

JOB DESCRIPTION

JOB DETAILS	
Job Title	Pharmacy Operations Manager (Northern)
Reports to	Associate Director of Pharmacy Northern
Band	Band 8b
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> To deputise for the Associate Director of Pharmacy Northern and lead, manage, support and develop staff across the pharmacy workforce as part of the Northern pharmacy management team. Responsible for providing safe and effective leadership and operational management for pharmacy medicines supplies across Northern services to include medicines procurement, supply (including homecare) dispensing, high cost drugs, and quality assurance. To ensure that safe and effective systems of work are maintained across these teams and that staff are able to deliver high quality patient care in order to promote safe, timely and cost-effective use of medicines. To provide professional leadership, expert advice and guidance within Northern services.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To provide direction, leadership, management, development and evaluation of staff services in area of responsibility within the Pharmacy department Deputise for the Associate Director of Pharmacy Northern when required and form part of the Northern Services Pharmacy Management Team contributing to the strategic development of services. To support the Associate Director of Pharmacy Northern in leading and developing the pharmacy service including taking responsibility for specific elements of the service including, but not limited to medication supply operational services (including homecare), and quality assurance Responsible for working with internal and external partners in ensuring the security of the department and safe and secure storage of medicines including offsite locations Responsible for the delivery of the major incident and business continuity plans for Northern pharmacy services. Responsible for the management and delivery of information systems such as Refine, Define, Exend Identify savings opportunities through innovation or other efficiencies Responsible for ensuring all medicines are appropriately procured to ensure best value for money Responsible for safe management of drug alerts, recalls/withdrawals to minimise any risk to patients Active involvement in operational duties within the pharmacy department to ensure that effective commitment and knowledge in relation to these duties is maintained To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.

KEY WORKING RELATIONSHIPS
<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.</p>

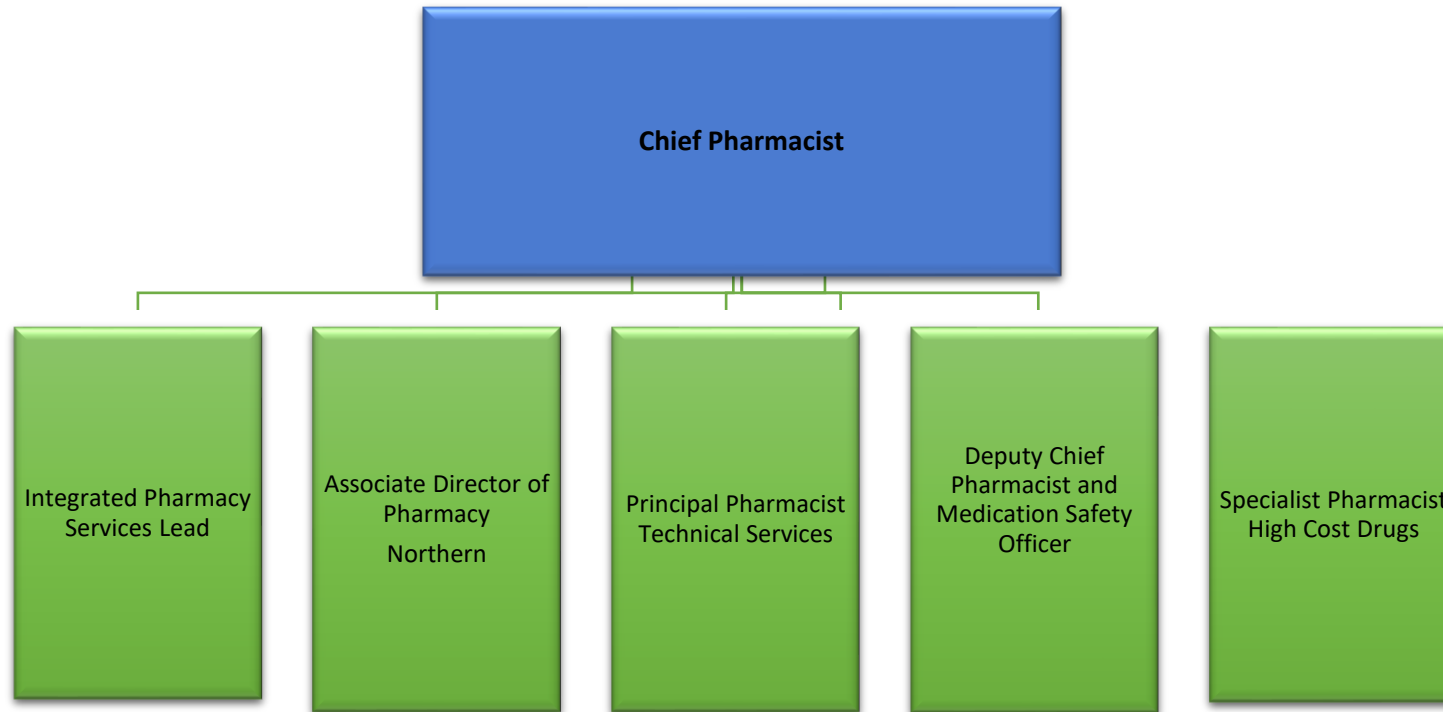
Manages the Dispensary Manager, Lead Homecare Technician and Senior Quality Assurance Technician. Responsible for management of all staff within pharmacy procurement, distribution, dispensary and homecare team.

