

Title:  
Pharmacy Staff Structure

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Reference Number: RDF1266

Date of Response: 14/02/2023

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

*Questions:*

I would be grateful if you could provide me with the following information under the guidance of the Freedom of Information Act:

1. Copy of pharmacy staff structure, for the whole Trust, including the pharmacy team based at Northern Devon District Hospital.

The pharmacy structure is attached for the RDE and then separately for NDDH. The RDE structure remains the same for all 3 time periods listed and they are not yet updated to reflect any changes because of integration. We have not yet formally gone through any integration processes for pharmacy as a team and therefore there is no agreed new senior leadership structure available to share.

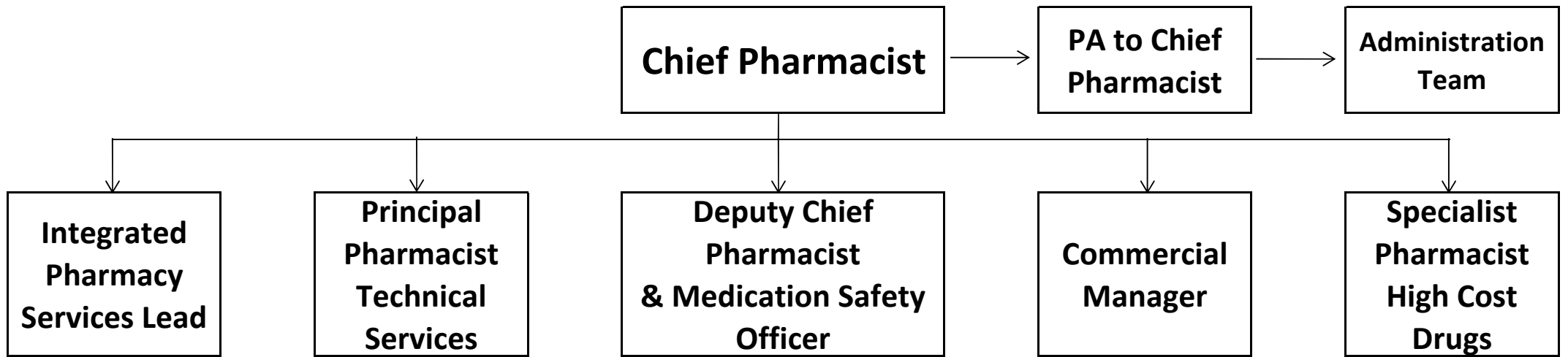
For NDDH we have made some changes to the structure to reflect the change in leadership of this team to allow appointment of a new service lead. There are several structure charts attached – the pre-merger structure chart with bands from April 2021; NDDH new structure charts Feb 2022 and the interim revised structure in Dec 2022 but has not been amended to remove the vacant operational managers' post. The PowerPoint slide shows the structures of both teams in March 2022.

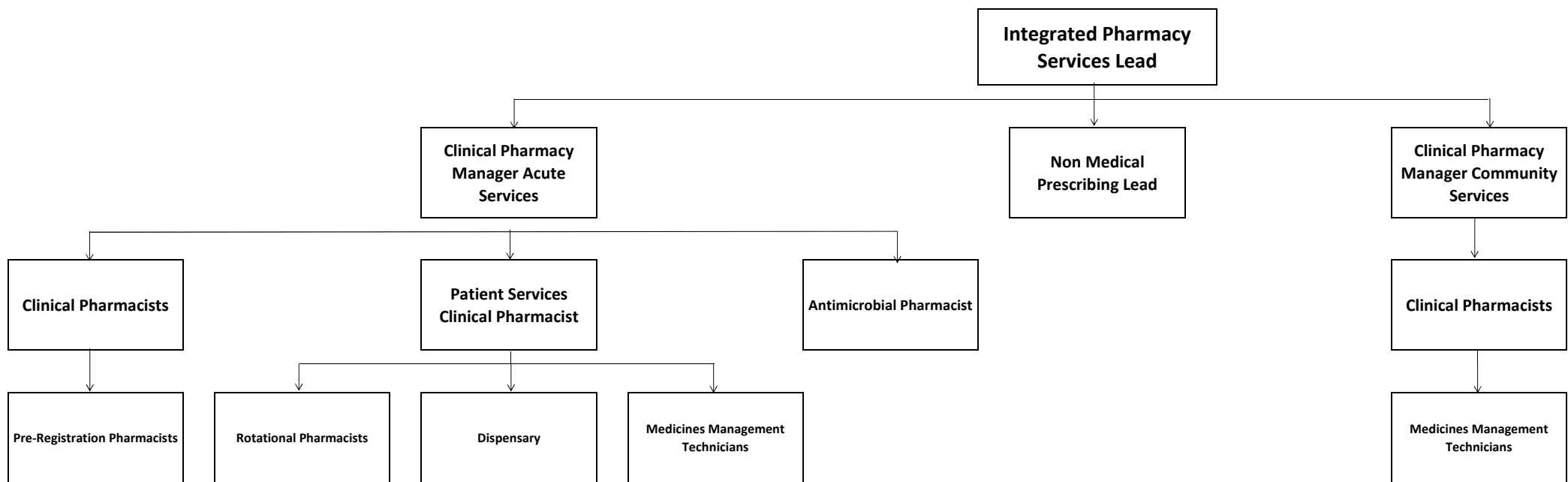
2. The Job Description of the Trust Chief Pharmacist / Director of Pharmacy and the Job Descriptions of the pharmacists reporting directly to the Trust Chief Pharmacist / Director of Pharmacy).

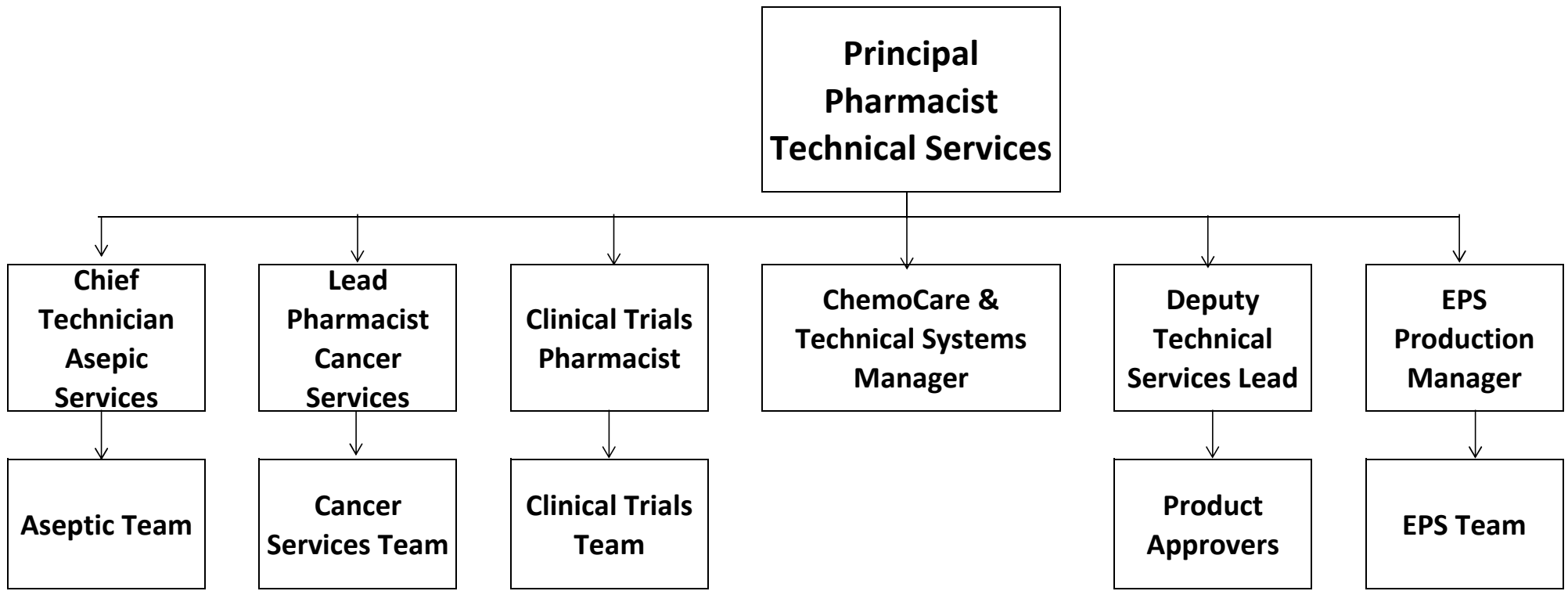
None of the RDE job descriptions have been updated and there is only one version to share representing the time periods requested – April 2022: September 2022 and February 2023. This is because the pharmacy team are yet to be integrated and therefore none of the JDs have been updated or amended and none of the staff have had any changes to their JDs as a result of integration yet. The JD for the Commercial Manager is not included as it is not a pharmacist post and therefore outside the requirements of this FOI.

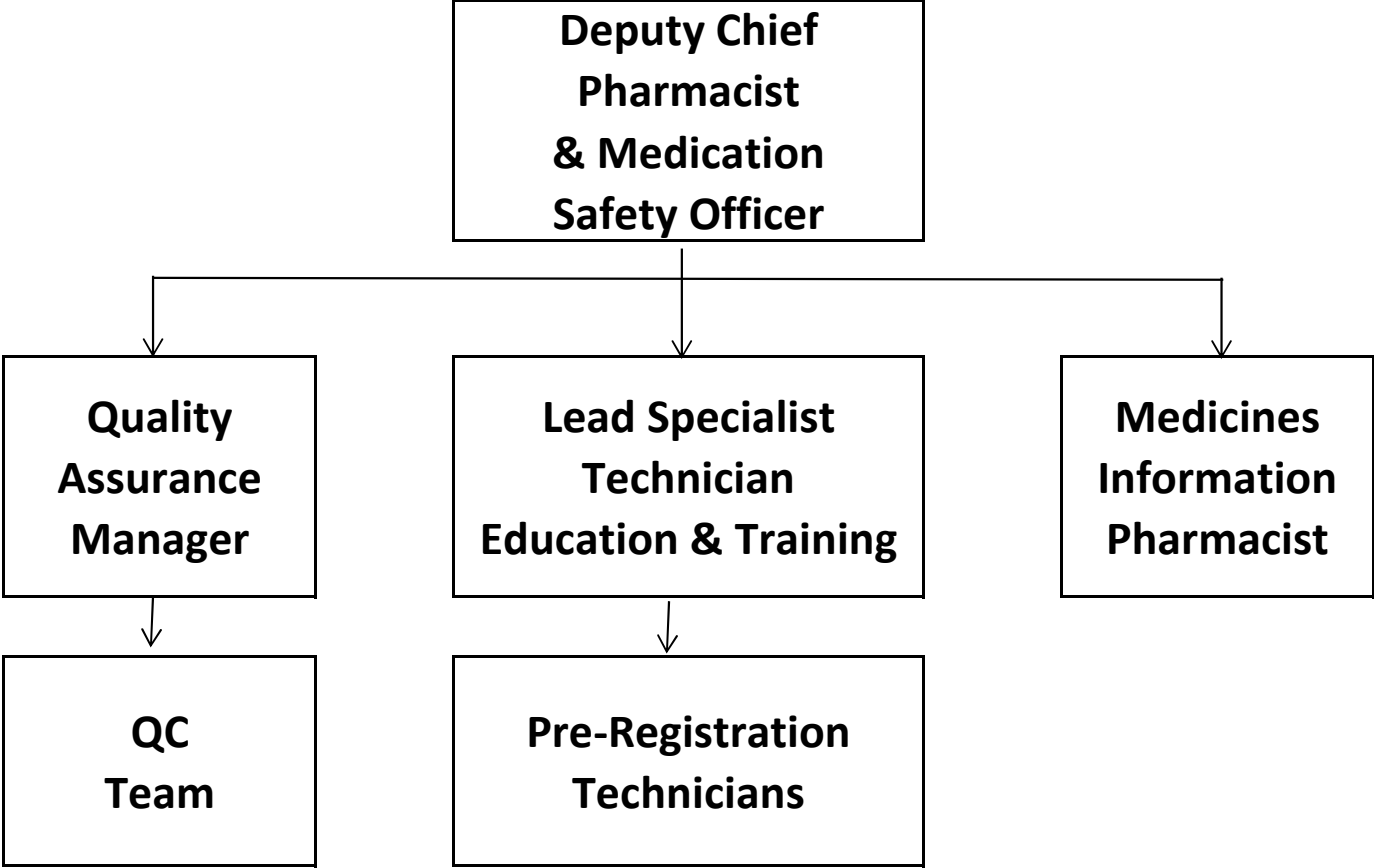
The NDDH team have had 1 post revised – the Chief Pharmacist post has changed to as Associate Director of Pharmacy and 1 post added – the Pharmacy Operations Manager. The Pharmacy Operations Manager has never been filled and for now remains vacant in the structure. I have shared this JD for completeness, but it is likely this post will change after the team have been fully integrated

3. The above information as it currently stands (as of now, 3rd February 2023) and of 1st September 2022 and 1st April 2022. As above.



