



Demonstrator Programme

Pharmacy Support Worker

The State Hospital, Carstairs

Closing date: 11.59pm on Wednesday 18 March 2026



About The Demonstrator Programme

What is the Demonstrator Programme?

In response to the Scottish Governments no-one left behind agenda, the NHS demonstrator programme was introduced at the State Hospital with support from NHS Lanarkshire and South Lanarkshire Council.

The programme is aimed at attracting long-term unemployed individuals, back into the employment market. The programme provides wraparound support, access to vocational training and a paid work placement.

Who can apply for the Demonstrator Programme?

The current vacancies are open to those referred only by South Lanarkshire Council Works.

How long will the Demonstrator Programme last?

This programme will last **up to six months from start date.**

The successful candidate will be employed on a Fixed Term contract.

During the programme, participants will gain:

- New skills to support employability.
- Paid placement with the aim of gaining permanent employment within this timeframe.
- 1-1 key worker who will support with job searches, applications, CV building, interview techniques.
- On the job training.
- Completion of NHS Scotland Health Care Support Worker Induction Standards.
- Expert financial advice provided by South Lanarkshire Employability Team.
- Access to ESOL and South Lanarkshire Leisure activities.

Will I be paid?

Yes, this position is on a Band 2 salary scale in line with NHS Scotland Terms and Conditions.

What hours will I work?

To support the individuals as much as possible, a flexible approach will be taken with regards to working hours to account for factors such as settling back into a routine and childcare responsibilities.

You will work between 15 and 25 hours per week, Monday to Friday. Further information can be obtained about this from the hiring manager on the job advert. If you have a



preference of the number of hours you would like to work please detail this within your application form.

Will I be working to a job description?

You will work to that Job Description (copy attached). You will not be expected to perform fully at this level on appointment, and during the programme you will be supported and trained to carry out the duties and responsibilities outlined in the job description.

What will I be doing?

A full outline of duties is provided in the job description for this post. A summary of key tasks is provided below:

- **Process Medicines and Orders:** Receive, check and process medicines from suppliers, ensuring correct storage (including temperature-sensitive items) and accurate completion of documentation.
- **Maintain Stock Levels:** Carry out ward stock top-ups, expiry checks and department stock control to ensure a consistent supply of medicines.
- **Assemble Medicines:** Prepare medicines and supplies, performing in-process accuracy checks to ensure the correct items are selected.
- **Support Pharmacy Systems:** Input and process orders or prescriptions using pharmacy IT systems and participate in routine audits, monitoring and equipment checks.
- **Communicate with Patients and Staff:** Provide information on medicines supply times, liaise professionally with pharmacy and healthcare staff.
- **Follow Procedures and Standards:** Work in line with standard operating procedures, health and safety requirements, and incident-reporting processes (e.g. DATIX).
- **Contribute to Service Delivery:** Participate in general housekeeping duties within pharmacy areas, assist with local improvement projects, and support training for new staff.

Where will I be based?

You will be based within the Pharmacy Department at the State Hospital, working in clinical and non-clinical areas.

What is the role of the department?

The Pharmacy department provides a wide range of clinical and medicines supply services across the State Hospital, ensuring safe, effective and economical use of medicines. Examples of the medicines supply role include ordering medicines, weekly ward 'top ups', replenishment of reserve medication supplies and supporting the GP clinic.

What happens at the end of the Demonstrator Programme?

Four weeks prior to the end of the programme you will be placed on the redeployment register where we will do our best to look for suitable alternative roles within the hospital, however this may not be possible therefore your contract would come to a natural end.

The Demonstrator Programme Application Process

What type of person are we hoping to recruit?

You must be referred by South Lanarkshire Works. Your application must demonstrate that you possess the personal attributes detailed in the Person Specification for the post detailed below.

We are seeking someone who can demonstrate good attention to detail, good problem solving skills, someone who likes working with people and the ability to multi task. Good interpersonal and communication skills are also essential, as is having an organised approach to your work.

As part of this job you will deal with a broad range of staff from across the organisation. Being polite, and being able to establish and maintain good working relationships with others, and behave in a courteous and professional manner are all essential for this role.

We are looking for someone who is enthusiastic to learn and develop. It is important that you take pride in doing your best and are not scared to take on new challenges and work as part of a team. It is also important you have a willingness to be flexible, and have a positive, caring and helpful attitude.

