

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Pharmacy Administrator Higher Level
<b>Reports to</b>	Chief Pharmacist
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Pharmacy/Clinical Specialist Services Care Group

JOB PURPOSE
<p>To provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service to the pharmacy department.</p> <p>The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors and multi-disciplinary teams.</p> <p>To provide high quality assistance to the Chief Pharmacist and the pharmacy senior leadership team including responsible administrative support in their absence, using own initiative and working without supervision.</p> <p>This post will be responsible for the team leadership of the non-medical secretarial team. Specifically the day to day supervision of the team of staff in lower bands will be a direct responsibility of this post. This post will ensure that the non-medical secretarial team will provide a professional, efficient, accurate and timely service.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Pharmacy Administrator Higher level will be based in the pharmacy department and will provide business support to the pharmacy team (including offsite locations e.g. community services pharmacy team, HIV pharmacist)</p> <p>The post holder will fulfil all administration tasks and work as part of a team and has responsibility for the day to day supervision of lower banded administrative staff.</p> <p>To provide a full and efficient secretarial service to Chief Pharmacist, Pharmacy Senior Team and section managers in pharmacy.</p> <p>To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.</p>

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: (type of work undertaken)</p> <p>No. of Staff reporting to this role: One administrator</p> <p>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.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Management Teams</li> <li>• Trust Executive members</li> <li>• All pharmacy staff</li> <li>• Clinical Staff</li> <li>• Administrative and Clerical staff within area of responsibility</li> <li>• Other secretarial support teams</li> </ul>	<ul style="list-style-type: none"> <li>• External NHS Organisations</li> <li>• External Organisations/providers</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

To participate in flexible working arrangements including late meetings with Chief Pharmacist.  
To ensure adequate cover is in place during periods of leave.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.

The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset/angry clients. The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

To receive telephone calls and accept messages on behalf of members of the management team and take appropriate action where necessary.  
To participate in team and directorate meetings as required.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff members, clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate.

### **PLANNING/ORGANISATIONAL SKILLS**

The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate, arranging staff cover as and when necessary.  
To manage Chief Pharmacists, Senior Teams and section managers' electronic diaries, ensuring all absences/meetings are accurately recorded.  
To support the Chief Pharmacist, Pharmacy Senior team and section managers by managing daily activities to ensure all required documentation for meetings is available in advance.  
To organise Chief Pharmacists' Outlook in-box and other managers as required.  
To deal with day to day correspondence to ensure that business is dealt with efficiently and effectively and in a friendly and professional manner.  
To prepare agendas for allocated meetings in good time and take meeting minutes and notes according to Trust policy guidelines.  
To ensure there is sufficient controlled stationery, e.g. FP10 pads (prescription pads) and be responsible for their safe keeping and their distribution according to the Standard Operating Procedure (SOP).  
To organise local inductions for new pharmacy staff.  
To co-ordinate work experience students throughout the year  
To ensure that all documentation is produced to an excellent standard.  
To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment.  
To ensure stationery levels are maintained to agreed levels at all times and re-ordering for the department using Unit4.  
To book courses for staff including arranging travel and accommodation.  
To ensure records and filing systems are maintained in line with Trust policies  
To set up and maintain accurate and effective filing systems

### **PATIENT/CLIENT CARE**

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder may have contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers.

### **POLICY/SERVICE DEVELOPMENT**

The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area.

### **FINANCIAL/PHYSICAL RESOURCES**

To monitor use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.  
To maintain stock control, re-ordering supplies where necessary receive deliveries and report maintenance faults.  
The post holder will have a delegated budgetary responsibility for authorising financial and physical resources.

To support the analysis of budget expenditure and prepare reports as required  
To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

## **HUMAN RESOURCES**

Responsible for day to day management of junior members of the administration team including responsibility for recruitment and selection of new employees, conducting development reviews and in the first instance disciplinary matters.

To provide day to day supervision and performance monitoring to junior members of the administration team, including allocating and checking of work, authorising annual leave and resolving simple staffing issues.

To support recruitment campaigns by undertaking the administration of the recruitment process, uploading vacancies to the Trust platform, sourcing interview rooms, assisting in the shortlisting of candidates, preparing all paperwork for interviews and appointing successful candidates on Trust system.

To undertake return to work interviews and absence management monitoring

To assist all members of the pharmacy team in completing mandatory training in a timely manner through regular reporting and monitoring.

The post holder will be required to supervise, mentor and support junior administration staff within the pharmacy team as required

Take an active part in the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to new starters, and allocate and check work of other administrative staff.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

## **INFORMATION RESOURCES**

Daily use of IT programmes relevant to the work area to produce and maintain documents and reports; be responsible for the effective inputting, storing and maintenance of information.

To undertake a HUB administrator role ensuring that all pharmacy related sites are up to date and maintained.

To undertake the monthly payroll returns, in HealthRoster, including the accurate recording of overtime payments, travel claims and other expenses. Work collaboratively with section and senior managers to ensure the claims are correct. Deal with associated complex queries.

To oversee the recording of annual leave, in HealthRoster, for all staff within the Pharmacy department.

To manage the reporting of sickness absences via the HealthRoster system and assist in the implementation of the Trust's Supporting Health & Wellbeing (Attendance) at Work Policy.

## **RESEARCH AND DEVELOPMENT**

Comply with Trust requirements and undertake surveys as necessary to own work.

## **PHYSICAL SKILLS**

The post holder will have advanced keyboard skills to operate a range of computer software.

## **PHYSICAL EFFORT**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

Occasional requirement for moderate effort to lift stationery

## **MENTAL EFFORT**

The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration for data entry.

### **EMOTIONAL EFFORT**

Occasionally manage difficult situations, which may arise when dealing with staff challenges or telephone callers; these may need to be referred to a senior member of staff.  
Rare exposure to distressing circumstances.

### **WORKING CONDITIONS**

Use display screen equipment for substantial proportion of working day.

### **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 (DES) 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.

# PERSON SPECIFICATION

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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	
RSA III or equivalent level of skill gained through experience or alternative qualification	E	
Additional relevant administration knowledge acquired through further experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E	
Advanced IT/Keyboard skills, IT literate	E	
Medical/medicines Terminology		D
<b>EXPERIENCE</b>		
Significant clerical/administrative experience within customer care environment or similar	E	
Experience of supervising staff	E	
Previous NHS/Social Services experience		D
Cash management (if applicable to post)	E	
<b>PERSONAL ATTRIBUTES</b>		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work independently, within a team	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	

<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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	N				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			