

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Assistant Technical Officer (SATO) Pharmacy Automation
Reports to	Pharmacy procurement lead
Band	Band 3
Department/Directorate	Pharmacy / Specialist Services

JOB PURPOSE
- The post holder will undertake duties to support the provision of a safe and effective pharmacy procurement and distribution service subject to department requirements. - Responsible for all day-to-day duties associated with the pharmacy operational automation activities; placing orders, stock management, managing workflows and invoicing, in full accordance with department standard operating procedures. - Train and supervise work of pharmacy assistant technical officers (ATOs) and trainees within pharmacy procurement and distribution to support the delivery of patient centred care.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- The post holder will undertake duties to support the provision of a safe and effective pharmacy service subject to department requirements - Respond to enquiries (telephone, face-to-face, written, electronic) for specific ordering requirements, product availability, sourcing alternative products, supply status and to conduct initial investigations on behalf of the Lead Procurement Technician where new product or supplier information is required. - Respond to order requests from within the pharmacy department. - Participate in all ordering related procurement activities including processing pharmacy robot requisitions, distribution stock requests, expiry date checking and stock audits. - Update the pharmacy EPIC system and robot database with accurate purchasing information i.e. – prices, supply route, pack-size codes, contract references, IC and EAN codes, batch numbers and expiry dates. - Responsible for the ordering of medical gases for the hospital and examine and check medical gas invoices, liaising with medical gas provider representatives to report issues and reconcile account queries where required. - Responsible for the picking of stock orders within the pharmacy robot and distribution department. Ensuring stock is fit for purpose and in the correct quantities. - Maintain the smooth daily operation of the robot and be the 1st contact for investigating errors and liaising with the robot supplier helpdesk. (subject to B7 JD responsibilities) - Use pharmacy computer systems and internet-based ordering technology e.g. EPIC, EDI Powergate, to place orders to agreed electronic order levels in line with national and local stock holding requirements - Assist and support the investigation and resolution of procurement related issues e.g. delivery problems, logging deviations and invoice queries. - Support and assist with processing supplier invoices and credit notes; use the Trust finance system Unit 4 to approve payments in the required timescale to ensure highest achievable level of compliance to support finance team's standards of payment within terms. - Problem solve pharmacy robot errors and issues, working closely with relevant internal and external stakeholders. - Train and supervise work of pharmacy assistant technical officers (ATOs) and trainees. - The post holder will complete relevant procurement/distribution tasks and work as part of a team.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

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

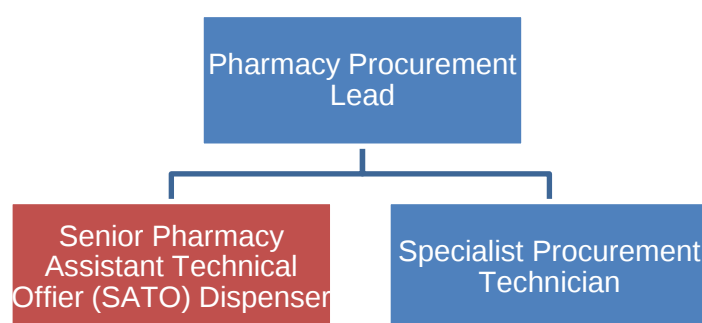
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Pharmacy procurement lead • Distribution lead technician (key relationship) • Specialist procurement technician • Store keeping staff and other procurement staff • Staff representing other sections with the department	• Suppliers • Wholesalers • Account managers • Finance/credit control teams

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of Trust policies and pharmacy standard operating procedures (SOPs) to support service delivery.
- Take part in developing and writing SOPs covering automated pharmacy processes.
- Work is overseen by the Pharmacy Procurement Lead or Specialist Procurement Technician who are generally available for reference.
- Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the line manager.
- Work is managed rather than supervised and the post holder will organise own workload on a day-to-day basis.
- Post holder prioritises how to complete work tasks and in which order e.g. the order in which orders are processed, answering phone, processing email queries
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.
- Responsible for escalating concerns where support is needed.

COMMUNICATION/RELATIONSHIP SKILLS

- Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. receiving enquiries via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- May be required to adapt own communication style to overcome communication challenges.
- Communication methods will include telephone, verbal, written and electronic.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex stock management enquiries which require judgement on facts that require some degree of analysis. Examples may include resolving basic robot error messages, problem solving stock availability issues and changing work priorities to account for urgent stock requests.
- Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

PLANNING/ORGANISATIONAL SKILLS

- Responsible for planning own day to day work tasks to meet pharmacy procurement/distribution service requirements as directed by line manager/section manager.
- Manage pharmacy robot maintenance tasks, including daily stock maintenance and removal of short dated/expired stock
- To manage to daily workflow of internal stock requests, initiating, packing and dispatching orders to ward/clinical areas to support effective patient care.
- To generate and place all routine pharmaceutical stock orders using the Trust EPIC system and internet-based ordering system (EDI Powergate); accessing and searching supplier databases and price lists, to ensure complete accuracy in all aspects of procuring stock.
- To update the EPIC Willow and pharmacy robot database to maintain accurate prices, supply routes, pack-size descriptions, codes and other product related information.
- To maintain all written and computer-based records within the section, to ensure accurate KPIs relating to productivity & performance are produced each month.
- To assist and support the storekeepers/distribution ATOs at times of operational challenge in that area, by signing for deliveries, receipting stock onto the computer system processing internal orders and putting stock away on the shelves in the distribution area.