You will be an employee of The State Hospital. You will be expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

How are applicants selected?

Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting criteria will include evaluation of the Supporting Statement you complete within your application form.

Completing the Supporting Statement in your application.

The Supporting Statement in the application form plays a significant part in our decision to select candidates for shortlisting. We base our decision on who to interview by assessing the information that you have provided in your Supporting Statement.

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your Supporting Statement.

- **Why do you think you are suitable for this role? Please describe briefly why you think you would be a good candidate for this position. Tell us about your interest in administration and working within a service support role in the NHS, and why you think this is the career path for you.**



- **Why do you want to work for the NHS?** Think about the NHS and or Board Values, you will find these <https://www.tsh.scot.nhs.uk/about-us/our-vision-value-and-aims/>.
- **Is there any other relevant information that will assist us in shortlisting your application?** Please tell us a bit more about you. For example, how do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.

Can I get help to complete the application form?

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your key worker.

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at tsh.jobs@nhs.scot to discuss your requirements.

Who should I ask to be a referee?

We know it might be hard for applicants who have not worked before to provide us with two referees and in these circumstances we will accept educational references from teachers at your school/college. However, if you do have a current job, or have volunteered or worked, before please give us details of someone who can provide a reference for this.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include reference and an occupational health assessment.

Where can I get more information?

For more information about this vacancy, please contact –
Nicola Watkins on 01555 842087.

When is the closing date for applications?

Your application must be submitted before 11.59pm on Wednesday 18 March 2026 at the latest. We will **not** accept late applications.



The Demonstrator Programme Terms & Conditions

Starting Salary

The current pay band for this post is AfC Band 2 plus a High Secure Environmental Allowance.

Contract Duration

The duration of the demonstrator post is fixed term and will last up to six months from start date. The end date will be confirmed within the contract offered.

Hours of Duty

15-25 Hours per week.

Annual Leave

The annual leave entitlement in a full year commencing 1 April to 31 March is a total of 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 statutory and public holidays in each leave year. Annual leave will be pro rata'd based on contract length.

Superannuation Pension Scheme

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can choose to opt out of the scheme. Employee's contributions to the NHS Scheme are tiered based on your earnings and the employer's contribution equates to 13.5 % of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

Right to Work in the UK

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment.

Healthcare Support Workers

You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Smoking Free Policy

The State Hospital operates a no Smoking Policy on all premises and grounds for staff and visitors.

Pre-employment Checks



All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and verification of Qualifications.



Job Description

1. JOB IDENTIFICATION

| | |
|---------------------|--------------------------|
| Job Title: | Pharmacy Support Worker |
| Responsible to: | Relevant Section Manager |
| Department(s): | Pharmacy NHS Lothian |
| Directorate: | Pharmacy |
| Operating Division: | Corporate |
| Job Reference: | L-GEN-HSS-PA-PSW(RP) |
| No of Job Holders: | |
| Last Updated: | September 2024 |

2. JOB PURPOSE

To undertake routine pharmacy support worker duties to ensure the safe and effective delivery of pharmacy services.

3. DIMENSIONS

The post holder will work as part of the pharmacy team managed by the relevant section head assisting with the daily workload within each section. They will work alongside other members of the pharmacy team to ensure cost effective use of medicines and pharmacy resources.

Staff Responsibilities

No responsibility for staffing.

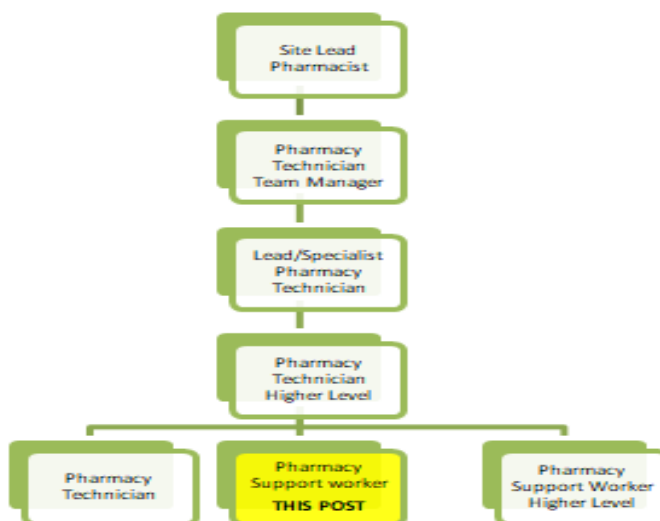
Financial Responsibilities

Responsible for the receipt and checking of medicines received from suppliers and the issue of medicine stock to wards and departments.

