



**Senior Pharmacy  
Technician**

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## Contents

Welcome from Michael Dickson, Chief Executive.....	3
Job Advert.....	4
Job Description .....	5
Person Specification .....	12
Introduction to Orkney and NHS Orkney .....	14
Recruitment Process.....	16

## 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 values 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, 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



### Senior Pharmacy Technician

The Balfour

Band 5 £27,418 - £34,229 including Distant Islands Allowance pro rata per annum

Part Time 22.5 hours per week

Permanent

We are delighted to offer this opportunity for a highly motivated individual to join the team of pharmacists and technicians, providing a high standard of pharmaceutical care to the population of Orkney. This post is an exciting opportunity to be involved in the ongoing development of services provided by pharmacy technicians within the Balfour Hospital.

As well as an interesting role, you will be able to live in one of Scotland's most beautiful unspoilt islands with low pollution and crime, excellent schools, a unique culture, and amazing scenery.

The successful candidate will be a Qualified Pharmacy Technician registered with the General Pharmaceutical Council of Great Britain and an Accredited Checking Technician or willing to undergo training or revalidation training for this.

You will have a relevant post-registration experience as a pharmacy technician with an excellent understanding of technical practice and the importance of medicines management in secondary care settings.

You must be a good team worker with the ability to act independently, managing your own workload, when required. You will possess excellent communication and organisational skills with the ability to take forward service development and change.

To find out more about living and working in Orkney go to [www.visitorkney.com](http://www.visitorkney.com).

**For an informal discussion, please contact Yvonne Rendall, Lead Pharmacy Technician on 01856 888060 or email [yvonne.rendall@nhs.scot](mailto:yvonne.rendall@nhs.scot) or Wendy Lycett, Principal Pharmacist on 01856 888015 or email [wendy.lycett2@nhs.scot](mailto:wendy.lycett2@nhs.scot)**

This post is subject to a PVG Scheme Record check

# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Senior Pharmacy Technician
<b>SERVICE</b>	Pharmacy
<b>DEPARTMENT</b>	Pharmacy
<b>GRADE</b>	Band 5
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Lead Pharmacy Technician

## **2. JOB PURPOSE**

The post holder will develop, plan and provide service provision to the specialist area supported by the Lead Pharmacy Technician and Pharmacist responsible for clinical services.

To work with service providers to review and standardise medicines management practices & processes, ensuring compliance with legislative requirements and best practice.

Ensure safe, secure and legal storage of medicines, including controlled drugs.

Standardise processes & support service providers to ensure safe and appropriate medicines administration.

To undertake medicines reconciliation for patients on admission to hospital with support from clinical pharmacist

To undertake assessment of patient's own drugs (PODs) as suitable for use during hospital admission

To undertake functional assessment of a patient's ability to comply with a medication regime and the provision of appropriate medicines related counselling.

Contribute towards the planning, organising and the undertaking of patient medication assessments for high risk discharge patients

Co-ordinating, supporting and liaising with hospital staff, primary care, General Practice and Community Pharmacy staff, GP practices, social care and care home staff to ensure accurate medicines reconciliation and re-ablement (where appropriate) on discharge and for patients entering care services

Assess patients for individual pharmaceutical care requirements, referring when appropriate to primary care services.

Assess & refer appropriately for full poly pharmacy reviews on discharge.

To provide appropriate and current clinical knowledge and promote good clinical practice.

To participate in regular working sessions within the hospital dispensary undertaking all dispensary duties

To participate in the delivery of training and development for pre-registration students, band 4 technicians, student technicians and all grades of ATO

To deputise for the technical lead for vaccines during periods of absence.

To work as an Accredited Checking Technician (ACT)

To deputise for the Lead Pharmacy Technician during defined periods of absence.

To assist the Lead Pharmacy Technician in implementing new initiatives affecting the service and to participate in service development in own area and beyond on area of activity when required.

