

JOB DESCRIPTION

JOB DETAILS	
Job Title	Safety, Governance and Quality Pharmacy Technician
Reports to	Pharmacy Operations Lead – Northern Services
Band	Band 6
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE	
	<ul style="list-style-type: none"> Responsible for supporting the Pharmacy Operations Lead (Northern) and Trust Medication Safety Officer (MSO) to promote and deliver activities which enhance the safety and governance of medicines use within the Trust Pharmacy Department, the NDDH site and more widely with a focus on northern services. To co-ordinate, lead and support quality improvement projects, audits and other medicines safety initiatives across the organisation (including controlled drugs). Ensures services are delivered in accordance with the Medicines Management Policy and local Standard Operating Procedures (SOPs). Support the Lead Quality Assurance (QA) pharmacy technician delivering quality assurance and control activities within the pharmacy department; providing technical guidance, training and development to ensure safe service provision in line with national best practice. This will include deputising in their absence. Undertake accredited checking of dispensed prescriptions as part of pharmacy technician dispensary rota.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES	
	<ul style="list-style-type: none"> Lead, co-ordinate and facilitate controlled drug and other medication audits in clinical areas, and be responsible for disseminating the results within the Trust (Northern site) and co-ordinating corrective/ preventative action plans. Undertake investigations of incidents involving controlled drugs, working closely with pharmacy and ward/theatre-based staff to provide advice, training and/or implement and monitor mitigations. Support the Pharmacy Operations Lead and Trust MSO to provide pharmacy input to serious incidents, this will include root cause analysis. Analysing medication-related data to identify trends, issues, and opportunities for improvement. Oversee quality improvement projects throughout the Trust with a focus on northern services. This requires engagement with nursing, medical and pharmacy staff to contribute to change in practice and improve safe medicines use. To implement any recommended changes for safer medicines management in pharmacy practice, or promote and assist with the implementation of recommended changes in pharmacy/ nursing/clinician practice. Contribute to the implementation of changes in line with good governance principles to minimise risk of errors within pharmacy and at ward level. Provide support to the department in implementing safety related projects and initiatives across the Trust. Attend and support preparation of Pharmacy Governance Group (Northern) meetings including provision of incident data and departmental KPIs relating to quality, safety and governance. Attend, and contribute to the Trust Medicines Safety Group and related work as required in partnership with the Trust MSO. Assist and deputise for the Senior QA Technician in the provision of specialist advice on QA issues and activities.

JM0708a based off JM0708 Medicines Safety & Quality Pharmacy Technician, matched 13/03/2024, consistency

Reviewed & Approved by JE 09/02/2026

- Support, manage and train Pharmacy staff on quality related systems e.g. temperature monitoring.