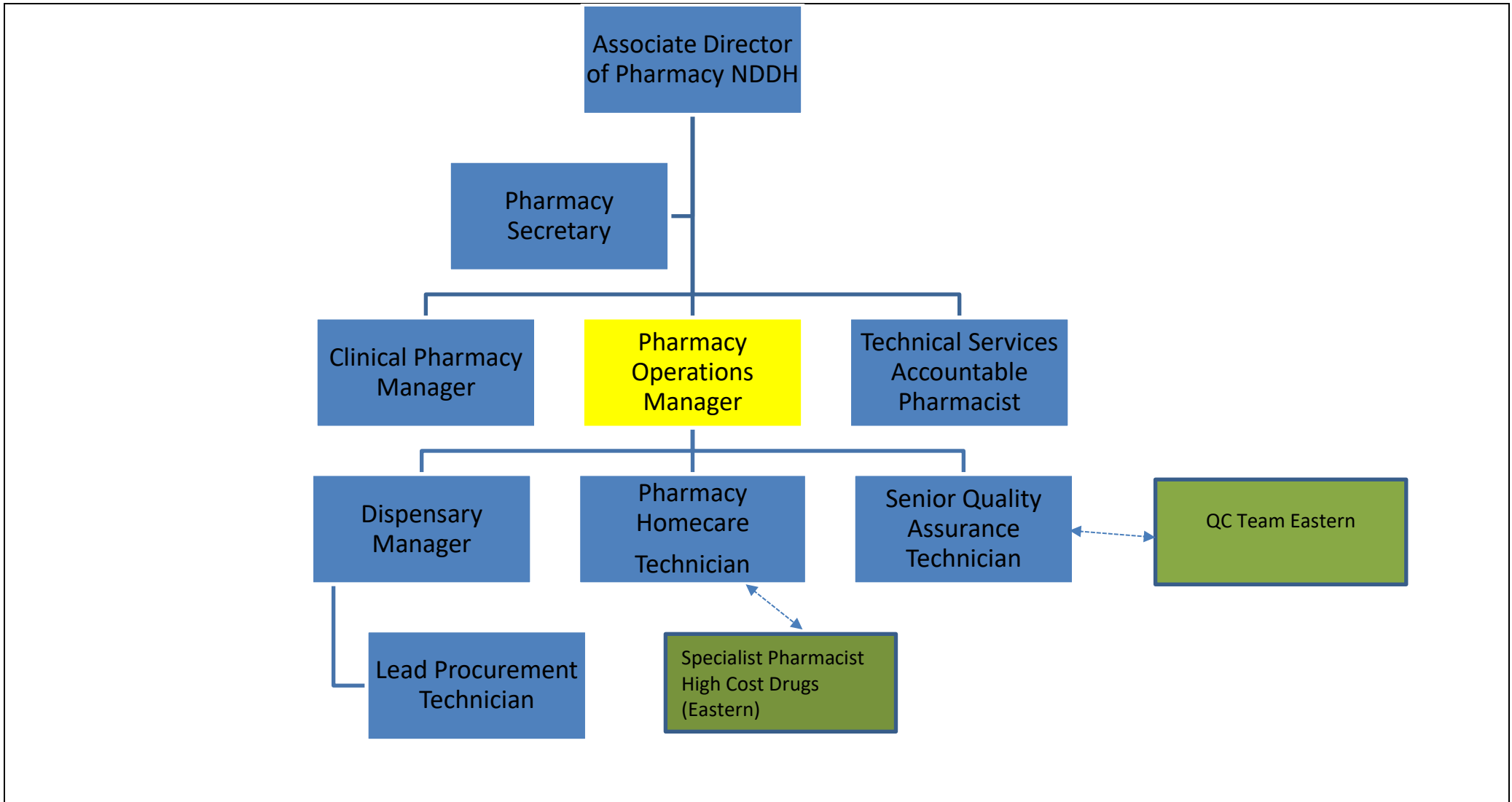
In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • All pharmacy staff (Northern and Eastern services) • Medical staff, all grades • Non-clinical staff and managers • Divisional clinical, management and nursing leads • Staff within the division • Senior Nurses and other healthcare professionals in the Trust • Human Resource staff • Finance Staff • Professional Leads • Ward Managers and staff • Trust procurement staff • Patient safety team • Head of Nursing and Nursing staff • Trust Medication Safety Lead and Controlled Drugs Accountable Officer • Estates and Facilities staff • Site Management Team • Occupational Health Team • Vaccination Team • EPIC staff 	<ul style="list-style-type: none"> • Other Healthcare providers • NHS England • Other NHS Networks • Patients and their relatives/carers • Regulatory Bodies including CQC • ICB/ICS staff • Primary Care Networks • GPs • Community Pharmacies • PPSA • Pharmaceutical Companies and staff • Regional procurement team • MHRA • Contract holders • Transport/portering staff • Staff employed by companies providing outsourced activities • Homecare providers