PATIENT/CLIENT CARE

- Provides information to healthcare professionals and pharmacy colleagues e.g. stock availability of medicines to support direct patient care
- Orders medication and process internal orders for supply to Trust patients.
- Provides basic clinical technical services for patients/clients
- Responsible for packing medications used in the provision of clinical services in community and hospital settings.

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy procurement/distribution service provision
- To participate in specific project work aimed at improving efficiencies in stock management and ordering methods, in line with national requirements.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ordering medication stock and supporting management of accurate stock levels within pharmacy areas.
- Responsible for processing supplier invoices and credit notes and authorise payments, in accordance with SOPs, using Trust systems (e.g.EPIC) and Unit4 finance system.
- Responsible for supporting investigation of invoice queries with suppliers and wholesalers to ensure accuracy as per SOPs, and to maintain auditable records of query resolution

HUMAN RESOURCES

- Regularly responsible for supervision or co-ordination of pharmacy assistant technical officers (ATOs) and small numbers of pharmacy trainees while working within procurement/distribution section.
- Responsible for provision of training to new starters within the team and provide annual refresher training for other pharmacy staff groups.
- Responsible for provision of technical support to pharmacy teams.

INFORMATION RESOURCES

- Frequent inputting, storing and processing data using Trust computer systems. This may include ordering medicines, managing and amending stock levels, using and providing information on Trust finance system and EPIC.
- Frequent modifying, maintaining and analysing information using Trust computer systems.

RESEARCH AND DEVELOPMENT

- Complete and participate in surveys and audits within area of work as appropriate e.g. medication ordering processes

PHYSICAL SKILLS

- High level of accuracy and advanced keyboard skills required for inputting medication and finance information into Trust systems

PHYSICAL EFFORT

- Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day for data input.
- Moderate periods of manual handling of medication stock which may occur on a weekly basis 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 concentration is required for inputting information into Trust systems (e.g. EPIC), processing invoices, investigating invoice queries, liaising with suppliers and wholesalers, responding to staff queries regarding medication stock issues
- Frequent planning of workload to respond to requests for supply of urgent medication requests versus non-urgent procurement/distribution work.
- Frequent planning of procurement workload to consider supplier order cut-off times and any external demands.
- Work pattern is generally predictable.

EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as challenging staff behaviour.

WORKING CONDITIONS

- Ability to understand and empathise with staff and patients in healthcare setting
- Frequent exposure to busy working environment with limited working space.

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

To carry out regular Health & Safety Checks for the Office and cold room storage area.

To undertake any other task deemed appropriate to the grade as directed by the Lead Procurement Technician or Specialist Procurement Technician.

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.

To participate in flexible working arrangements including late duties, bank holidays and on call as appropriate. Please note that in order to deliver a high standard of care to patients the pharmacy service operates 7 days a week and staff are therefore required to work some weekends as part of their contracted hours.

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	Senior Pharmacy Assistant Technical Officer (SATO) Procurement
------------------	--

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSE Grade A-C or 9-4 in Maths and English or equivalent Experience to GPhC recognised level 3 qualification or equivalent level or willing to work towards qualification GPhC recognised level 2 qualification in Pharmacy Stores	E E	D
KNOWLEDGE/SKILLS Excellent verbal and written communication skills. Ability to deal with telephone enquiries politely and efficiently. Ability to manage time and priorities and be able to cope with frequent interruptions Ability to use computer, basic skills to operate pharmacy computer systems Knowledge of GDP (Good Distribution Practice) EDI Powergate knowledge and understanding Understand all stores processes in EPIC Medical Gas storage and ordering procedures	E E E E	D D D D
EXPERIENCE Previous NHS/Social care experience Experience of working with EPIC system Experience of working with computer system(s) Experience of communicating with clients, customers or patients Previous pharmacy experience working in a hospital	E E	D D D
PERSONAL ATTRIBUTES Enthusiastic and motivated Good basic organisational skills Ability to work methodically and prioritise workload Ability to use own initiative Excellent interpersonal skills Able to work calmly under pressure Ability to meet deadlines Ability to work as part of a team Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences Able to work as a team member.	E E E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

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