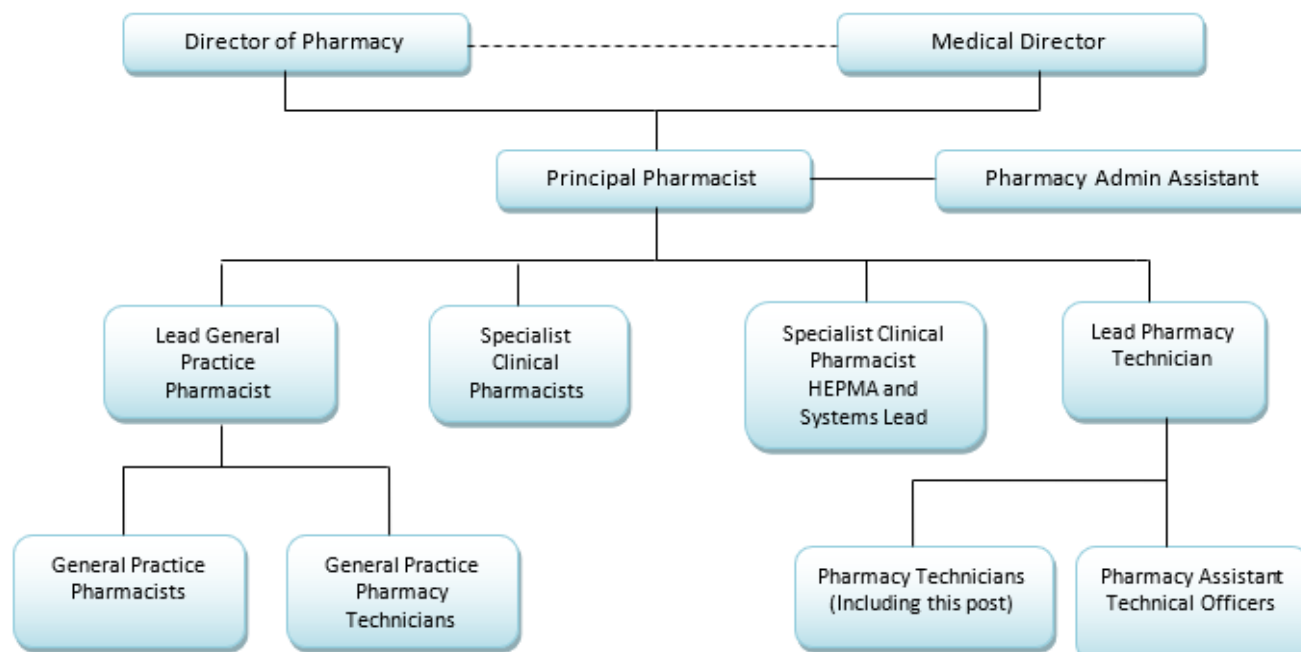
The post holder will be required to handle contained medicines on a frequent daily basis.

### 3. DIMENSIONS

The Orkney Islands have a population of circa 21,600. NHS Orkney has an annual budget of approximately £57 million employs around 600 staff in Orkney's only hospital, The Balfour and in 6 GP practices providing services in 13 locations.

An integrated team of pharmacists, technicians, and support staff, covering Primary Care, General Practice and Secondary care are based in Orkneys only Hospital, The Balfour. The hospital has acute medical & surgical, assessment & rehabilitation, cancer & palliative care, and maternity wards. There is also a busy receiving unit, theatre, HDU, out-patient department and the usual range of allied health profession services and non-medical prescribers.

### 4. ORGANISATION CHART



## **5. ROLE OF THE DEPARTMENT**

The pharmacy department is the hub for prescribing governance and pharmaceutical care including:

Coordinating the provision of medicines, medical gases, and vaccines

The provision of pharmaceutical care to individual patients, meeting their particular needs

Maximizing efficiency in the use of resources.

Facilitating an integrated approach to pharmaceutical care and patient safety across primary and secondary care

## **6. KEY RESULT AREAS**

The post holder is required to participate in the delivery of a range of pharmacy services and perform a variety of duties in different environments, including at ward level, whilst maintaining professional standards and quality of care.

The post holder must be flexible and be able to move readily and completely between pharmaceutical disciplines. The post holder is required to carry out duties in all secondary care settings, pharmacy dispensary and at ward level.

### **Quality Standards**

To ensure that the appropriate documentation and records systems are maintained to comply with licence requirements (e.g. MHRA)

Ensure all internal and externally detected errors are investigated, resolved, lessons learnt, and systems amended to safeguard patients/staff/board. All incidents and outcomes must be documented in accordance with departmental procedures and any system amendments communicated to all staff.