ORGANISATIONAL CHART





FREEDOM TO ACT

- To interpret and implement emerging and established national policies and guidance in their application to local pharmaceutical services.
- Directly accountable to the Associate Director of Pharmacy Northern for the delivery of safe, effective and efficient pharmacy supply services to patients
- To work with the Associate Director of Pharmacy to achieve the pharmacy department objectives
- Discretion to work within scope of professional competence and expertise to support service delivery and provision of advice
- To lead and advise Trust wide groups and Committees ensuring that patient safety remains paramount
- Responsible for planning own workload and escalating concerns where support needed

COMMUNICATION/RELATIONSHIP SKILLS

- Provides and receives highly complex, sensitive and contentious information on a number of professional and operational issues relating to medicines to a variety of clinical and non-clinical staff groups.
- Participate fully and where required, chair meetings up to and including Trust level
- Effectively communicate evidence and findings to meetings at an appropriate level
- Communicate with all grades of medical and nursing staff as well as senior managers within the Trust
- Prepare and deliver training to healthcare staff in relation to relevant pharmacy issues
- To attend such courses and training as required to support continuing professional development and registration
- To assist the Associate Director of Pharmacy Northern in negotiating Service Level Agreements (SLAs)/contracts for pharmacy services to local external organisations and ensure services meet agreed requirements.
- Work in partnership with the Clinical Pharmacy Manager and Technical Services Pharmacy Lead to promote and provide a seamless operational supply service that enables high quality care for patients.
- Work collaboratively with pharmacy colleagues and other stakeholders across the wider Trust including those based in other locations (e.g. Wonford pharmacy, community services pharmacy team, sexual health service) as required to deliver the pharmacy service, avoid duplication and achieve service improvement.
- Act as a role model for other GPhC registrants within the pharmacy team
- Collaborate with other senior pharmacy staff to ensure the effective provision of pharmacy services to the Trust
- Communicate and negotiate with Trust manager for relevant outsourced activities (e.g. transport, portering) to ensure medicines are managed and transported in line with expected standards and specifications. Escalate concerns and risks to Associate Director of Pharmacy Northern/Divisional Director as appropriate.
- Communicate effectively with Specialist Pharmacist High Cost Drugs and Eastern QC team to ensure positive collaboration to support Pharmacy Homecare Technician and Senior Quality Assurance Technician.
- To adapt personal communication style and approach when providing advice and information to patients, to respond to patient needs where there may be communication challenges and barriers to understanding
- Communicate effectively with High Cost Drugs Pharmacist to ensure medicines procurement of high cost drugs is in line with Trust Policy and the requirements of commissioners and special funding/purchasing initiatives
- Ensure effective and efficient communication with members of the pharmacy clinical team as appropriate to highlight concerns with medication issues e.g. shortages which may impact on patient care and agree solutions to mitigate
- Ensure regular and effective communication to line reports and staff within area of responsibility through team meetings to update the team and develop effective team working
- Develop a working environment and culture in which teamwork, mutual support and excellence in medicines supply functions and safety is encouraged and maintained.

ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure compliance with legislation, COSHH Regulations, safe and secure handling of medicines and quality management processes.
- Professionally analyse and interpret various information sources, databases and guidance relating to medicines procurement, distribution, dispensing and implement within the pharmacy service and Trust.
- Provide highly specialist pharmacy and medicines advice to the Trust and healthcare professionals
- Use analytical and judgement skills to support vaccination planning and ordering of supplies for local and national vaccination campaigns working in partnership with service leads.
- Analyse and evaluate data (e.g. EPIC) to monitor and optimise safety and effectiveness of medicines supply making changes to improve the service where appropriate
- Authorisation of ordering of non-formulary, specials and unlicensed medicines
- Make judgements where highly complex facts or situations are involved and present this information to department/divisional and Trust staff

PLANNING/ORGANISATIONAL SKILLS

- Responsible for strategic planning and organisation of the pharmacy medicines supply service provision to the Trust to include procurement, distribution and dispensary service.
- Ensure that all activities relating to the procurement, receipt, storage and distribution of medicines are in accordance with legislation and the standards for GDP.
- Plan and organise own work effectively and oversee work of procurement, distribution and dispensary teams
- Ensure systems are in place to support the safe management of drug shortages including any necessary risk assessments
- Provide clinical and operational leadership for the procurement, distribution, stores and dispensary services ensuring safe working practices and staff competence.
- Ensure staff within operational area of responsibility manage medicines stocks in accordance with legislation and best practice guidelines
- To oversee the provision, in advance, of rotas to ensure delivery of pharmacy operational medicines supply service to all required areas (including weekend and bank holidays) ensuring reallocation of staff in response to changing services needs and available staffing resources . Ensure workload is within safe limits.
- Ensure FP10 prescription storage, distribution and management is controlled and that FP10 usage is monitored regularly in accordance with the prescribing list with any concerns in usage escalated to Associate Director of Pharmacy Northern
- Ensure that all required monthly, quarterly and annual reports are produced as required for area of responsibility
- Responsible for ensuring maintenance of safe standard of work and safe an appropriate environment as required by provisions of the Medicines Act, Health and Safety at Work ACT, COSHH, waste disposal regulation and other requirements as may be placed upon the department including MHRA
- Compliance with legal and other requirements related to the purchase, supply, use, safe custody and destruction of drugs within pharmacy and other areas of the hospital.
- Ensure effective systems and processes in place to manage pharmacy stock inventory and stock holding levels to agreed levels without excessive stock holding.
- Ensure that controlled drugs are received and managed within the pharmacy department and be responsible for their security
- To be responsible for planning, developing and managing the dispensing services to external customers in accordance with SLAs.
- Ensure Northern homecare service is delivered to the required professional, clinical and operational standards and in line with Trust priorities and workplan.
- Responsible for oversight and assurance of the quality management system and delivery of pharmacy QC objectives in collaboration with Eastern QC team.