The post holder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

Requirement to participate in 7 day working pattern including, late shift, public holidays and weekend working to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The aim of the Pharmacy Service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:

- I. To provide pharmaceutical care to individual patients by meeting their particular needs while maximising efficiency in the use of resources.
- II. To provide medicines through systems of quality control which ensure safe, effective and economic use.

The Pharmacy Department has a major role in the teaching and professional development of pharmacists and pharmacy technicians, pharmacy support workers and other healthcare staff.

The Pharmacy Department participates in and supports the division's clinical effectiveness programme through participation in clinical audit and research and development.

The Department of Pharmacy provides services to primary and secondary centres throughout Lothian. Services include dispensing, aseptic, clinical, radiopharmacy, procurement and distribution, medicines information, medicines management and quality assurance. These services are currently delivered across 4 Health and Social Care Partnerships and 7 hospital sites: the Western General Hospital (WGH), the Royal Infirmary of Edinburgh (RIE), the Royal Hospital for Children and Young People (RHCYP), St John's Hospital (SJH), Royal Edinburgh Hospital (REH) and East Lothian Community Hospital (ELCH).

The Department of Pharmacy dispenses over 440,500 prescription items. The combined drug budget for NHS Lothian hospital services is c.£150m per annum and c.£160m per annum across the 4 x HSCP

prescribing budgets. The budget is not held by the pharmacy service but expenditure against this is monitored and reported on to senior management.

The average monthly stockholding across the pharmacy services is £11 million with monthly stock value issues of £9 million.

The Pharmacy and Medicines Service employs 582WTE staff including Pharmacists, Pharmacy Technicians, Pharmacy Support Workers, Business Managers and Administrative staff, including 177 WTE Clinical Pharmacists and Pharmacy Technicians working in GP practices supporting delivery of the General Medical Services Pharmacotherapy Services.

The network of 182 Community Pharmacies in Lothian dispenses 9.5 million prescription items, undertakes 280k Pharmacy First consultations and administers over 20k flu vaccinations.

6. KEY RESULT AREAS

1. Support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
2. Input and process orders or prescriptions using the relevant pharmacy computer systems.
3. To participate in the medicines procurement process, including accurate completion of documentation, ensuring special storage requirements are adhered to and quality processes on receipt of medicines are followed (e.g. visual inspection).
4. Assist in continuous stock control by means of ward stock top-up, department stock checking and expiry checking to ensure continuity of supply.
5. Participate in the routine ordering of sundries and participate in general housekeeping duties e.g. specific cleaning programmes and management of paperwork.
6. Assist in completing the planned preventative maintenance programme for designated equipment e.g., temperature monitoring. This will include participation in audits and reports within pharmacy services e.g., data collection, environmental monitoring/temperature checks.
7. Undertake assembly of medicines and supplies and perform in process accuracy checks to ensure the correct item is supplied e.g. assembly of aseptic product trays, selection, and preparation of prescribed medicines.
8. Send approved documentation relating to medication changes to community pharmacies and GP practice E.g. immediate discharge letters, medication administration records (MAR charts).
9. Communicate with patients and health care staff regarding information relating to the management of medicines. E.g. prescription waiting times, ordering frequency, collection or delivery services from nominated community pharmacy or via hospital transport service.
10. Follow and assist in the review of standard operating procedures relevant to work area and role.
11. Record details of non-conformance and near misses through quality management systems e.g., DATIX, Promatica.
12. Demonstrate the role of the pharmacy support worker and contribute to the training of new pharmacy staff, trainees, and other healthcare staff.
13. Occasionally assist with local projects that ensure patients get the best from their medicines. E.g. collecting data from surveys and audits and suggesting improvements to processes and services.