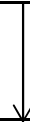








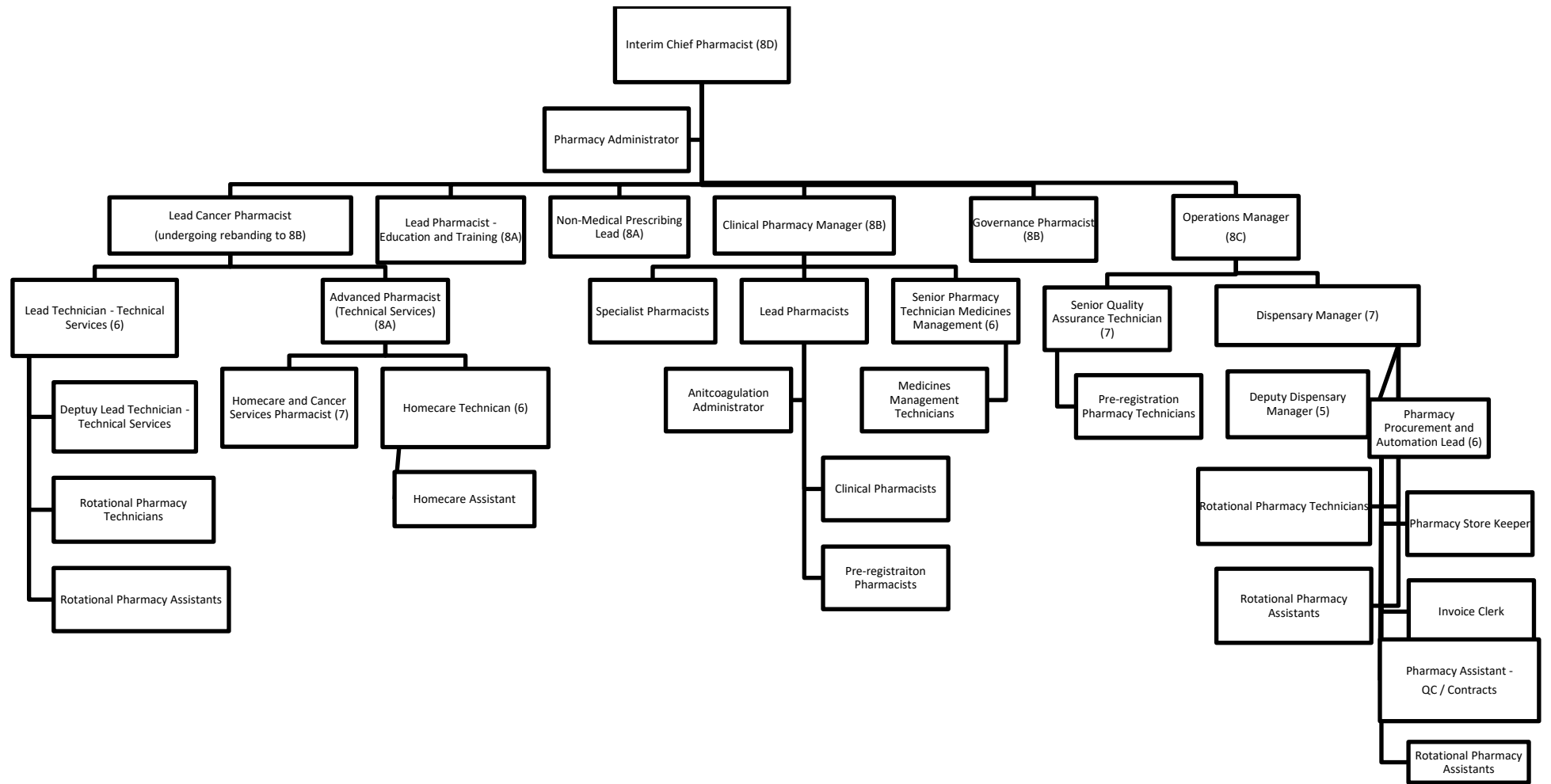
**Specialist Pharmacist  
High Cost Drugs**



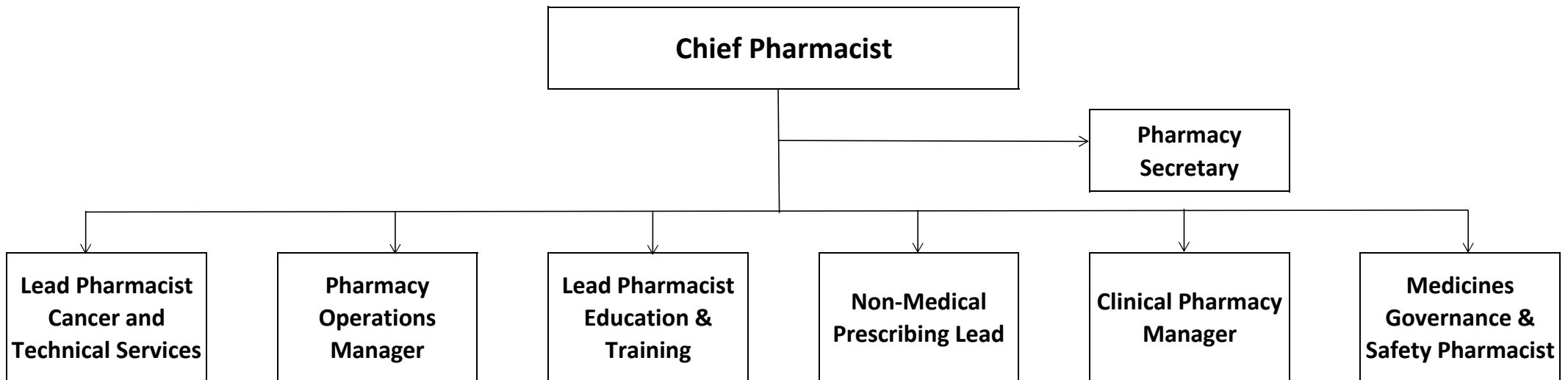
**Homecare &  
High Cost Drugs  
Technician**

