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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| **Job Title:** Pharmacy Administration and Clerical Officer  **Responsible to**: Pharmacy Department Secretary  **Department:** Primary and Community Care and Mental Health Pharmacy  **Directorate:** Pharmacy & Prescribing  **Operating Division:** Pharmacy Services  **No of Job Holders**: One  **Last Update (insert date):** March 2022 |

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| 2. JOB PURPOSE |
| **The role of the post holder within the Department is ensuring the flow of communication, information and correspondence projecting a positive, professional image for the department and acting as first point of contact.**  **The post holder:**   * Provides an effective and efficient administrative and secretarial support service to the Principal Pharmacists and Chief Technician of the Primary and Community Care and Mental Health pharmacy team * Deals with and prepares confidential correspondence, briefings and reports. Responsible for diary entries. * Maintains all personnel files for the Department, deals with incoming telephone enquiries and visitors to the Department. * Assists the Pharmacy Department Secretary and the Personal Assistant to the Director of Pharmacy |

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| **3. DIMENSIONS** |
| **The post holder is based within the Pharmacy Department, Eglinton House, Ailsa Hospital**  The post holder:   * Provides services to pharmacy staff based at other sites as required (approx. 150 staff in total) * Ensures that all Human Resources and Salaries/Wages Department documentation is accurately maintained and submitted timeously to the appropriate department to ensure delivery of staff salaries/expenses and records any changes of contract for Primary and Community Care and Mental Health pharmacy staff * Provides efficient personal secretarial service to the Principal Pharmacists and Chief Technician of the Primary and Community Care and Mental Health pharmacy team Provides an efficient general secretarial and administrative service to all Medicines Utilisation Unit and Community and Public Health Pharmacy staff * Prepares meeting papers, attends and takes formal minutes and meeting notes as required. |

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| 4. ORGANISATIONAL POSITION |
| **Responsible to:** Director of Pharmacy  **Managed by:** Department Secretary |
| 5. ROLE OF DEPARTMENT |
| The function of the pharmacy service is to develop and deliver integrated patient focused pharmaceutical care, which meets the present and anticipated needs of the population of NHS Ayrshire & Arran in accordance with the Local Health Plan and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public. The focus is on active participation in and contribution to multi disciplinary, multi professional and multi agency teams in a fully integrated manner.  The main responsibilities are :   * The development and operational delivery (managed services) of pharmaceutical care across NHS Ayrshire & Arran. * The provision of expert advice on pharmaceutical matters to the NHS Board, Patient Services, senior managers and prescribers. * The provision of support regarding the development of Community Pharmacy. * The implementation of robust clinical, corporate and staff governance systems to minimise risk and assure patient and staff safety and well being. * The promotion of safe and cost effective prescribing taking into account the clinical needs of individual patients. * The integration of services based on patients not boundaries. * The provision of support for the work of the Drug & Therapeutics Committees including the provision of educational support to a wide audience. * Ensuring that all aspects of the managed service comply with all statutory and quality standards. |