14. Support the NHS Lothian Sustainability Framework and action plan by following approved work practices, procurement systems and interventions to minimise the environmental impact, protect the natural environment and enhance social values. E.g. safe and appropriate disposal of waste materials, promotion of cost effective use/ordering of medicines, avoid wastage.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

Laptop/Desktop PC

Computer/Scanners/Printers/Photocopier

Calculator

Telephone

LCD Projector - Presentations and training events

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Microsoft Office - Use Office for generation/use of email (Outlook), word documents, PowerPoint presentations etc. All used in the presentation of prescribing information.

Intranet/Internet/e-library - Internet for searches of publications on SHOW, information on drugs, clinical literature searches, etc.

CMM - Pharmacy stock control and dispensing system.

Datix - Incident management system.

Promatica - Workflow management system.

Turas - Personal development and review system.

HEPMA - Patient administration system.

TRAK - Patient notes.

Pharmacy Quality System (BS EN ISO 9001:2015).

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The section manager or deputy assigns work on a daily basis with supervision available.

Review of performance and objective setting is carried out by section manager or deputy in accordance with the principles of the Personal Development and Performance Review system.

Achieve and maintain a record of competence specified in the training plans.

9. DECISIONS AND JUDGEMENTS

Deal with routine queries where appropriate e.g. deal with delayed orders, missing stock. Refer orders and queries that require clinical decision to a relevant pharmacy professional.

Escalate to appropriate staff member any defect in physical resources or equipment.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To ensure that medicines and supplies are processed in a timely and accurate manner.

Being able to adapt to changing priorities at any given time to support service delivery.

11. COMMUNICATIONS AND RELATIONSHIPS

Liaises and communicates in a professional manner with other pharmacy colleagues and healthcare staff to ensure that an effective service is provided, in one to one and group settings.

Communicate with customers and patients when undertaking reception duties e.g. receipt of out-patient prescriptions, dealing with ward stock enquiries and receipt of deliveries from external suppliers.

May communicate with external customers, patients and carers in relation to receipt and supply of medicines.

Contribute to effective multidisciplinary team working.

Participate in departmental meetings.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical:

Standard keyboard skills.

Manual handling skills for regular movement of stock and equipment as per health and safety guidance e.g. heavy fluid containers.

Long periods of standing or sitting when undertaking supply activities

Mental:

Concentration required ensuring accuracy of work when receiving stock, assembling medicines, packaging medicines and supplies for transport and issue.

Highly unpredictable workload and daily modifications to scheduling, some requests may require immediate attention e.g. add urgent orders for medication where patients require immediate treatment.

Emotional:

Occasional exposure to distressed/angry patients e.g. when collecting medicines

Environmental:

Exposure to hazardous medicines and chemical products e.g. cytotoxic drugs.
Working in a noisy environment with frequent telephone conversations nearby

13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB**Qualifications and Knowledge**

National 4 (or equivalent) in English and Mathematics.

Completion of (within 12 months, following probationary period)
SVQ Pharmacy Services units (SCQF Level 6) – One unit as standard; in some instances, 2 units may be required dependent on experience and service need.

Skills and Experience

Good interpersonal skills and experience of team working.

Good communication skills (both verbal and written).

Basic numeracy skills.

Standard keyboard skills and knowledge of Microsoft office packages.

Able to demonstrate accuracy and attention to detail.

Awareness of general Health and Safety policies such as manual handling and fire. Also awareness of COSHH risk assessments relating to products in the department.

Person Specification

| THE STATE HOSPITAL PERSON SPECIFICATION Pharmacy Support Worker | | |
|--|--|--|
| Criteria | Essential | Desirable |
| Qualifications & Training Level of education, professional qualifications, training and learning programmes/courses | National 4 or above (or equivalent) in English and Mathematics | SCQF Level 6 units relevant to post. |
| Experience Length and type of experience, level at which experience gained | Experience of team working | Relevant work experience in a healthcare or pharmacy environment Experience in storage, supply and stock rotation Awareness of Health & Safety |
| Knowledge Depth and extent of knowledge | Knowledge of Microsoft office packages | |
| Skills/Abilities Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc | Confident Communicator. Basic numeracy skills. Ability to work well under pressure and prioritise workload. Ability to work with little supervision i.e. using initiative Ability to work as part of a team. Ability to follow protocols for work areas. Good Organisational Skills. | Ability to work flexibly. |

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| | Able to demonstrate accuracy and attention to detail | |
| Specific Job Requirements Environmental conditions, unsociable hours, car driver etc | Respect Confidentiality. | |