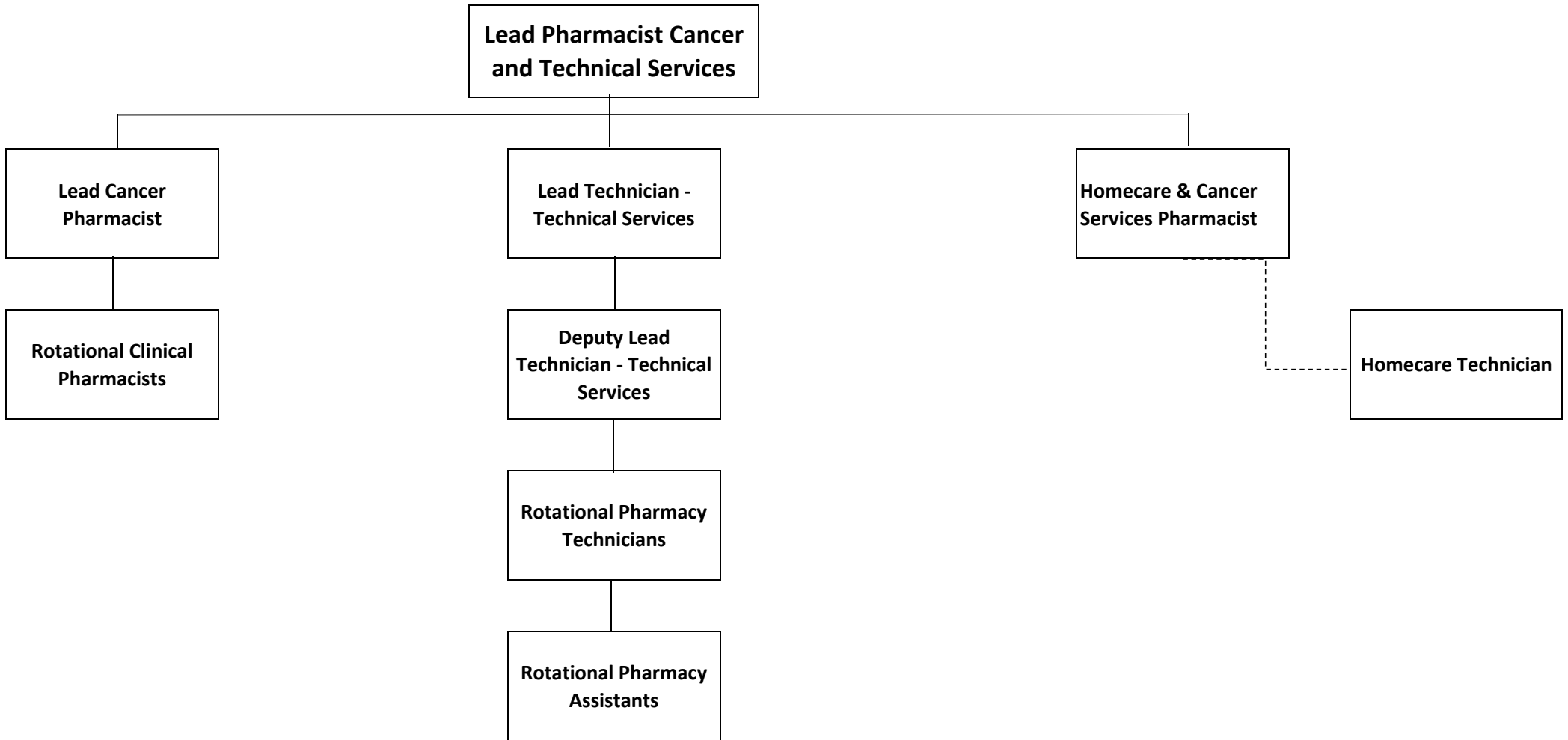


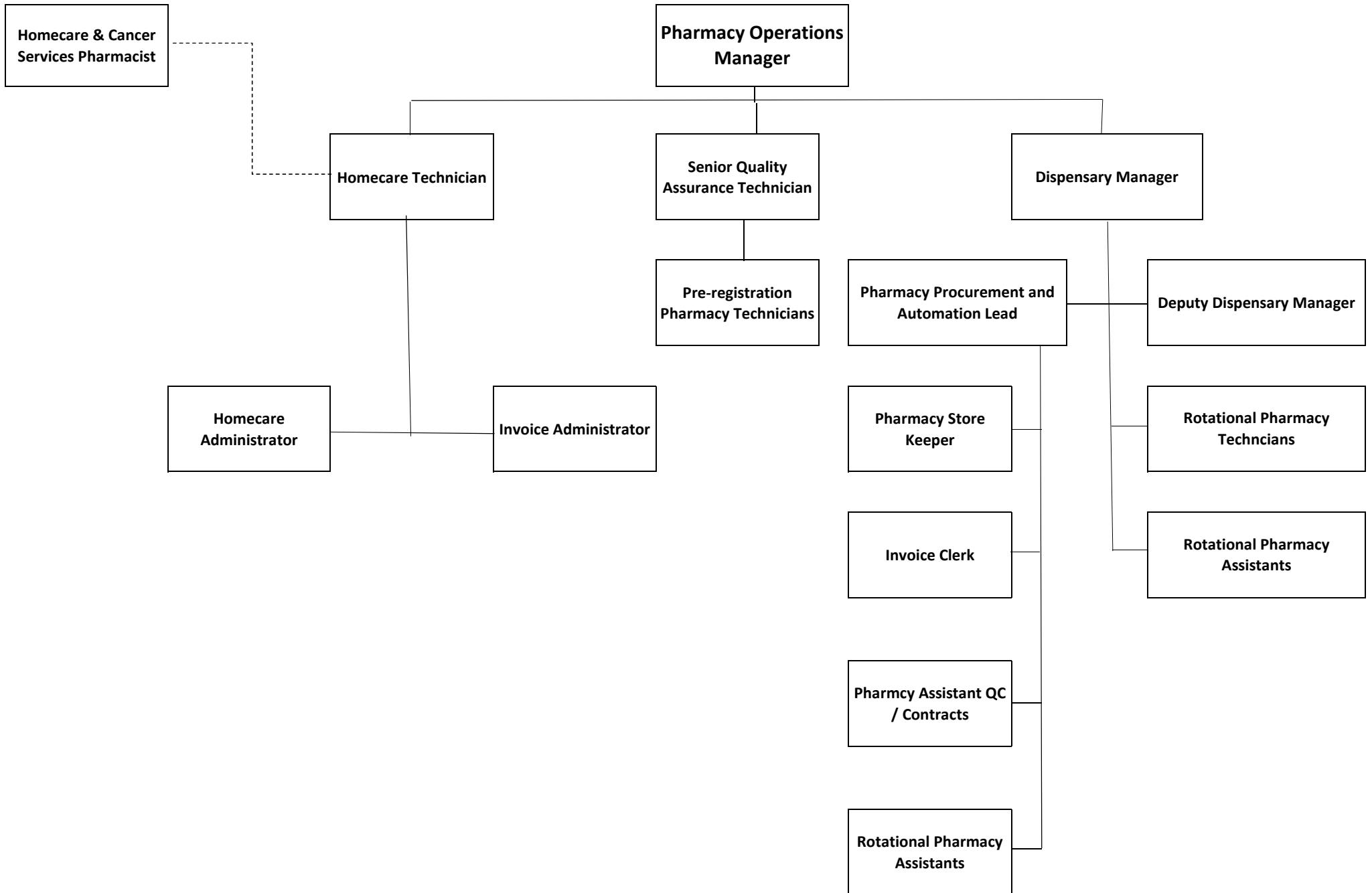
**Homecare Team**

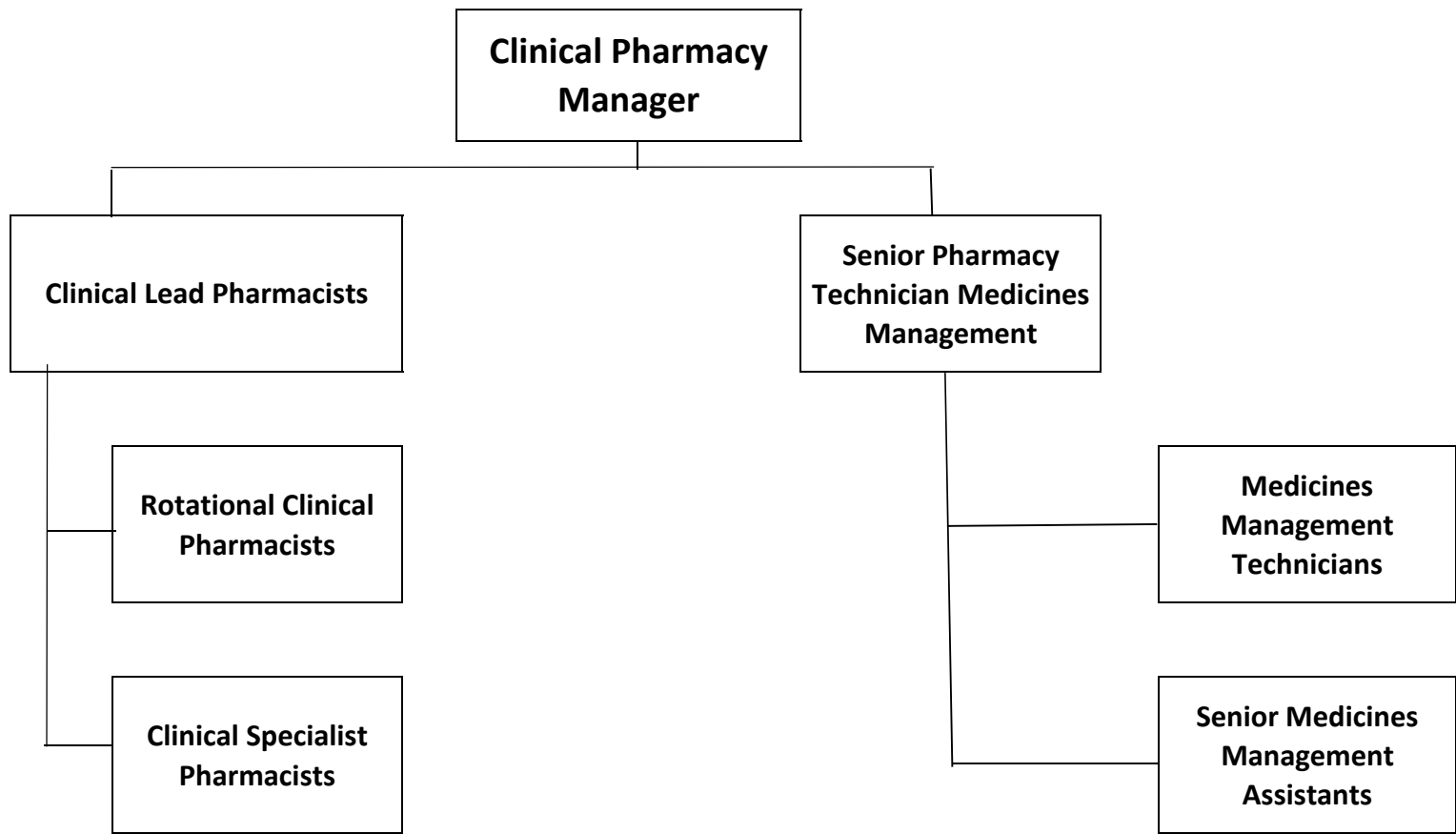


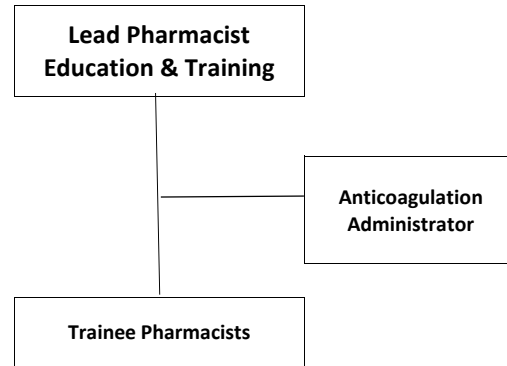


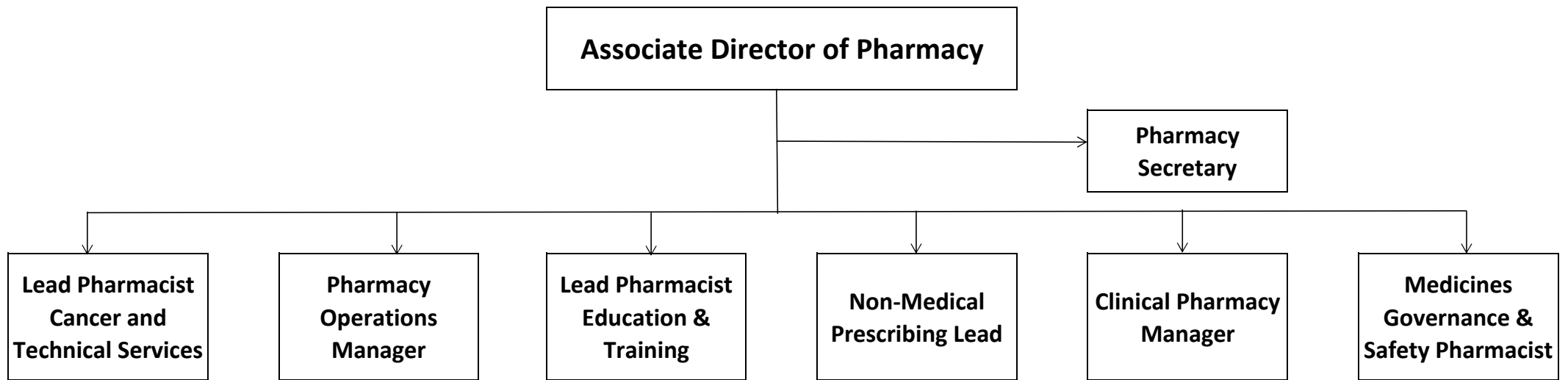