KEY WORKING RELATIONSHIPS

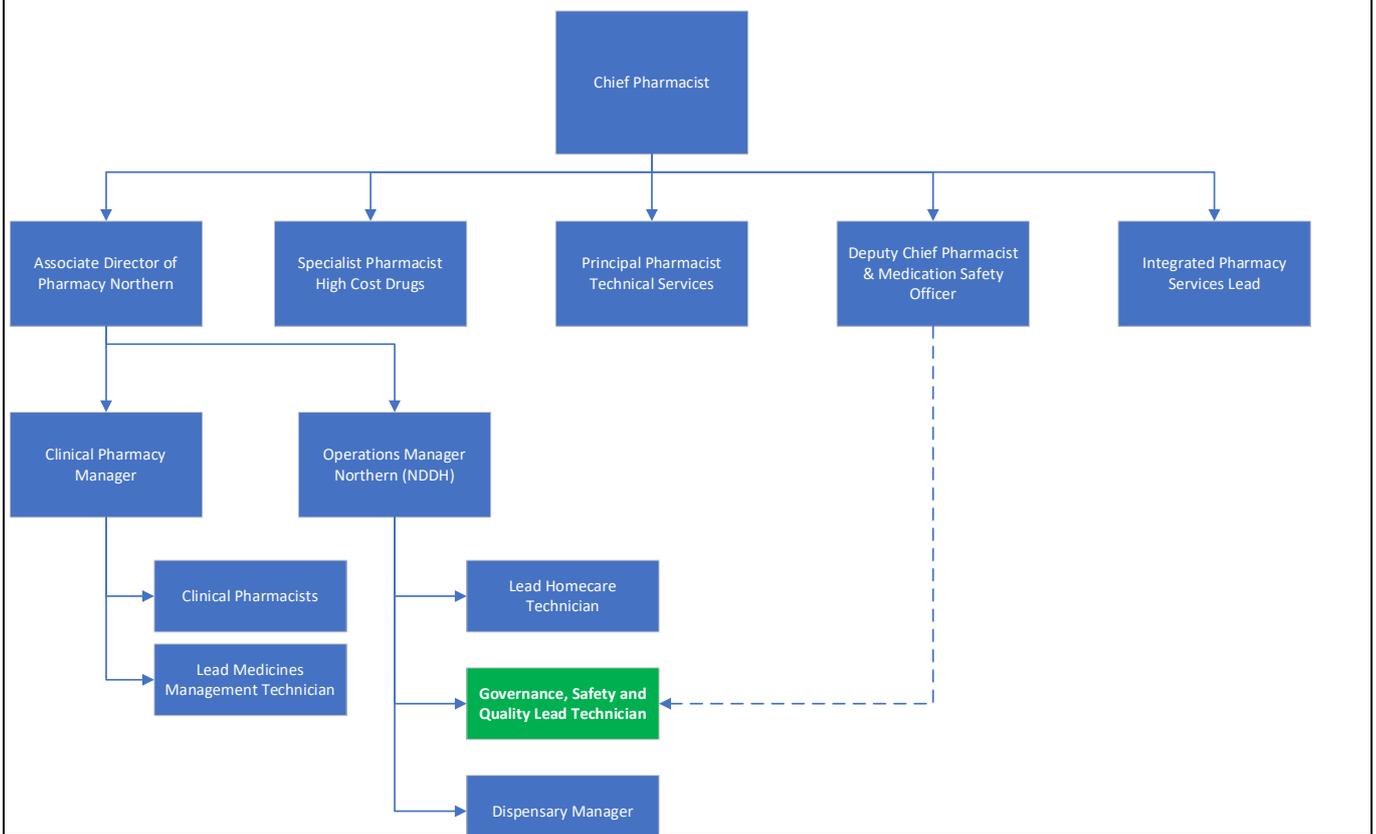
The post holder is required to deal effectively with staff of all grades and roles throughout the Trust as and when they encounter on a day to day basis.

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"> • All pharmacy staff (Northern) • Technical Services and QC staff (Eastern) • Medication Safety Officer (Eastern) • Trust Controlled Drugs Accountable Officer • Trust Medication Safety Officer and Deputy Chief Pharmacist • Medical staff • Nursing staff • Advanced Clinical Practitioners • Physicians Associates • Non-clinical staff and managers • Staff within the division • Community staff • Discharge teams • Ward Managers and staff • Community services pharmacy team (Eastern) • Patient Advice and Liaison Service (PALS) 	<ul style="list-style-type: none"> • Other healthcare providers (e.g. Devon Partnership Trust, Hospiscare, other acute hospitals) • GPs and GP staff • Primary Care Networks (PCNs) • Community Pharmacies • Other NHS Networks • Patients/Carers • CQC • Regional Quality Assurance Pharmacy Team • NHS England

