



Pharmacy Assistant  
Technical Officer

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## Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson  
Chief Executive  
NHS Orkney



## Job Advert



### **Pharmacy Assistant Technical Officer**

**The Balfour**

**Band 2 £20,923 – £22,929 including Distant Islands Allowance pro rata per annum**

**Part Time 25 to 30 hours per week (Mon to Fri 0900 to 1430 or 1530 negotiable)**

**Fixed-Term for 1 year (Maternity cover)**

We are delighted to offer this fixed term opportunity for a highly motivated individual to join the team of pharmacists, technicians and pharmacy assistant technical officers providing a high standard of pharmaceutical care to the population of Orkney.

The successful candidate will have a good basic education and be a good team worker with the ability to adapt within requirements of the service. You will possess excellent communication and organisational skills. In-house training will be provided for all pharmacy specific activities.

To find out more about living and working in Orkney go to: [www.orkney.com](http://www.orkney.com) or [www.visitororkney.com](http://www.visitororkney.com). Further information on NHS Orkney can be found at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).

**For an informal discussion, please contact Wendy Lycett or Yvonne Rendall, on 01856 888060 or [wendy.lycett2@nhs.scot](mailto:wendy.lycett2@nhs.scot) or [Yvonne.rendall@nhs.scot](mailto:Yvonne.rendall@nhs.scot)**

This post is subject to PVG Scheme check

# Job Description

<b>1. Job Details</b>	
<b>JOB TITLE</b>	Pharmacy Assistant Technical Officer
<b>SERVICE</b>	NHS Orkney
<b>DEPARTMENT</b>	Pharmacy
<b>GRADE</b>	Band 2
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Senior Pharmacy Technician

## **2. Job Purpose**

To provide support to the professional and technical staff in the provision of pharmacy services. To carry out tasks with supervision and in line with departmental procedures. Duties will include:

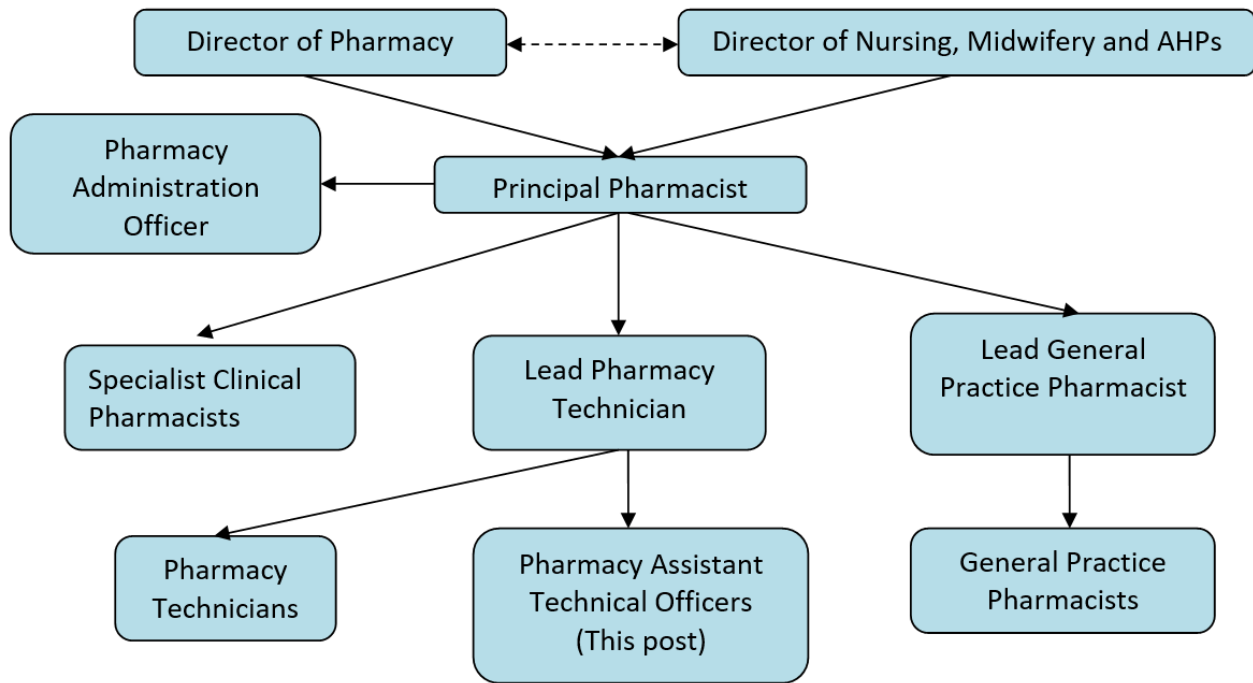
The provision of bulk issue service for pharmaceuticals, visiting wards and departments assessing stock requirements and assembling orders in preparation for issue

- To support dispensary staff by providing vital housekeeping and receptionist duties
- To support effective and efficient stock management throughout wards & departments
- To support technical staff within the dispensary

## **3. Dimensions**

The Balfour is a 50 bedded Hospital in Kirkwall serving a population of approximately 22,000 and providing Acute, Rehabilitation, Maternity, Cancer & Palliative Care Services as well as Casualty, Theatre and Outpatients Services. There are currently 6 GP practices in 13 locations Role of Department

#### 4. Organisational Chart



#### 5. Role of the Department

The pharmacy department is the hub for prescribing governance and pharmaceutical care. The provision of medicines, medical gases and vaccines are coordinated by the department. The department facilitates an integrated approach to pharmaceutical care and patient safety across primary and secondary care.