PATIENT/CLIENT CARE

- Ensures provision of safe and cost-effective medicines procurement, distribution, storage and supply (including homecare) to all areas of the Trust to enable patients to receive high quality and timely service.

- Support implementation of NPSA alert recommendations and other medicines safety initiatives within the Trust.
- Accountable for the provision of an effective and efficient pharmacy medicines procurement and supply service to meet the needs of patients and staff
- Work with the Associate Director of Pharmacy Northern to ensure quality and change initiatives are monitored and measured with appropriate actions taken to mitigate risks.
- Responsible for monitoring and investigating incidents that occur within area of responsibility and those which concern Northern services. Make recommendations and implement any procedural changes necessary to address concerns and prevent recurrence.
- Investigate and respond to pharmacy complaints specific to area of responsibility within required timeframe outlined by the Trust. Implement procedural changes where necessary.
- Provides professional advice to healthcare professionals, patients, carers and staff on relevant pharmacy issues and make appropriate recommendations within area of competence

POLICY/SERVICE DEVELOPMENT

- Responsible for development of pharmacy policies and medicines management within own area of responsibility.
- Frequently contributes to Trust and local policies to support wider Trust issues e.g. patient discharge,

FINANCIAL/PHYSICAL RESOURCES

- Holds a delegated budget for medicines procurement and staffing for line management reports.
- Support financial management of medicines procurement and supply arrangements (including homecare) within Northern pharmacy service.
- Supports medicines security and reduce avoidable medicines waste.
- Waste management within area of responsibility and ensures that returned medication is handled appropriately and stock holdings adjusted to reduce wastage. Includes reuse and transfer of previously issued medication at ward level.
- Ensure accurate pharmacy stockholding levels
- Ensure that prescription charges are received according to current legislation and that procedures regarding the collection and transfer to finance meet financial audit requirements
- Responsible for the strategic procurement of medicines, assuring the optimisation of contracts with suppliers to deliver best value for money for Trust and commissioners.

HUMAN RESOURCES

- Recruit and maintain staffing levels according to budgeted establishment.
- Regular review of skill mix to ensure optimal staffing levels and capability maintained at safe level to reflect changes in demand, workforce planning and development of relevant business cases
- Responsible for staff development and workload allocation within area of responsibility.
- Provides line management and professional leadership for the Dispensary Manager, Homecare Technician and the Senior Quality Assurance Technician and associated staff working within those areas.
- To ensure staff within area of responsibility have regular appraisal, agreed objectives and personal development plans in place in line with Trust Charter and values.

INFORMATION RESOURCES

- Occasional requirement to produce reports and respond to requests for medicines related information e.g. Freedom of Information Requests
- Demonstrate knowledge and proficiency in the use of pharmacy and hospital computer systems e.g. Powergate, EPIC, Datix

RESEARCH AND DEVELOPMENT

- Responsible for the ensuring development and completion of an annual programme of audit work in line with service requirements and pharmacy work plan
- Utilise audit outcomes to benchmark professional and operational pharmacy standards in line with national and local standards and utilise to drive service improvements and provide assurance.

PHYSICAL SKILLS

- Occasional light physical effort

- Advanced keyboard skills required for speed and accuracy
- Occasional requirement to work at other locations in course of duties

PHYSICAL EFFORT

- Frequent use of computers
- Frequent periods of walking around site to visit wards and departments
- Occasional travel to other sites (e.g. community hospital, outpatient locations)
- Ability to travel to meet requirements of the post
- Rare manual handling of medication stock e.g. 10kg box of medicines being moved from one location to another nearby for storage or transferred to trolley for moving

MENTAL EFFORT

- Frequent requirement to concentrate for periods while reviewing clinical information or reports; information on EPIC; calculations; producing or reading reports; policy documents
- Frequent requirement to respond to the demands of an unpredictable work pattern; regular interruptions by urgent requests for advice and responding to queries from clinical colleagues, pharmacy staff members and other colleagues