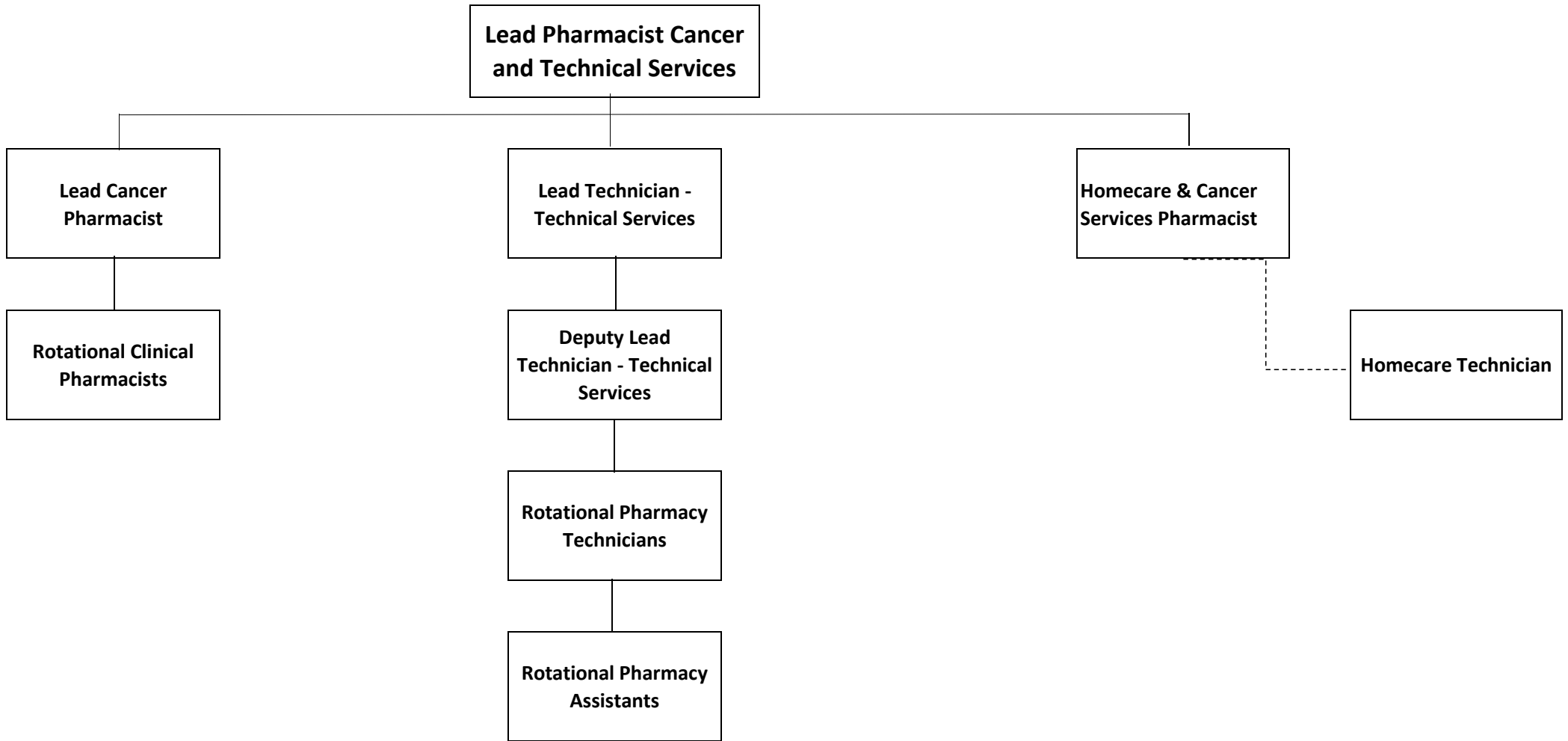


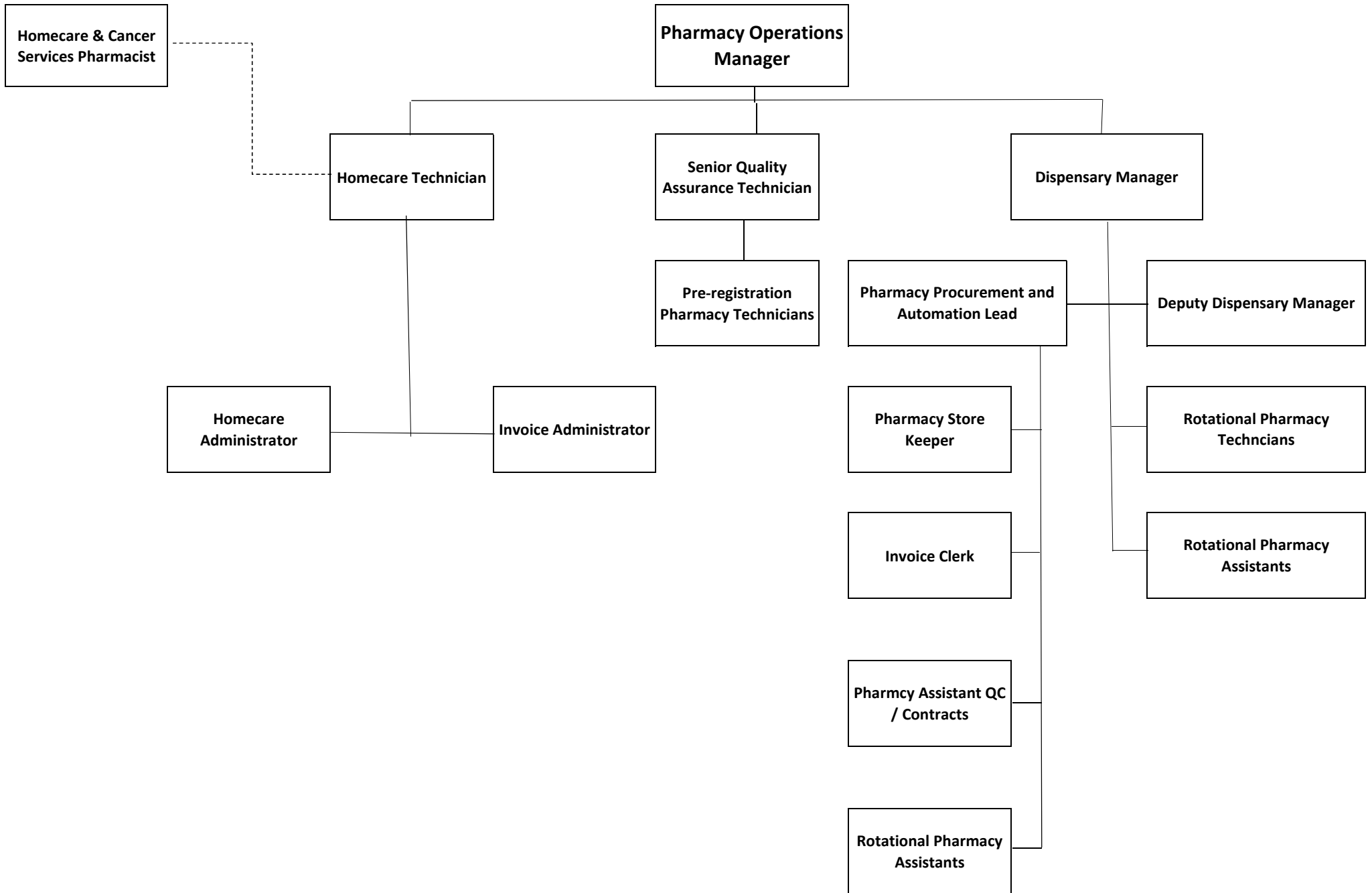




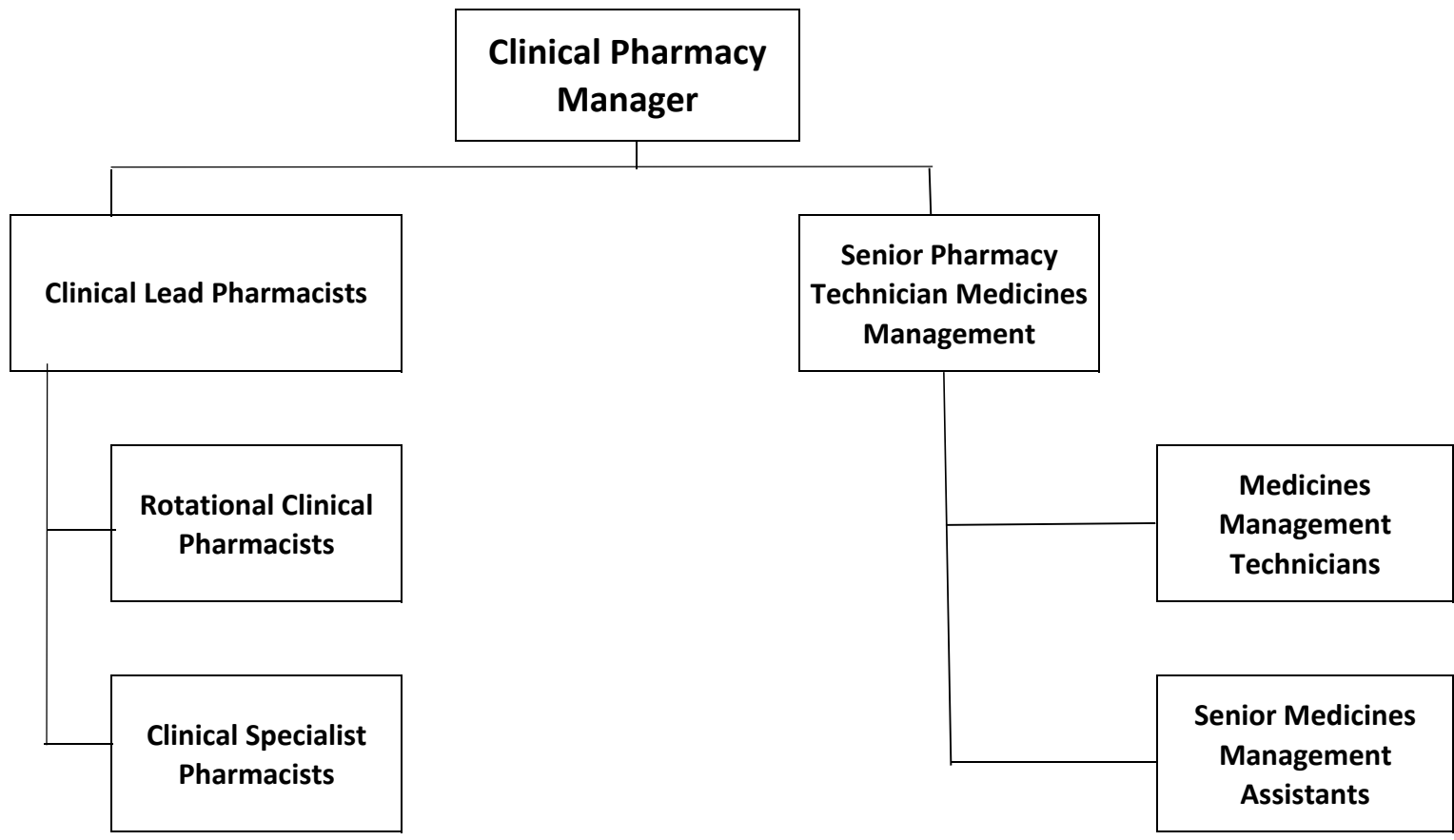


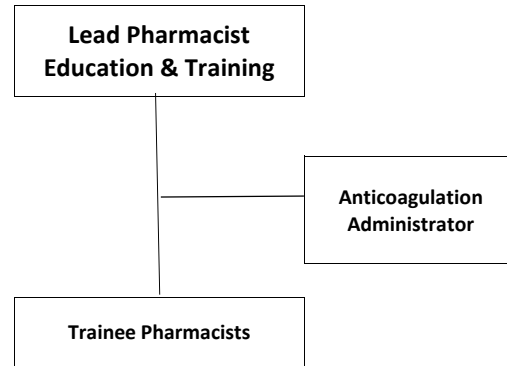




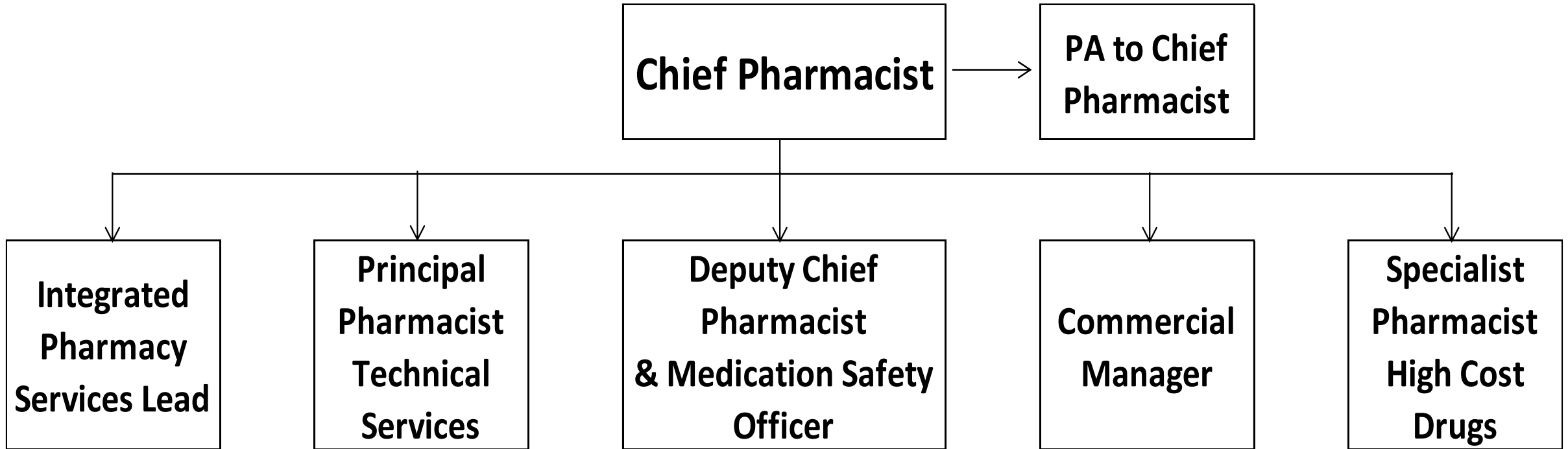


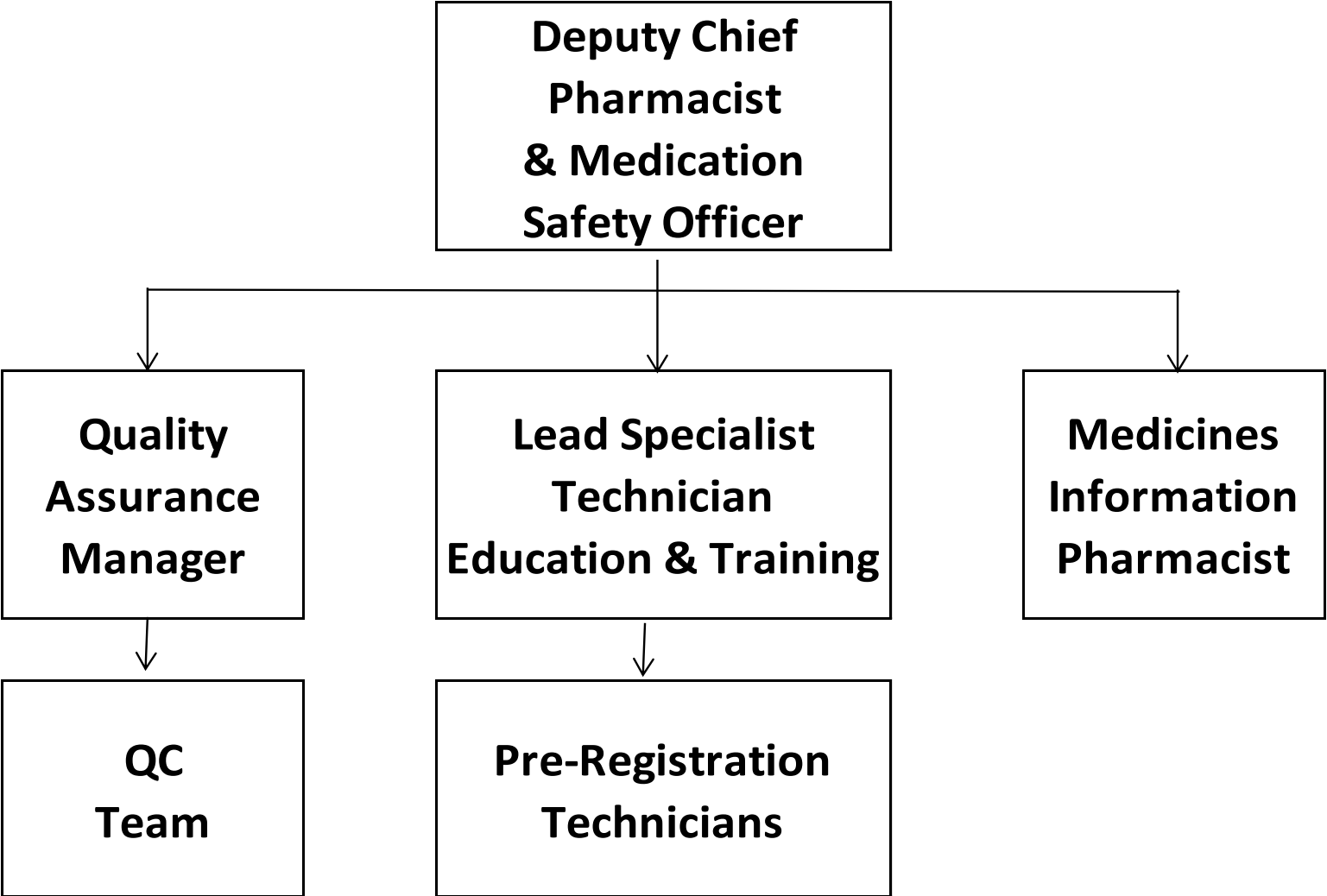