#### 6. Key Result Areas

- Visit designated wards & departments to ascertain stock requirements
- Assemble stock orders in readiness for checking and issue
- Visit wards and departments that do not receive and regular pharmacy stock top-up service to review physical stock holding and work with professional and technical staff to amend stock lists to reflect current needs
- To maintain ward and department stock lists with guidance from technical and professional staff
- To assist technical staff with the investigation of stock discrepancies
- To assist with the removal and disposal of rubbish including pharmaceutical waste from the department to designated areas within the hospital
- To repackage small batches of medication in readiness for checking and

- To replenish emergency boxes throughout the hospital
- To issue stocks for clinics throughout Orkney
- To maintain a tidy dispensary returning bulk containers used in dispensing to the correct locations.
- To ensure that dispensary stock is rotated, and that short-dated stock is handled according to departmental procedure.
- To clean shelving and cupboards where pharmaceuticals are stored and keep all areas in a tidy and organised condition.
- To put away requisitions and any other items received.
- To ensure the availability of adequate supplies of disposables
- To file pharmacy documentation and ensure record keeping is in line with national guidelines
- To comply with departmental policies concerning security, safety, and patient confidentiality and to ensure that procedures are carried out following safe systems of work and current legislation.
- Answer the dispensary telephone: responding to queries relating to the progress of dispensed items and referring non-standard queries and requests to senior members of the team.
- Undertake the delivery of medicines and prescriptions to wards and departments
- Receive prescriptions and requisitions, ensuring that they contain adequate basic information.
- Assist with the provision of a high level of customer service

## **7. Communication and Working Relationship**

- Excellent communication skills are an essential element of this post
- Sensitive information is received relating to patients which must be handled in a confidential manner
- Communication of routine information to members of the ward staff and within the pharmacy department, liaising with ward/department staff to ascertain stock requirements
- Answering the dispensary telephone, responding to queries relating to the progress of dispensed items and appropriate referral of non-standard queries and requests to senior members of staff.
- Assist with providing a high level of customer service, both in person and on the telephone.

## **8. Most Challenging part of the Job**

- Attention to detail and accuracy in all aspects of the role is essential. The workload can be subject to interruptions: The ability to deal with interruptions and be able to return to the initial task with the necessary focus is paramount.
- Medicines are subject to strict legal regulation & control; all departmental procedures must be followed to ensure compliance.
- The post holder will be privy to sensitive information relating to patients, this must be handled in a sensitive and confidential manner, both within and outside of the organisation.
- The post holder will be expected to deal with members of the public and staff from other departments in a professional, courteous, and helpful manner.
- During busy periods, there may be requirement for reallocation of duties at short notice, requiring flexibility within the role.
- The post holder will be expected to help cover the duties of other pharmacy staff during periods of absence and to undertake any other reasonable duties.

## **9. Systems**

- To accurately input data to produce stock picking lists using the pharmacy computer system.
- To file pharmacy documentation and store in line with national guidelines
- To daily produce, amend and pick the computer-generated stock requisition from wards
- To receive and process appropriately goods arriving in the department
- To carry out daily monitoring of fridge temperatures and report discrepancies in line with departmental procedures
- To produce, amend and pick the computer-generated stock requisitions
- To assist with the maintenance of records relating to work and workload statistics

## **10. Physical Effort**

- Periods of sitting at a PC workstation
- Standing, lifting and bending, both within the pharmacy department and at ward level

### 11. Emotional Effort

- The post holder will be exposed to ward and clinical environments
- The post holder will be privy to sensitive information relating to patients, this must be handled in a sensitive and confidential manner, both within and outside of the organisation.

### 12. Working Conditions

The post holder will:

- Use the computer for part of the working day and work in a small pharmacy
- Be exposed to the ward and clinical environments.
- Will have to spend short periods of time outside dealing with the delivery of medical gases.
- The post holder will be required to participate in any Bank Holiday provision of the pharmacy service.

### Job Description Agreement

Job Holder's Signature

Date:

Head of Department Signature

Date:

## Person Specification

**Job Title:** Pharmacy Assistant Technical Officer  
**Department:** Pharmacy  
**Location:** The Balfour – Pharmacy Department

FACTOR	ESSENTIAL	DESIRABLE
Education & Qualification	Good General Education	SVQ in Pharmacy ECDL
Relevant Experience	Willing to undertake in-house training	Previous experience in the NHS Previous hospital or community pharmacy experience Experience working within an area controlled by policies and procedures
Knowledge and Skills	Literate and Numerate Computer and Keyboard skills Accuracy and attention to detail Ability to prioritise workload and work to tight deadlines Excellent communication skills Awareness of the importance of confidentiality Awareness of Health, Safety and Security Excellent time management skills Ability to comply with Policies and Procedures concerning security, safety, and patient confidentiality, ensuring procedures are carried out following safe systems of work and current legislation	
Person Attributes	Team Worker Enthusiastic and co-operative Physically fit and able to stand for prolonged periods Able to lift weights in excess of 15kg Conscientious	

## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Kirkwall are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>