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| 6. KEY RESULT AREAS |
| **Office systems and processes:**   * Collate, produce and distribute community pharmacy and prescribing Bulletins to healthcare professionals. * Maintain content of Pharmacy & Prescribing website and upload Pharmacy information to AthenA. * Providesa comprehensive and efficient administration and secretarial service to Principal Pharmacists and Chief Technician of the Primary and Community Care and Mental Health pharmacy team to facilitate effective management of department. * Deals with telephone, visitors and other enquires for Pharmacy Department and takes actions as necessary to ensure optimum departmental efficiency. * Organises and co-ordinates, meetings relating to Directorate / Department business ensuring that appropriate documentation * Ensures all documents are managed in accordance with the Corporate Record Management Policy and that confidentiality is maintained at all times.   + Arranges meetings, prepares meeting papers, attends meeting taking formal minutes or meeting notes, takes follow-up action as required and ensures efficient communication following meetings for the department.   + Process all incoming and outgoing correspondence and forwards to appropriate staff to ensure that priority issues are dealt with.   + Maintain departmental diaries for Senior Pharmacy staff in order to co-ordinate their commitments and establish their location when urgent contact is required by other senior managers. * Responsible for ensuring all drug alerts are actioned in line with department’s Standard Operating Procedure guidelines. High risk drug alerts must be acted on immediately and this may involve writing/emailing all relevant parties to make them aware of the need for immediate action. * Maintains and develops filling system to facilitate retrieval of information.   **Human resources**   * + Maintains personnel records for staff, ensuring updated personnel information is available at all times including staff terminations, appointment form, personal/bank details, change forms etc in an accurate and timeous manner.   + Provides routine advice, when required, to pharmacy staff on the use of software packages and assists in the design and development of complex departmental documents.   **Supplies**   * + Responsible for maintaining and ordering all stock of stationery / IT items for Primary and Community Care and Mental Health pharmacy team and staff based within Pharmacy & Prescribing, Eglinton House to ensure stock is available at all times.   **Health & Safety**   * + Maintains safe systems of work in accordance with the Safety, Health and Environmental Manual. * Undertake Display Screen Assessment for staff within the Department   **General**   * Attends training meetings of a general nature and on topics appropriate to administration and clerical duties. * Complies with departmental standard operating procedures at all times * Contributes to the development of the pharmaceutical service |
| 7. SYSTEMS AND EQUIPMENT |
| * Personal computer and Microsoft Office software package: Outlook, Explorer, Word, Excel, Powerpoint and Publisher * Uses Microsoft Office computer software on a daily basis for email and internet enquiries, word processing of reports, letters, newsletters and policies, producing spreadsheets of statistics / charts, Powerpoint for presentations. * Multi function device: printer, scanner, photocopier * Uses telephone and pagers. |
| **8. ASSIGNMENT AND REVIEW OF WORK** |
| The post holder is managed by the Department Secretary. Work will also be assigned by the Principal Pharmacists and Chief Technician of the Primary and Community Care and Mental Health pharmacy team. Other senior members of professional and technical staff may also assign work.   * The administrative duties carried out are generated by incoming mail, e-mail and telephone, Associate Directors of Pharmacy, Principal Pharmacists, Chief Technician, Senior Pharmacists and Department Secretary (including correspondence disseminating from Directorate level) and department staff. * Some duties are self-generated by the post holder and some are laid down by procedure / policy. * Prioritises workload on a day-to-day basis, the necessary actions being self-evident in many cases. * Only when a complicated non-routine matter arises would advice and guidance be sought. * The post holder operates autonomously while carrying out day-to-day tasks, with periodic supervision as to whether task complete.   The Department Secretary carries out formal performance review meetings for this post. |
| **9. DECISIONS AND JUDGEMENTS** |
| * Answers enquiries and exercises judgement when dealing with enquiries and problems seeking guidance only for complicated non-routine matters. * Makes judgements on prioritisation of assigned duties and urgency of communications. |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Providing a comprehensive range of secretarial and administrative services to a wide range of people. * Coping with time pressures to ensure that appropriate documents and reports are available when required. * The ability to multi-task. * The ability to relate well with all grades of staff and the public, either face to face or on the telephone. * Be proficient in handling “difficult people/situations” and ability to be supportive to all staff involved in such situations. * Discretion, confidentiality, tact, diplomacy and the ability to communicate effectively with staff/colleagues/general public at all levels and disciplines. * A flexible and common sense approach within the working environment, which often involves working under pressure and to balance conflicting demands from staff to ensure all workload issues are addressed timeously. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| In support of our core purpose of working together to achieve the healthiest life possible for everyone in Ayrshire and Arran we are committed to a culture that is Caring Safe and Respectful. The post holder is required to work collaboratively in a safe, caring and respectful way.  In addition the post holder communicates widely by telephone, fax, email, letters, and personal contact on a daily basis to establish and maintain effective communications with a wide scope of people.   * Communicates with senior staff members within the department and other senior NHS staff * Communicates with pharmacy and other healthcare staff to organise meetings and ensue internal distribution and circulation of information. * Communicates with staff in O&HRD, staff from Estates, Finance, eHealth and Procurement to set up meetings, payroll issues and facilitate prioritisation of pharmacy repairs. * Communicates with drug company representatives and other callers wishing to make appointments with Pharmacy department. * Communicates with departmental visitors on their arrival to the department or to re direct them to the most appropriate person to deal with their enquiries. * Communicates with other Health Boards. * Communicates with independent contractors e.g. General Practices and community pharmacies as required. * Communicates with portering staff in regards to mail uplift and deliveries. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Effort / Skills**   * Advanced keyboard skills and competent use of Microsoft packages, search engines and email packages for long periods. * Combination of sitting, walking and standing required. Filing, photocopying and scanning documents. * Advanced keyboard skills and competent use of Microsoft packages, search engines and e-mail packages for long periods * Combination of sitting, walking and standing required * Filing, photocopying and scanning documents   **Mental Effort / Skills**   * Long periods of prolonged concentration required when minuting meetings and working with complex word processing / excel documentation * Tasks are occasionally interrupted (telephone, visitors, staff) to deal with queries or requests for advise that have to be dealt with immediately * Ability to multi-task and prioritise work on a daily basis * A high degree of speed and accuracy is expected in all duties   **Emotional Effort / Skills**   * Required to deal tactfully and confidentially with enquiries from staff on a variety of topics * Required to deal politely with enquiries, complaints etc. * Ability to assess timescales, recognise the implications and prioritise work accordingly   **Working Conditions**   * Extensive use of VDU and personal computer * General Office conditions/environment * Extensive use of VDU and personal computer. * General office conditions/environment. |
| 13. QUALIFICATIONS, KNOWLEDGE, SKILLS AND / OR EXPERIENCE **Qualifications**   * SVQ Level II Business Administration or equivalent * Computer literate and competent in the use of Microsoft Office Software packages   **Knowledge**   * Understanding of the health and care sector and partner organisations * Knowledge of Health Service administration and NHS O&HRD policies * Knowledge of a wide range of administrative and organisational systems * Knowledge of health service/medical terminology   **Skills**   * Excellent keyboard skills. * Minute taking skills. * Excellent communications skills verbal and written. * Excellent interpersonal skills including diplomacy and discretion. * Good organisational skills. * Arithmetic skills   **Experience**   * Previous experience of a secretarial type role. |