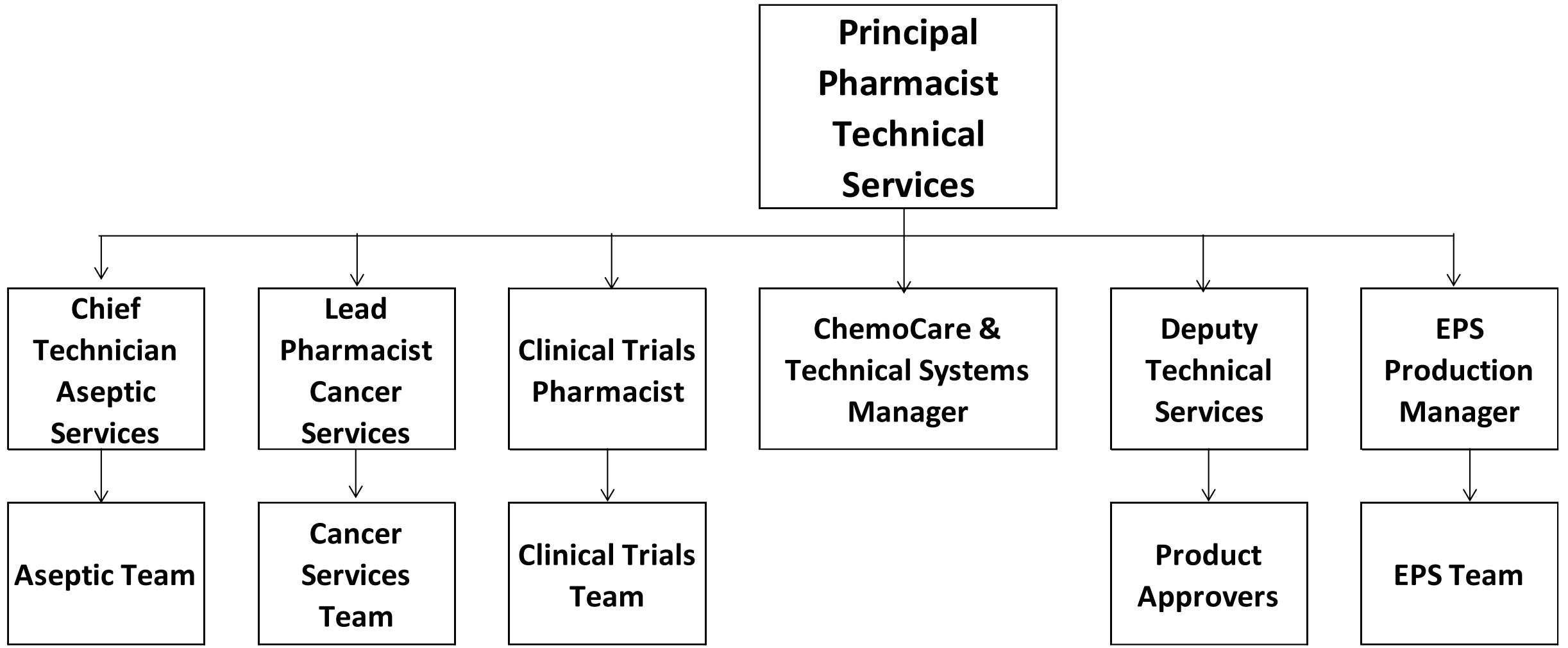


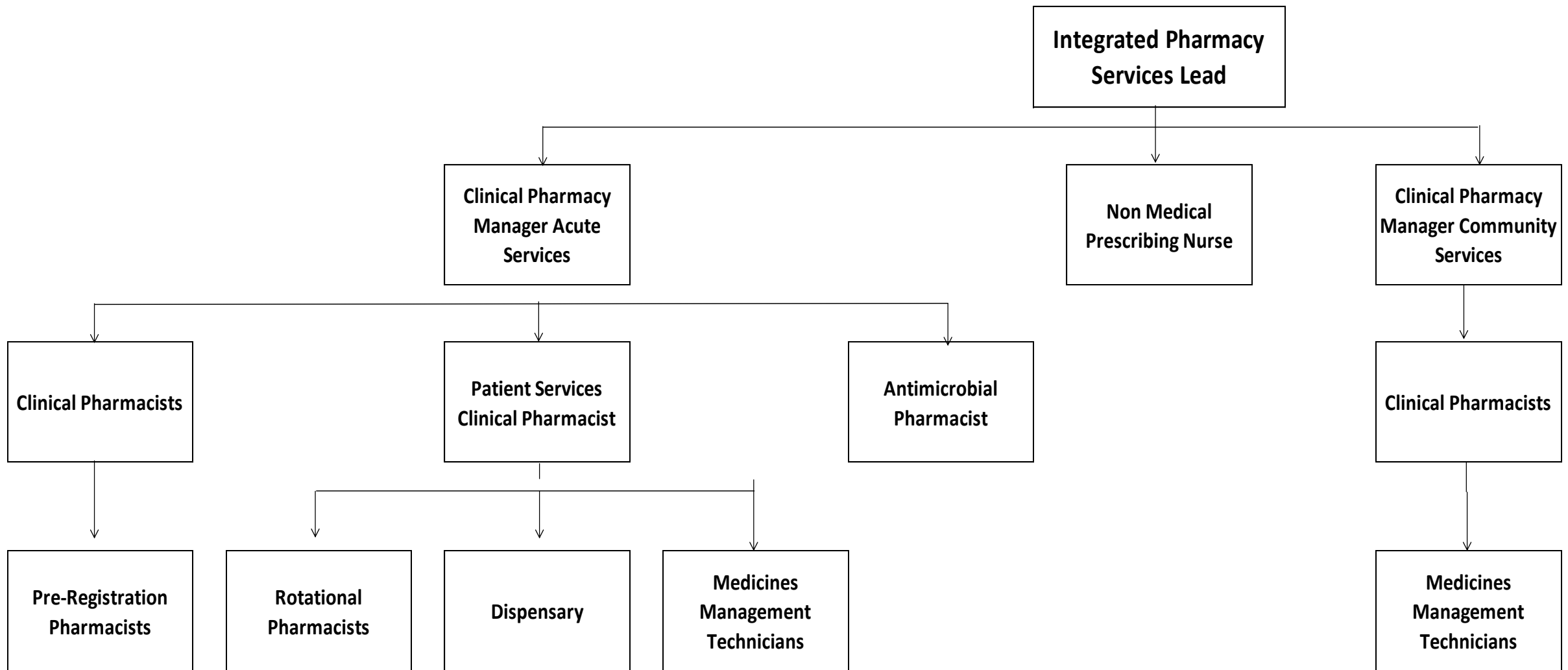


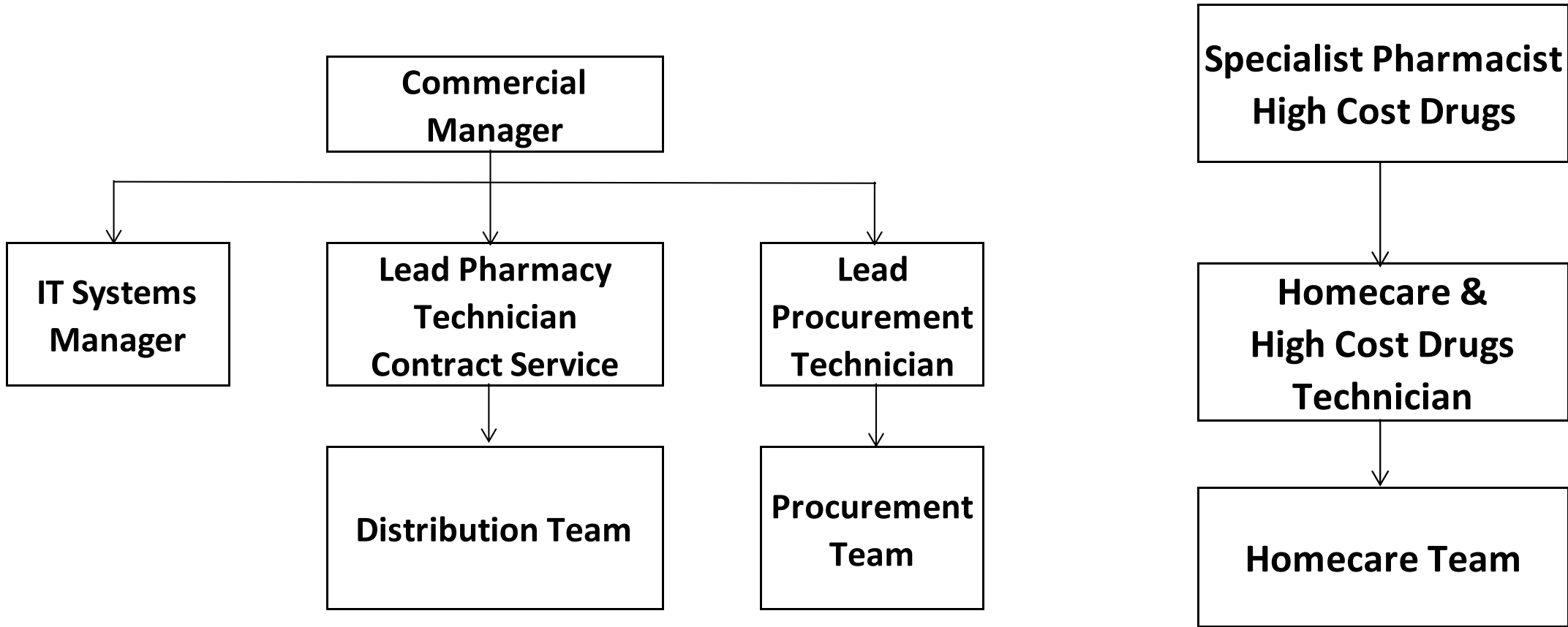
# Current RDE Senior Team Structure



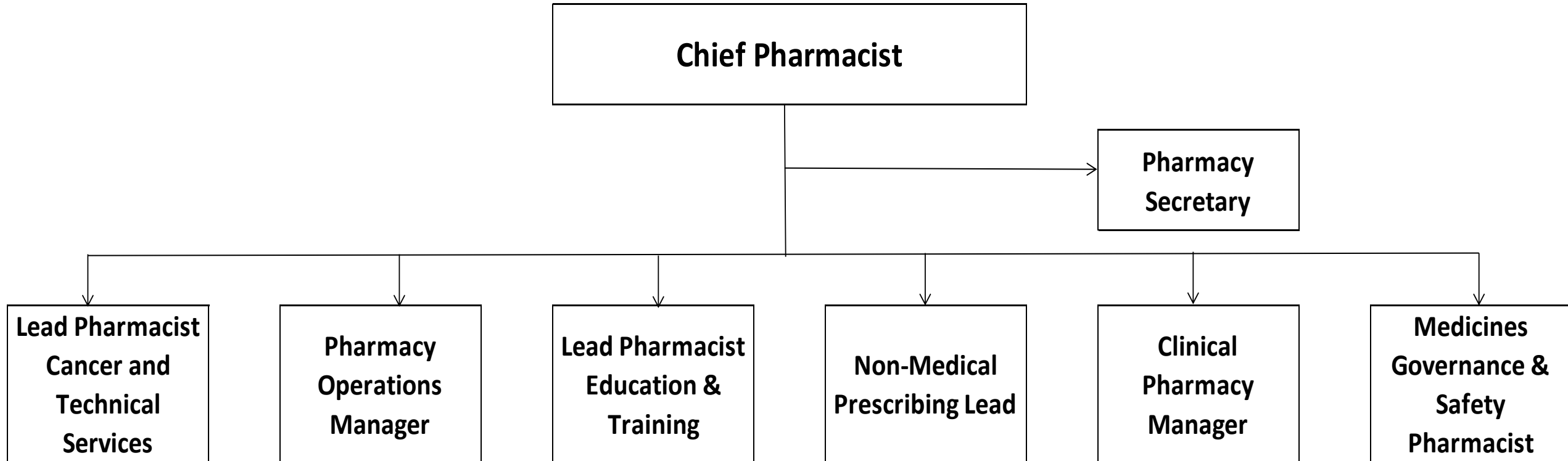








# Current North Devon Senior Structure





**Lead