To ensure work practices are regularly reviewed, audited and updated

The development, maintenance and monitoring of standard operating procedures for the specialist area

To develop and maintain documentation and safe systems of work within the area

To undertake as necessary, appropriate health and safety assessments

To ensure the collection, documentation and presentation of appropriate workload statistics and Key Performance Indicators

To monitor efficiency of the service with regards to quality and outcomes

To provide feedback and information to the Lead Pharmacy Technician to allow service provision and staff competencies to be monitored

### **Education and Training**

To function as a workplace assessor and make judgements on the competency of staff

To act as a mentor to others undergoing training within the specialist area

Participate in Continuing Professional Development to maintain and develop all necessary competencies

To undertake all necessary mandatory training in a timely manner

To be a mentor or coach to appropriate staff

### **Service Maintenance and Development**

To identify opportunities for innovation, and plan, manage and develop the specialist service to make best use of skills, reflect best practice, and seek continuous improvement.

To assist in the development of and work to agreed Standard Operating Procedures within the specialist area and pharmacy department

To adhere to the systems in place to allow the service to meet the principles of H&S Directive and legislation e.g. Medicines Act.

To ensure work practices are regularly reviewed, audited & updated. Implement changes ensuring all stakeholders are included in the planning of the implementation.

### **Human Resource Management**

To ensure the appropriate and equal application of all HR policies and procedures

### **General Duties**

To maintain broad technical skills and understanding of working practices.

To attend and organise meetings, where appropriate.

In liaison with other pharmacy staff to devise a contingency plan to maintain service cover during periods of absence, unforeseen and emergency events.

Maintain a broad understanding and skills for other areas of pharmacy to comply with current legislation, code of ethics, conduct and practice relevant to pharmacy.

To communicate effectively within the department.

To adhere to local board policies and procedures, including Health & Safety at Work and COSHH regulations.

To adhere to all departmental and specialist area Standard Operating Procedures (SOPs)

To participate in the board's PDP & imatter processes.

To demonstrate activities to new members of staff and participate in their induction

To dispose of medication in accordance with department procedures

Responsibility for maintaining effective stock control and security of all medicines

To participate in weekend, working, public holiday, early opening/late closing rotas as appropriate to the department.

### **Specialist Services**

To undertake and ensure the timely and accurate documentation of Medicines reconciliation for patients admitted to acute services.

To assess all patient's own drugs (PODs) to ensure they are suitable for use during inpatient admissions

To undertake assessment of individual patient's abilities to manage their medicines independently; identify pharmaceutical care needs and refer for additional support as necessary

To undertake patient counselling, within agreed parameters, to promote compliance and ensure patients have capacity to administer their own medication.

To liaise and work with both acute, GPs, allied health care professionals and community pharmacy staff on medication related matters

To provide education to patients and carers around medication and medicines management

To provide education and training to other healthcare professionals around medication and administration

To ensure appropriate records are maintained

To undertake audit evaluation of the service

To develop and maintain standardised operating procedures which reflect cost effective and best practice to ensure the safe, secure, and legal supply, storage, and administration of medicines

### **Professional**

Pharmacy technicians are a professional group of staff forming part of multi-disciplinary teams working to ensure high quality pharmaceutical services. The post holder is required to:

Be registered as a pharmacy technician with the General Pharmaceutical Council (GPC)

Maintain professional competence through participation in mandatory Continuing Professional Development (CPD)

Adhere to the Code of Ethics for pharmacy technicians, ensuring standards of professional conduct are maintained

## **7. COMMUNICATIONS AND WORKING RELATIONSHIPS**

Excellent communication skills are an essential element of this post. Receives and provides complex information to patients and carers requiring tact and persuasive skills – example; medication information ensuring patient respect and confidentiality is maintained.

Sensitive information is received relating to patients which must be handled in a confidential manner

The post holder will be expected to communicate verbally with all health and social care professionals. Also, clerical staff, patients and relatives, and report back to line managers as appropriate.

Must communicate sensitively during the training of other staff, if required to highlight and address performance issues.

The post holder will be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. cultural differences or where English is not the first language

The post holder will also support the Pharmacy Department in the induction of new staff and trainees aligned to roles and responsibilities.

Communicates effectively in a manner keeping with the professional operation of the department.

