

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Senior Pharmacy Assistant Technical Officer (SATO) Exeter Pharmaceutical Services (EPS)
<b>Reports to</b>	Production Managers EPS
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>The post holder will undertake duties to support the provision of a safe and effective pharmaceutical re-packing and over-labelling service subject to internal and external service requirements and in accordance with licence MS12903.</li> <li>To participate in the procurement, production and supply of EPS to take out (TTO) medication packs including schedule 4 &amp; 5 controlled drugs in compliance with good manufacturing practice guidelines (GMP) and the relevant legislation.</li> <li>To provide an efficient customer service to internal and external customers.</li> <li>Train and supervise the work of pharmacy assistant technical officers (ATOs) and trainees within the EPS Packing unit to support the delivery of patient centred care.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To undertake all activities following EPS standard operating procedures (SOPs).</li> <li>To provide a professional and timely response to all customer phone and email queries.</li> <li>Undertake computer training for the Sage 50/CIM 50 and Q-pulse systems and prepare TTO packs for customers using these systems.</li> <li>To order pharmaceutical products from approved suppliers and book into stock. Report delivery discrepancies to suppliers and resolve any issues.</li> <li>To process EPS supplier invoices, working with suppliers and the Royal Devon finance team resolve and issues.</li> <li>To process customer orders, and generate batch documentation for ordered stock.</li> <li>To clear customer 'to-follow' items to ensure timely supply in line with agreed customer KPIs.</li> <li>To assist in the training of new members of staff including rotational pre-registration pharmacy student technicians..</li> <li>To process customer invoice requests for the Royal Devon team and management accountant. Respond to any customer invoicing queries</li> <li>To record details of any customer complaints and report these to the Chief Technician EPS or Production Managers.</li> <li>To supervise ATOs and carry out in-process SATO production checks including SATO pre-production check on set-up batches, in-process checks for re-pack batches and SATO post production check on packed batches.</li> <li>To respond to requests for new work, liaising with internal and external customers, QA Manager and Chief Technician EPS.</li> <li>To create and amend documentation for EPS products including labels, batch sheets and visual / cutting standards.</li> <li>To create and amend master patient information leaflets (PILs) for bulk stock.</li> <li>To assist with the update and maintenance of accurate customer records..</li> <li>To maintain accurate stock control by stock rotation / monitoring of stock (including date checking) and by keeping accurate computer and paper records.</li> <li>To maintain accurate EPS procurement, production and distribution records and assist with filing and archiving.</li> </ul>

Based on JM0742 Senior Pharmacy Assistant Technical Officer (SATO) Dispenser, matched  
03/05/2024, consistency checked 15/05/2024

- Maintain clean and tidy EPS facilities and safe and secure systems of work.
- To participate in quality improvement activities as required, including GMP training, competency assessment, audit, non-conformance reporting and CAPA.
- To participate in flexible working arrangements including weekends and bank holidays as appropriate.

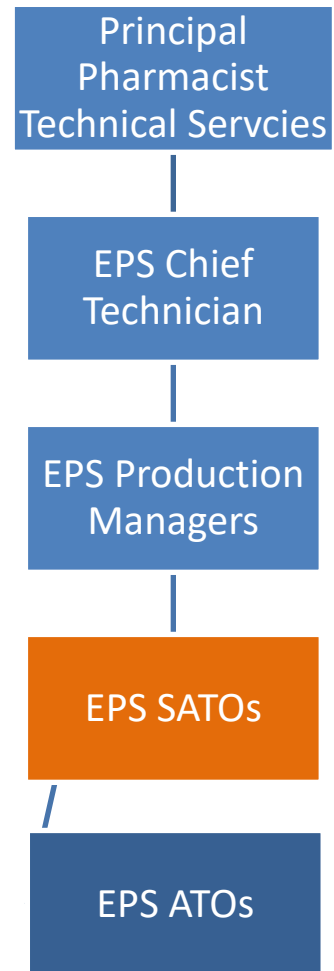
## KEY WORKING RELATIONSHIPS

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
<ul style="list-style-type: none"> <li>• Chief Technician EPS</li> <li>• Production Managers</li> <li>• Quality Assurance Manager</li> <li>• Quality Control Team</li> <li>• Royal Devon Pharmacy Distribution Team</li> <li>• Royal Devon Pharmacy Procurement Team</li> <li>• Royal Devon Finance Team</li> </ul>	<ul style="list-style-type: none"> <li>• External Customers</li> <li>• Suppliers</li> </ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Works within range of Trust policies, GMP guidelines and pharmacy standards operating procedures (SOPs) to support service delivery.
- Work is overseen by the Chief Technician EPS or EPS Production Managers.
- Post holder prioritises how to complete work tasks within a rota system.
- To take part in flexible working arrangements including weekends and bank holidays as required.
- Responsible for escalating concerns where support is needed.