EMOTIONAL EFFORT

- Occasional exposure to distressing and emotional circumstances while dealing with incidents involving medicines e.g. distressed patients/carers; drug misadventures; complaints; staff issues

WORKING CONDITIONS

- Rare exposure to unpleasant conditions such as verbal aggression
- Occasional exposure to hazardous medicines e.g. cytotoxic medicines
- Frequent VDU use for IT systems work e.g. electronic clinical system (EPIC), Powergate, Datix and data analysis

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

Job Title	Pharmacy Operations Manager (Northern)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> • Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or equivalent, supplemented by specialist training to masters or equivalent level. • Registration with the General Pharmaceutical Council • Evidence of Continuing Professional Development • Membership of the Royal Pharmaceutical Society of Great Britain • Extensive post-registration experience of Continuing Professional Development in line with GPhC requirements • Postgraduate leadership qualification (or equivalent experience) • CIPS Qualification 	<p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p>	<p style="margin: 0;">D</p> <p style="margin: 0;">D</p>
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> • Substantial post qualification hospital experience in pharmacy services • Confident to work independently and as part of a team • Excellent interpersonal and communication skills (oral and written) and ability to convey information in clear and concise manner. • Experience of budget management • Relevant knowledge of GDP • Influencing / negotiation skills. • Understanding of hospital pharmacy systems. • Effective staff management and leadership skills. • Auditing and analysis skills • Ability to lead, motivate and engage other members of staff • Experience of training delivery • Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders • Excellent IT skills and ability to use information systems confidently including ability to use Microsoft Office packages e.g. Word, Excel, Outlook • Experience of training and mentoring students, trainee pharmacists and non-registered staff • Good understanding of background and aims of current healthcare policy • Good clinical knowledge • Good knowledge of legislation, national standards and good practice around medication supply, storage and prescribing • Good knowledge of pharmacy professional issues • Knowledge of Health and Safety issues • Good dispensing practice • Proven ability to problem solve and prioritise workload • Proven track record in people management • Experience of multidisciplinary working • Ability to lead and drive change • Demonstrate excellent professional standards • Ability to work under pressure 	<p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p> <p style="margin: 0;">E</p>	

JM0707 Pharmacy Operations Manager, matched 01/05/2024, consistency checked 15/05/2024

<ul style="list-style-type: none"> • Awareness of health and safety issues • Knowledge of logistics, inventory control and supply chain management • Knowledge of high cost drugs and medicines in specialised commissioning 	E E	D
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Current significant experience in pharmacy management role • Previous experience of line-managing direct reports • Experience of supervising others and providing feedback for development • Delivering education and training • Knowledge of medicines management systems at ward level • Up to date knowledge of legislation relevant to pharmacy practice e.g. controlled drugs, • Experience of developing, reviewing and maintaining Standard Operating Procedures • Experience of implementing change • Experience of quality improvement • Experience of the management and development of information systems • Experience of audit • Experience of multidisciplinary working • Experience of developing, leading and motivating a high performing team delivering complex services • Experience of using the EPIC computer system • Developing pharmacy services • Experience managing stock control and maintaining pharmacy stock control IT system • Evidence of dealing with incidents, complaints and risk management 	E E E E E E E E E E E E E E	D
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Frequent use of computers. • Excellent IT skills. • Experience of electronic prescribing system. • Frequent periods of walking around site to visit wards and departments. 	E E E	D

<ul style="list-style-type: none"> • Good time management. • Professional attitude. • Good team worker. • Excellent verbal, written and interpersonal communication skills. • Accuracy and attention to detail. • Ability to think clearly and work effectively under pressure. • Ability to work on own initiative and part of a team. • Work within GPhC standards of conduct, ethics and performance. • Adaptable and flexible to change. • Excellent problem-solving skills and ability to respond to sudden unexpected demands, • Calm under pressure and able to maintain accuracy and attention to detail. 	E E E E E E E E E E E E E	
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. 	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	Y	✓			
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					
	Y		✓		