Pharmacist Cancer  
and Technical Services**

**Lead Cancer  
Pharmacist**

**Rotational Clinical  
Pharmacists**

**Lead Technician -  
Technical Services**

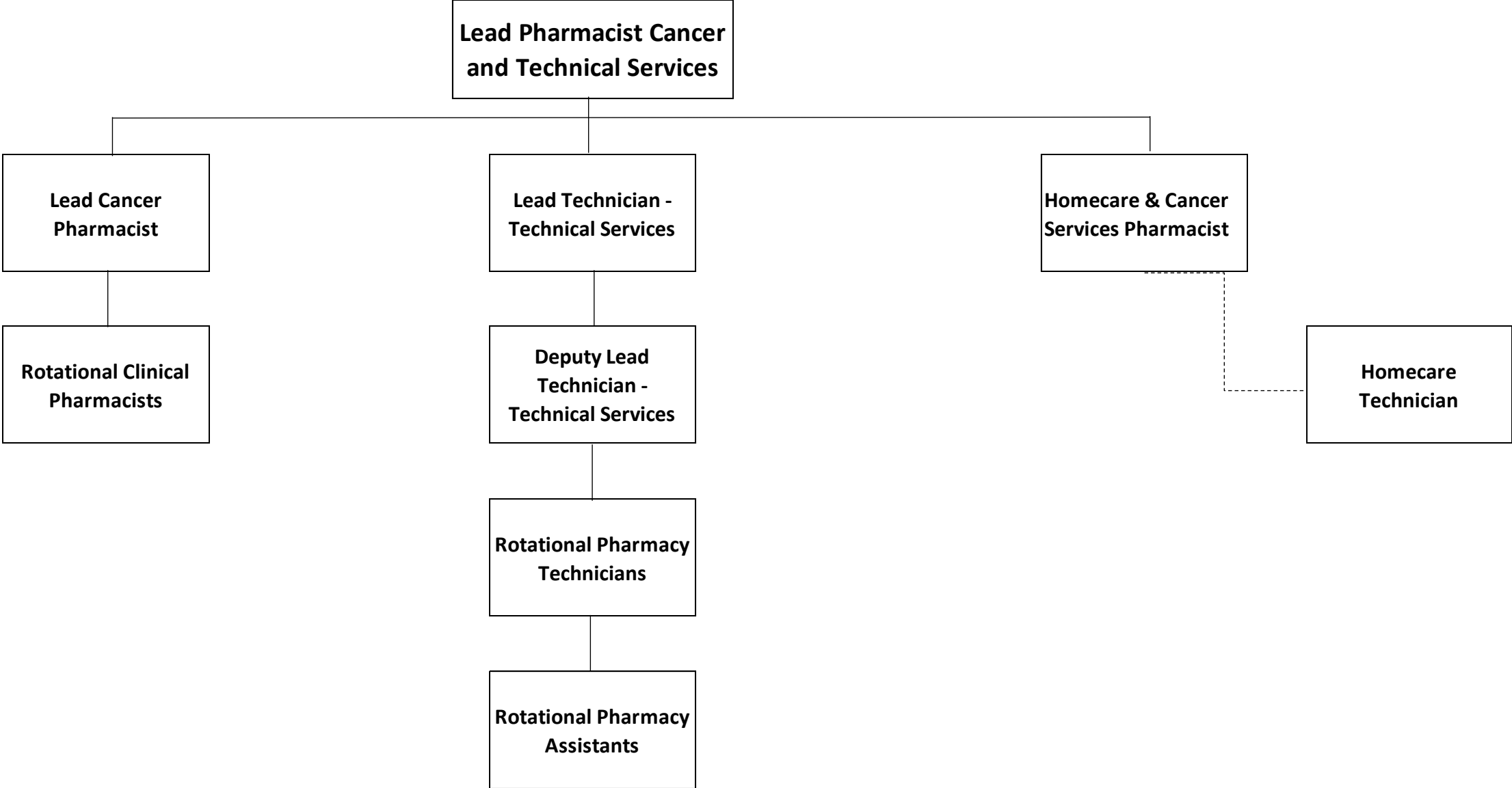
**Deputy Lead  
Technician -  
Technical Services**