## **8. MOST CHALLENGING PART OF THE JOB**

Meeting the priorities and demands of the pharmacy department through effective teamwork with flexibility to respond to the needs of the service

Assisting with the prioritisation & organisation of the daily workload, which may involve resolution of conflicting priorities and other operational problems

Rectifying problems through effective communication with pharmacy / nursing / medical / social care staff to ensure patient safety and the provision of a high-quality service to all 'customers'

Medicines are subject to strict legal regulation & control; all departmental procedures must be followed to ensure compliance.

Provide assessment feedback in a sensitive and constructive manner when carrying out workplace assessments.

Communicating effectively with staff, patients and relatives while dealing with medicines and medicines management related issues

## **9. SYSTEMS**

Responsible for appropriate use and documentation of systems by self and others where appropriate

Systems used within this job:

Accurate utilization of the pharmacy computer system ( JAC)

Microsoft Office, Excel, Word, Power Point. Used extensively in the production, analysis, interpretation and presentation of prescribing information.

E-mail to communicate quickly and effectively on a daily basis

Internet/Intranet

Manual records

To assist with the development and librarianship of departmental Standard Operating Procedures (SOPs)

To assist with the development and maintenance of records relating to work, KPI's and workload statistics

## **10. PHYSICAL EFFORT**

Working with computers and keyboards. Use of a keyboard is required to a proficient level. There is use of spreadsheets and databases which require accurate input of information

Standing / sitting for extended periods of time in a variety of locations

Manual Handling of vaccines, IV fluids and all other medicines including occasional heavy loads

## **11. EMOTIONAL EFFORT**

The post holder is required to handle sensitive information.

The post holder has a clinical role with responsibility to improve patient care.

Required to provide feedback on performance assessments to individuals

Working to tight deadlines

Dealing with difficult situations and circumstances, including dealing with staff, carers, and family members.

Working to tight deadlines over which the person has no control and is thereby under a degree of pressure

Concordance reviews, emotional effort may be required when talking to patients about their medication.

Exposure to verbal aggression by patients, family members or staff in the course of normal work.

The post holder will be exposed to ward and clinical environments

The post holder will be required to work as a team member, treating all colleagues with respect and in a professional manner

**12. WORKING CONDITIONS**

Standard working hours are 37.5 hours per week, Monday to Friday 09:00hrs to 17:00hrs

The post holder will be required to participate in any Bank Holiday provision of the pharmacy service.

Future developments may necessitate participation in the provision a weekend service

The post holder will

Use the computer for part of the working day and work in a variety of locations


Be exposed to clinical environments including lone working.

<b>Job Description Agreement</b>	
Job Holder's Signature	Date:
Head of Department Signature	Date:

## Person Specification

**Job Title:** Senior Pharmacy Technician  
**Department:** Pharmacy  
**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	<p>Post-registration experience as a pharmacy technician providing a broad understanding of a range of technical practice.</p> <p>Committed to continuing professional development</p>	<p>Relevant employment experience in secondary - care setting</p> <p>Experience in a community pharmacy setting</p>
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	<p>Qualified Pharmacy Technician registered with the General Pharmaceutical Council of Great Britain as a Pharmacy Technician SVQ or NC in Pharmaceutical Science (or equivalent) HNC pharmacy services</p> <p>Membership of the General Pharmaceutical Council of Great Britain</p>	<p>Accredited checking technician or willing to undergo training</p> <p>Driving licence</p>
<b>KNOWLEDGE AND SKILLS</b>	<p>Excellent oral and written communication skills</p> <p>Excellent organisational skills, ability to prioritise and deal with conflicting pressures</p> <p>Excellent time management skills</p> <p>Clear understanding of the importance of confidentiality and the Data Protection Act</p> <p>Clear understanding of pharmacy technical roles within secondary care settings</p> <p>Good Computer &amp; Keyboard skills</p> <p>Good numeracy skills</p>	<p>Knowledge of technical aspects of community and primary care settings</p>
<b>PERSONAL QUALITIES</b>	<p>Ability to work alone with accountability for own actions.</p> <p>Ability to work well as part of a team</p> <p>Excellent interpersonal skills and diplomacy</p>	



	Ability to demonstrate empathy Attention to detail Ability to prioritise and work within tight deadlines.	
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## 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 Orkney 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 of 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>