ORGANISATIONAL CHART



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FREEDOM TO ACT

- Works within range of medicines safety and quality assurance pharmacy processes to support service delivery at ward, department, clinical and within pharmacy department (Northern services).
- Work is overseen by a pharmacist or senior pharmacy technician.
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.
- Responsible for planning own workload and escalating concerns where support needed.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide medicines information and advice to patients, carers, pharmacy colleagues and external stakeholders such as community pharmacists, GPs, social care colleagues.
- Provide advice to clinical colleagues with respect to Trust medicines-related policies, procedures, guidelines, protocols and PGDs.
- To adapt personal communication style and approach when providing advice and information to staff and patients, to respond to patient needs where there may be communication challenges and barriers to understanding.
- Communication of various types of medicines-related information to promote medicines safety.
- To liaise with colleagues and relevant stakeholders with regards to review of medication-related incidents to promote a culture of safety, learning and excellence in patient care.
- Provide information and guidance on the use of medicines and medication storage to ward areas including (but not limited to), medical, nursing and non-clinical staff
- Respond to a range of clinical and non-clinical staff in response to medication safety/storage related queries within area of competence e.g. clarification of Trust Medicines Management Policy
- Work collaboratively with health and social care professionals to provide specialist pharmaceutical advice to enable best outcomes for patients.
- Liaise with members of the health and social care team to identify and resolve medication related queries which may impact on patient safety.
- Communication provided and received will include patient specific information of a complex and sensitive nature on a regular basis. This will include clinical and technical information to other clinicians.
- Communicate technical information to a range of stakeholders including members of pharmacy team and external stakeholders e.g. Regional Quality Assurance Pharmacy Team.
- Attend and actively participate in meetings as required for role e.g. presentation of medication safety KPI data at Divisional Governance meeting, present Quality Assurance audit data.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analysis of prescription information or various information sources and guidance relating to medicines and interpret information (e.g. National Care Record Service (NCRS), stock supply information, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service. This may include making recommendations to clinicians for prescribing changes within area of competence e.g. substitution of one formulation of medication for another to support discharge where there are stock shortages.
- Analyse, collate and interpret data (e.g. EPIC, environmental monitoring results, Datix incidents) to inform technical services quality, monitor compliance with regulations, guidance and medication safety issues. Review relevant KPI data.
- Provide suitable advice on pharmaceutical products, medication safety and supply issues within competency
- Frequently makes professional judgements with respect to own area of work within competence e.g. writing policy documents, undertaking audits
- Undertake routine environmental monitoring of the Technical Services Unit in the absence of the QA Assurance Assistant Technical Officer (ATO) and/or the Senior QA Technician.
- Temperature mapping of all existing drug storage areas and facilities, as well as any new facilities, e.g. fridges, freezers etc.

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- Checking the temperatures of internal and external storage facilities and responding to alarm conditions.
- Quality control of unlicensed medicinal products.
- Quality control of disinfectant products used in Technical Services.
- To organise and ensure that the monthly and quarterly environmental monitoring programme is carried out according to agreed schedule.
- To ensure maintenance, service, and calibration activities for Technical Services and Quality Assurance equipment and facilities are in date.
- To update and monitor elements of the Quality Management System as instructed including deviations, CAPAs, Change Controls and documentation updates.

PLANNING/ORGANISATIONAL SKILLS

- Responsible for organisation of pharmacy service provision within own area and time management to prioritise service to support running of technical services unit and support medicines safety initiatives within the Trust.
- Lead for Health and Safety within pharmacy, including manual handling, COSHH and risk assessments.
- May be required to plan and organise work for more junior staff within pharmacy team.
- To plan and organise quality assurance activities as required within Northern Pharmacy service.
- Prioritise and organise daily workload to ensure that all required tasks are completed within an appropriate timescale.
- Plan and organise medicines safety and governance work to meet organisational and pharmacy timescales e.g. incident investigations.
- Participate in the technician checking rota as appropriate.
- To support dispensary staff when necessary to ensure the department is able to meet Trust operational needs in a timely manner.
- Support maintenance of in date PGDs in the organisation in coordination with the Deputy Chief Pharmacist.

PATIENT/CLIENT CARE

- Provides specialist pharmacy technical quality assurance service which includes provision of advice on quality management system to support safe production and dispensing of aseptic products.
- Provides advice to healthcare professionals, patients, carers, staff on issues concerning medication safety & makes appropriate prescribing recommendations within area of competence.
- Promote and ensure that pharmacy technical services comply with required regulatory standards, guidelines and best practices through conducting regular audits and quality control checks to identify any areas of improvement or non-compliance.
- Support patient education in-line with pharmacy processes to ensure optimal compliance with medicines on discharge.
- Promote medication safety within pharmacy and the wider Trust in coordination with Eastern Pharmacy colleagues.
- Provide education and counselling to patients.
- Play a key role in identifying and mitigating potential medication safety risks which will include conducting risk assessments, implementing risk reduction strategies and monitoring the effectiveness of risk management measures.
- Undertake data analysis identifying areas for improvement, implementing changes and monitoring outcomes to enhance the overall quality of pharmacy services and medicines safety within the Trust.
- Review and provide support for medicines-related incidents, making recommendations to contribute to continuous learning culture.
- Communication with patients, carers or family members where there have been medication-related complaints or incidents as part of investigation process or to provide information as part of outcome.