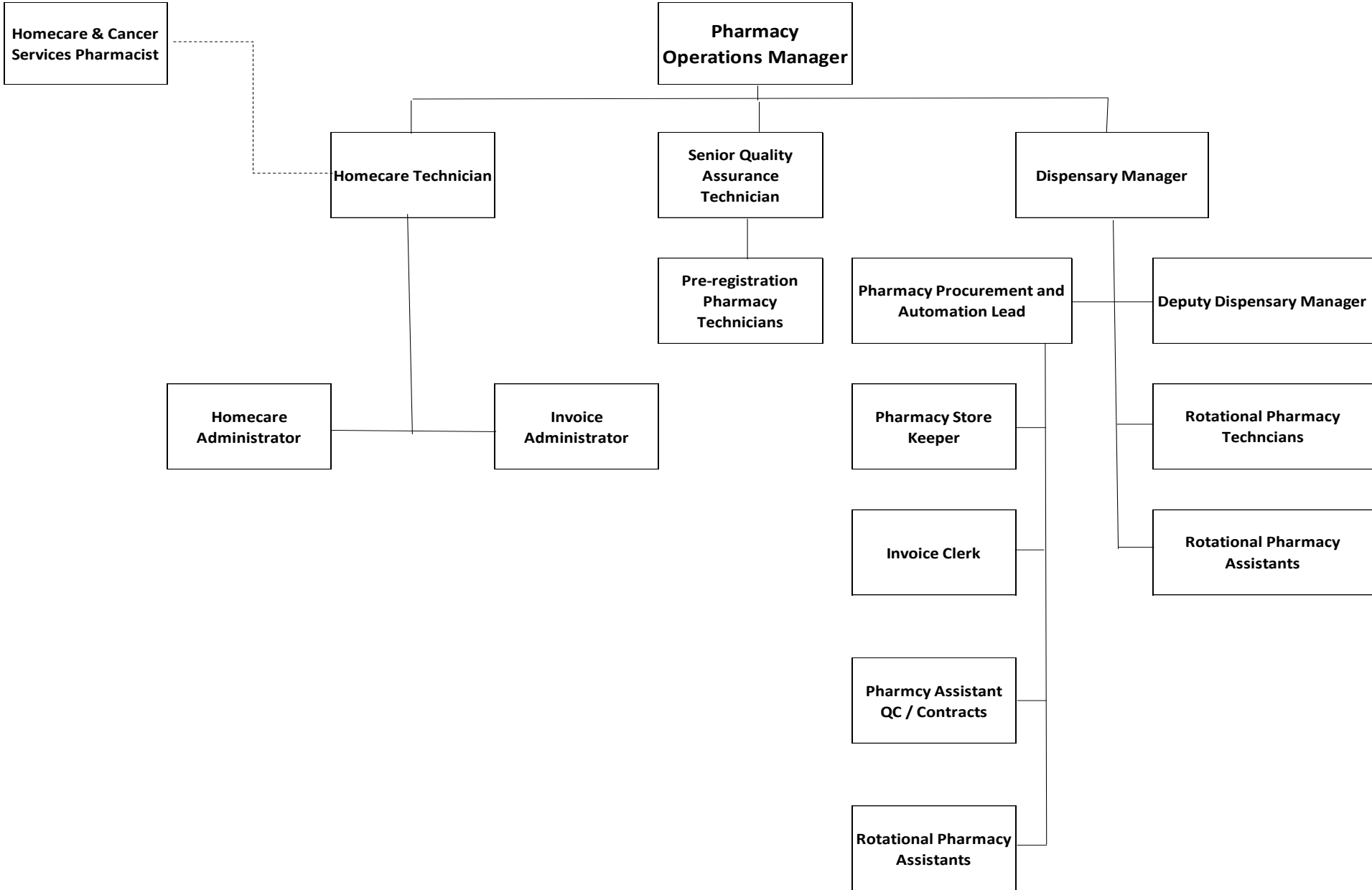
**Rotational Pharmacy  
Technicians**

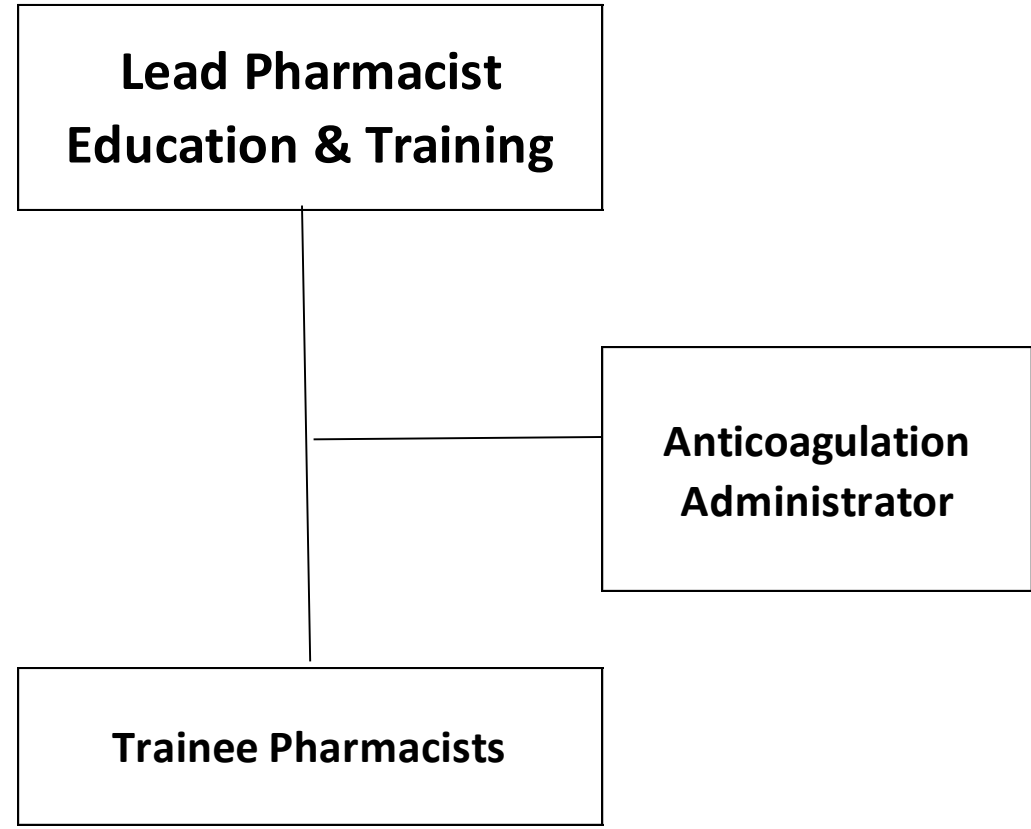
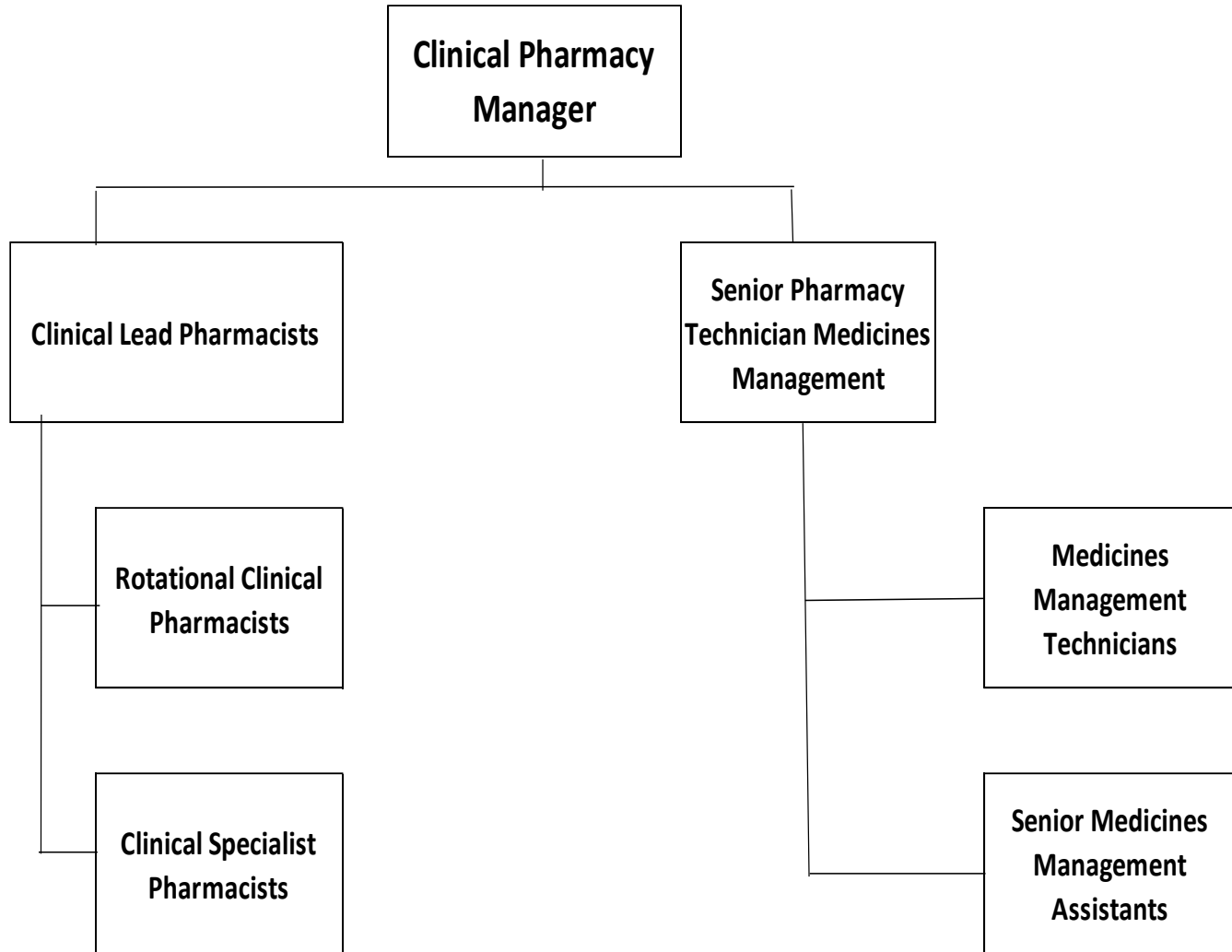
**Rotational Pharmacy  
Assistants**

**Homecare & Cancer  
Services Pharmacist**

**Homecare  
Technician**







## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	<b>Chief Pharmacist</b>
<b>Band:</b>	<b>9</b>
<b>Reports to:</b>	<b>Divisional Director (Operational) Medical Director (Professional)</b>
<b>Department / Directorate:</b>	<b>Pharmacy / Specialist Services</b>

### 2. JOB PURPOSE

The post holder is responsible for the provision of a safe, effective and high quality pharmacy service to the trust and other customers including those delivered under an SLA and by the pharmacy outsourced provider.

The post holder is responsible for the strategic leadership and delivery of the medicines management agenda within the Trust and to the Success Regime and STP.

The post holder is responsible for ensuring the Trust meets CQC standards for medicines management and medicines safety, including controlled drugs and acts as the Responsible Person for Homecare services.

The post holder will be responsible for the licensed activities of the Exeter Pharmaceutical Services and any future aseptic manufacturing specials licensing and the licensed activities of the procurement & distribution services under the Wholesaler's Dealers Authorisation and the Home Office Controlled Drug License.

### 3. DIMENSIONS/ KEY WORKING RELATIONS

150 pharmacy staff

Executive team

Medical Director

Specialist Services Divisional Director

Associate Medical Directors, Associate Directors or Nursing, Divisional Directors and Clinical Service Leads

Senior nurses and other professionals in the Trust including Non-Medical Prescribing Lead

Senior finance professionals in the Trust

Senior governance, audit and risk management staff in the Trust

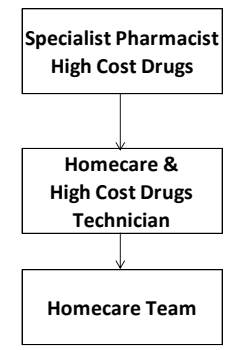
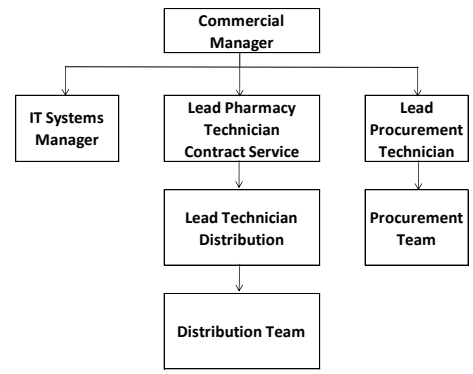
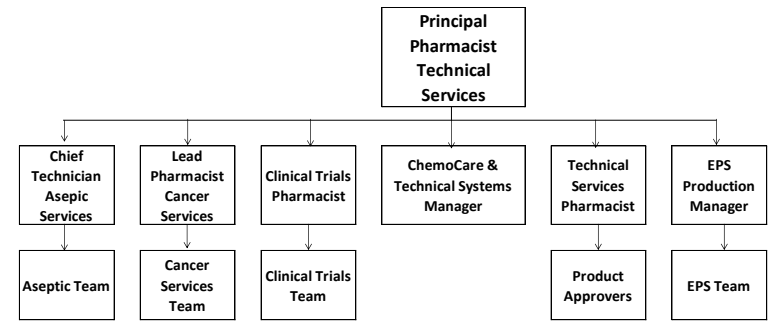
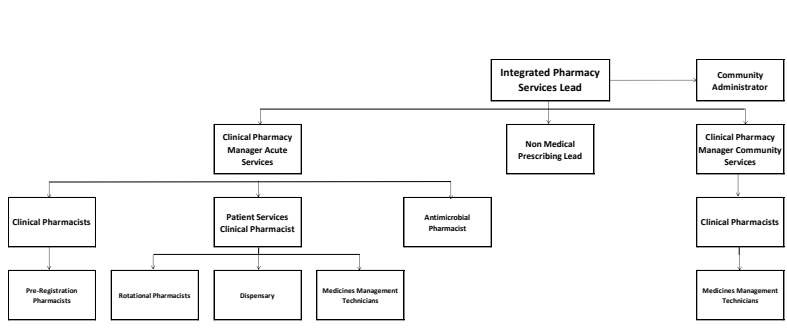
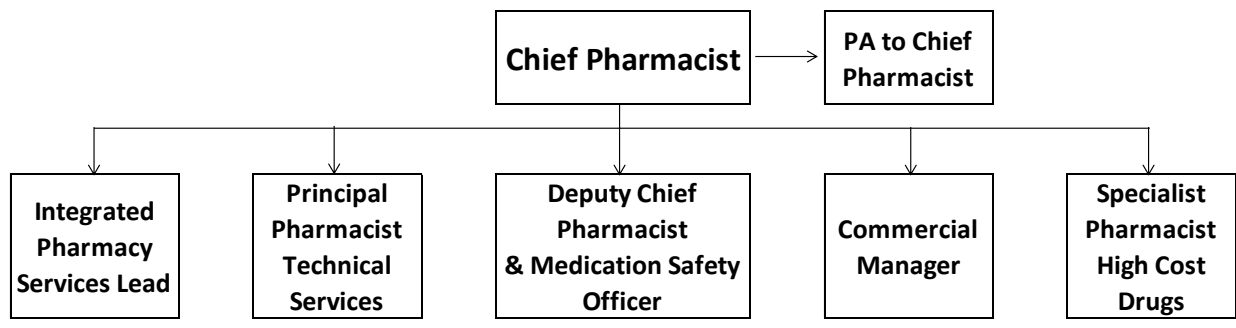
External regulatory and inspection bodies including CQC, Medical and Healthcare Products Regulatory Agency (MHRA), the Home Office and regional quality assurance/control.

