Pharmacy technician or SMT qualification	x	
KNOWLEDGE/SKILLS		
Excellent communication and interpersonal skills	x	
Excellent organisational skills	x	
Ability to lead and develop a team	x	
Accuracy and attention to detail	x	
Problem solving	x	
Good manufacturing practice (GMP)Good Distribution Practice (GDP)	x	
Raising procurement orders with external suppliers	x	
Good computer skills	x	
EXPERIENCE		
Experience in licenced production or aseptic preparation (Hospital or Industry)	x	x
Computerised stock control systems	x	
Working in demanding, busy environment	x	
Supervision and training of other staff		x
Procurement and supply of unlicensed medicines		
PERSONAL ATTRIBUTES		
Ability to work flexibly and adapt to changing priorities and demands	x	
Commitment to CPD of self and others	x	
Ability to work effectively and accurately under pressure	x	
Self-motivated and motivator of others	x	
Interest in research	x	
Willingness to undertake any necessary training and development to enhance work performance	x	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	x	
Ability to travel to other locations as required.	x	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				✓
Animals	N				
Cytotoxic drugs	Y				✓
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y				✓
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	N				