POLICY/SERVICE DEVELOPMENT

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- Develop, implement and review guidance, SOPs, forms and reports for QC/QA to include creation of new documents where required.
- Responsible for proposing changes to medicines-related policies and procedures that have impact on wider Trust e.g. Medicines Management Policy.
- Ensure SOPs are adhered to by relevant staff members in the Pharmacy Department.
- To review and update elements of the Quality Management System when required.
- Propose changes to make improvements to working practices concerning medicines safety and governance which impact positively on other areas e.g. wards, outpatient areas, community hospitals.
- Propose recommendations to improve the quality and safety of technical services provision.
- Aim for continuous improvement in all areas of medicines safety and governance including staff training.

FINANCIAL/PHYSICAL RESOURCES

- Supports medicines security and reduce avoidable medicines waste.
- Responsible for purchasing QA supplies in absence of Lead QA Technician.

HUMAN RESOURCES

- Provide professional supervision of medicines management technicians, trainee pharmacists and other pharmacy staff as required.
- Lead recruitment, selection and development of pharmacy staff including delivery of training within area of expertise.
- Mentor technicians undertaking the Regional Medicines Optimisation Accreditation and Technician Checking Accreditation.
- Allocate work to team members.
- Assess the competency of trainee Medicines Management technicians using regionally-approved paperwork.
- Deliver training to the wards/Pharmacy on aspects of medicines safety.
- Contribute to training of other member of staff e.g. foundation pharmacists.
- Participate in CPD (Continuing Professional Development).
- Provides day to day management of rotational pharmacy assistants.

INFORMATION RESOURCES

- Record personally generated information on clinical systems.
- Regular/frequent requirement to produce reports, e.g. reporting on environmental samples for attention of the Technical Services Accountable Pharmacist.
- Regular transfer of patient related information to other healthcare professionals via computerised record systems e.g. Datix incidents.
- Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems.
- Develop and maintain a suite of appropriate and relevant Key Performance Indicators (KPIs) to benchmark performance of the service.
- Analyse and interpret data and information to support medicines safety and governance.
- Generate information requests and initiatives for reporting to understand medicines safety and quality assurance activity, proposing service improvements.

RESEARCH AND DEVELOPMENT

- Undertake regular audit activity relevant to pharmacy area of expertise
- Deliver medication-related and technical services audits, writing reports and following up on action plans.

PHYSICAL SKILLS

- Advanced keyboard skills required for speed and high degree of accuracy.

PHYSICAL EFFORT

- Frequent use of computers.

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- Frequent periods of walking around site to visit wards and departments.
- Periods of standing within dispensary to dispense/check medicines.

MENTAL EFFORT

- Frequent requirement to concentrate for periods while reviewing patient clinical information and providing advice to other staff groups.
- Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.
- Responding to the demands of an unpredictable work pattern and frequently changing priorities e.g. responding to complaints, medication-related safety incidents
- Frequent interruptions to respond to medicines related queries and requests for advice from clinical colleagues.

EMOTIONAL EFFORT

- Occasional exposure to distressing and emotional circumstances while dealing with incidents involving medicines e.g. distressed patients.
- Regular exposure to challenging staff behaviour and frequent requirement for difficult conversations while striving to develop positive culture within teams.

WORKING CONDITIONS

- Rare exposure to unpleasant conditions such as verbal aggression.
- Occasional exposure to hazardous medicines e.g. cytotoxic medicines.
- Frequent VDU use for electronic patient record system 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.

<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Substantial experience at pharmacy technicians Band 5 or above in hospital pharmacy or an aseptic manufacturing unit • Experience of working in quality assurance for pharmaceuticals and pharmacy services • Previous experience of line-managing direct reports • Experience of supervising others and providing feedback for development • Education and training of staff • 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 using EPIC computer system • Experience of reviewing medicines-related incident investigations and root cause analysis 	<p>E</p> <p>E E</p> <p>E E E</p> <p>E</p> <p>E E E</p> <p>E E</p>	<p>D</p> <p>D</p>
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Excellent IT skills • Experience of electronic prescribing system • Frequent periods of walking around site to visit wards and departments. • Good time management • Professional attitude • Good team worker • Excellent verbal and written communication • 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 • Calm under pressure and able to maintain accuracy and attention to detail • Willing to take responsibility and able to work without direct supervision 	<p>E E E E E E E E E E E E E</p>	
<p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required e.g. community hospital</p>	<p>E</p> <p>E</p>	

		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	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	✓			

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