## **COMMUNICATION/RELATIONSHIP SKILLS**

- Communication will include provision of and receipt of information from pharmacy colleagues 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 commercially sensitive and 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**

- Frequently responds to more complex customer enquiries which require judgements on facts that require some degree of analysis. Examples may include dealing with supplier shortages, urgent customer requests, customer complaints and delivery issues.
- Communicate with suppliers regarding missing or defective items to ensure timely resolution and prevent financial loss.
- Communicate general issues and those of concern to 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 service requirements as directed by line manager/section manager, such as management of workflow and ensuring workload completed in priority order (urgent work first).

## **PATIENT/CLIENT CARE**

- Provides information to healthcare professionals, customers and pharmacy colleagues e.g. order status, product availability and product changes.
- prepares TTO patient medication packs for supply to internal and external NHS customers.

## **POLICY/SERVICE DEVELOPMENT**

- Responsible for following EPS Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve pharmacy service provision.

## **FINANCIAL/PHYSICAL RESOURCES**

- Responsible for supporting management of accurate stock levels within EPS.

## **HUMAN RESOURCES**

- Regularly responsible for supervision or co-ordination of pharmacy assistant technical officers (ATOs) and small numbers of pharmacy trainees while working within EPS.

## **INFORMATION RESOURCES**

- Frequent inputting, storing and using data using EPS computer systems. This may include ordering medicines, receiving stock and processing invoices.
- Frequent modifying, maintaining and analysing information using EPS computer systems e.g. Sage/CIM.
- Recording information (provided by others) manually into EPS computer software system, inputting, storing and providing information on database or other systems and creating master labels as part of production process.

## RESEARCH AND DEVELOPMENT

- Complete and participate in audits within area of work as appropriate e.g. GMP audit.

## PHYSICAL SKILLS

- High level of accuracy required for production and distribution of TTO patient medication packs.
- Manual dexterity required to complete tasks involved in the preparation of TTO patient medication packs.

## PHYSICAL EFFORT

- Periods of sitting for data input, frequent standing for checking duties.
- Repetitive lifting which may include boxes up to 10kg.
- Frequent moving of pharmaceutical goods and products.
- Frequent periods of walking within EPS unit collecting stock, checking and moving work area between areas.
- 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 next stage of processing.

## MENTAL EFFORT

- Frequent concentration is required for inputting information into EPS systems, checking duties, medication stock management duties, checking paperwork is completed as required.
- Frequent planning of workload to respond to urgent customer requests and to meet agreed turnaround times.
- Work pattern is generally predictable

## EMOTIONAL EFFORT

- Rare exposure to distressing or emotional circumstances such as challenging customer behaviour usually by telephone

## WORKING CONDITIONS

- Frequent exposure to repetitive tasks requiring high levels of concentration.
- Ability to understand and empathise with staff and patients in healthcare setting.
- Frequent exposure to busy working environment with limited working space at times working in close proximity to colleagues.

## 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.

## **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

<b>Job Title</b>	Senior Pharmacy Assistant Technical Officer (SATO) Dispenser
------------------	--

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> GCSEs 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	E E	
<b>KNOWLEDGE/SKILLS</b> Knowledge of Good Manufacturing Practice guidelines (GMP) Knowledge of EPS procedures Ability to use computer, basic skills to operate EPS computer systems Excellent verbal and written communication skills Ability to deal with telephone enquiries politely and efficiently Good attention to detail Knowledge of EPS stock control systems Knowledge of EPS labelling / Quality systems Ability to problem solve Ability to manage time and priorities and be able to cope with frequent interruptions	E  E E E E  E E	D     D D
<b>EXPERIENCE</b> Experience of working within a licenced Pharmaceutical production unit Experience of working with Ulitmate labelling / Q-Pulse quality systems Previous Pharmaceutical production or distribution experience Experience of working with computer system(s) Experience of communicating with customers and suppliers	   E E E	  D D
<b>PERSONAL ATTRIBUTES</b> Enthusiastic and motivated Good basic organisational skills Ability to work methodically and prioritise workload Ability to use own initiative Excellent interpersonal skills Ability to work calmly under pressure Ability to meet deadlines Able to work as a team member. Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences Professional attitude	E E E E E E E E E E E E	
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to work effectively and accurately in a busy environment	E  E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	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)	Y			✓	
Animals	N				
Cytotoxic drugs	Y			✓	
<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				✓
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	Y	✓			
Challenging behaviour	Y	✓			