National bodies including NHS England, CCGs, RPSGB, General Pharmaceutical Council (GPhC), MHRA, Commercial Medicines Unit (CMU), Peninsular Purchasing Supplies Authority (PPSA)

Controlled Drugs Local Intelligence Network (LIN) & Controlled Drugs Accountable Officer

National standards bodies including NICE.

### 4. ORGANISATIONAL CHART: See over page



## 5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

### Corporate and Governance

- Be corporately responsible for providing leadership and direction for the Medicines Management & Optimisation strategy for the Trust to ensure safe and effective systems of patient care including prescribing, drug administration and dispensing to meet required regulatory standards.
- Be corporately responsible for ensuring the Trust is compliant with national legislation, standards and directives associated with medicines including:
  - NPSA
  - NICE
  - NHSE Specialist Commissioning
  - CQC
- Be corporately responsible for providing leadership and direction to the pharmacy to ensure it delivers services that deliver the needs of the Trust including all recently transferred services under TCS in accordance with national standards that meet all current legal, professional and ethical requirements.
- Be responsible for developing corporate governance systems to identify and address medicines management and safety related issues throughout the Trust supported by a pharmacy medication safety officer. This includes providing a Medicines Management Policy, A Medical Gas Policy, a New Medicines Policy, a Unlicensed Medicines Policy, a Non-medical Prescribing Policy and approval of medicines for use under Patient Group Directions
- Be responsible for ensuring optimal pharmaceutical care across the RDE, in the provision of high quality information to patients about their medicines.
- Be responsible for delivering medicines reconciliation and demonstrate adherence to NICE and CCG contractual standards for medicine optimisation.
- Be responsible for the procurement, delivery, prescribing and safe use of medical gases across the Trust
- Be responsible for the corporate provision of radiopharmaceutical products managed by Nuclear Medicine and compliance with external inspection requirements
- To support the Accountable Officer in ensuring that the Trust is compliant with the Controlled Drugs Regulations and provide quarterly reports to the CD Local Intelligence Network and NHSE.
- To be responsible for effective drug supply systems to maximise safety, efficiency and service delivery to all services, including those delivered to other Trusts under SLAs.
- Manage systems to ensure the rational use of medicines within the Trust including:
  - Meeting local drug formularies and prescribing of high cost medicines according to NHSE Specialist Commissioning Directives
  - Advisory committees (e.g. New Drugs Groups, Clinical Policy Committee).
  - Audit of medicines use against CQC standards.
- Act as the Responsible Person for delivering the effective management of pharmaceutical home care services in accordance with national Homecare Standards.
- Develop and maintain effective beneficial working relationships with clinical divisions.
- Be responsible for developing effective interfaces with primary care, mental health and other health care providers on medicines management related issues, working across the STP to deliver services collaboratively.
- Develop and sustain both clinical audit and pharmacy led research within the service.
- Be responsible for the provision of pharmaceutical support for R&D activity
- Be the Trust's Non-Medical Prescribing lead for Pharmacy and Allied Healthcare Professionals ensuring recruitment meets the organisational needs of the Trust and that high standards of practice are maintained.

- Be responsible for responding to and addressing issues raised through complaints and incidents and support the Trust in investigating or chairing disciplinary and appeal hearings.

### **Patient and Clinical Services**

- Be responsible for ensuring the provision of a comprehensive range of patient orientated clinical pharmacy services at ward, clinic and department level appropriate to the needs of the Trust.
- Be responsible for developing the role of pharmacists as non-medical prescribers.
- Be responsible ensuring for delivering a comprehensive medicines management, patients' own drug service (PODs).
- Be responsible for ensuring the provision of an accurate, efficient accessible and timely dispensing and stock distribution services to all patient groups including external trusts provided under WDA & HO licenses ensuring compliance with licensing requirements.
- Be responsible for ensuring the provision of safe, accurate, efficient, economic and timely services for aseptic products and pre-packaged medicines supplied by EPS to customers across the country
- Be responsible for delivering an appropriate Medicines Information service to internal and external customers meeting UK Medicines Information standards and external audit requirements.
- Develop and maintain an Information Technology infrastructure in the Pharmacy Service ensuring technology is available to meet the EU requirements for e-prescribing, the Falsified Medicines Directive, GS1 and Scanning for Safety.

### **Financial**

- Develop and maintain systems for predicting and advising on the financial impact of future pharmaceutical developments (Horizon Scanning).
- Advise finance and contract teams in the CCG & NHSE supporting budget setting and delivery of prescribing within the agreed contracts and deliver any agreed CQUINs and QIPP targets
- Be responsible for ensuring the Trust has systems to effectively address excluded drugs, co-payments and risk sharing/reimbursement schemes and ensure compliance with Blueteq reporting for high cost medicines
- Be responsible for the delivery of routine and specialist financial and drug usage reports to the Trust, the CCG, the STP and NHSE.
- Maintain and refine the efficient, economic and timely procurement of medicines ensuring all purchasing is undertaken using the most cost efficient methods including via homecare delivery or the outsourced pharmacy.
- Be responsible for developing and maintaining systems for waste minimisation.
- Ensure that safe, efficient and economic systems are in place for the distribution of medicines to wards, clinics and other hospitals meeting MHRA regulations
- Maintain the MHRA Licences and ensure compliance with relevant legislation, inspection reports and action plans for EPS, purchasing and distribution services and future aseptic licenses
- Sustain and develop commercial income-generating initiatives including EPS and outsourced pharmacy services ensuring delivery to the corporate, the STP and divisional CIP and QIPP targets.

### **Education, Training and Staff Development**

- Provide leadership and direction for the recruitment and retention of a skilled and appropriately trained pharmacy staff working with managers across all sectors including community pharmacy services, mental health and CCG services, supporting Health Education England in future workforce scoping and planning for undergraduate and post-graduate training.
- Ensure that all newly appointed staff receive adequate induction to the service and their role.

- Develop the human resources through providing education, training and personal development opportunities to meet future workforce demands and the changing needs of the local and national health care economy.
- Sustain and develop relevant training programmes including the Pharmacy Assistant NVQ2, Pharmacy Technicians NVQ 3/ BTEch schemes, Technician Medicines- Optimisation training, Accredited Checking Technician training, Pharmacy Pre-registration Graduate Training, Diploma in Clinical Pharmacy, local postgraduate training and research and development projects.
- To provide leadership and direction in delivering corporate induction and training for all Trust staff on Medicines Management issues.
- Be responsible for developing elearning opportunities for medicines management for all healthcare professionals.
- To provide leadership in developing relevant medicines management training for undergraduates particularly to the Exeter Medical School and relevant nursing training programs
- Participate in service-based Education and Training Programmes.

### **Audit and Research**

- Be responsible for delivering pharmaceutical input into the Trust's research and development programme and collaborate with R & D Director for the joint delivery of clinical trials services ensuring the pharmacy team contribute to the Trust strategic R & D direction .
- Be responsible for delivering a research and audit programme within pharmacy to meet service and operational needs.
- Be responsible for the audit of trust compliance with medicines management policy and standards.
- Be the joint pharmacy audit lead for the Division.

### **External Services**

- Be responsible for the provision of pre-packing and wholesaling services via the MHRA licensed EPS to a wide range of external customers including other NHS Trusts, , and community hospitals on a trading account basis.
- Be responsible for the provision of aseptic services via the future MHRA licenses to external customers including other Trusts on a trading account basis.
- Be responsible for the provision of procurement and distribution services delivered under the MHRA WDA & HO CD licences to external customers as required
- Be responsible for the provision of clinical pharmacy and supply of medicines to all hospitals and departments transferred to the RDE previously under Northern Devon Community Services Division
- Be responsible for provision of dispensed, stock & CDs to Devon Partnership Trust, the Hospice, and not transferred Northern Devon Healthcare Trust
- Be responsible for the provision of supply of urgent medicines the Nuffield Hospital via a SLA.
- Be the named accountable pharmacist responsible for the provision of agreed pharmaceutical services to radio-pharmacy, oncology and haematology under internal SLAs.

### **Technology**

- Be responsible for developing the technological base of the pharmacy service.
- Provide leadership and direction for the development of pharmacy IT systems to support the delivery of pharmaceutical services and financial reporting.
- Provide leadership and direction for the prescribing elements of EPR.
- Utilise IT systems to develop complex financial and performance reports.



**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

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

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Chief Pharmacist**

**BAND: 9**

REQUIREMENTS		At Recruitment	At 2 <sup>nd</sup> KSF Gateway		
<b><u>QUALIFICATIONS/SPECIAL TRAINING :</u></b>					
Pharmacy degree		E	E		
Higher degree or post-graduate qualification		E	E		
Membership of RPSGB-GPhC		E	E		
Higher management/leadership qualification or significant equivalent experience of managing a hospital pharmacy service.		E	E		
<b><u>KNOWLEDGE/SKILLS:</u></b>					
Understanding of NHS systems of work		E	E		
<del>Thorough contemporary</del> Extensive knowledge of NHS strategy and policy		E	E		
Understanding of complex organisation dynamics		E	E		
Effective oral and written communication skills		E	E		
Excellent interpersonal skills		E	E		
Advanced leadership and senior team member skills		E	E		
Balancing strategic and operational management demands		E	E		
Proven budgetary management skills		E	E		
High level change and conflict management skills		E	E		
Ability to influence significant organisational change and service development		E	E		
<b><u>EXPERIENCE</u></b>					
Senior pharmacy management in an acute hospital		E	E		
NHS general management		E	E		
Evidence of successful change management particularly related to medicines optimisation		E	E		
Evidence of broad and specialised CPD		E	E		
Recent involvement in R&D		E	E		
Recent involvement and leadership in risk management governance and audit		E	E		
Evidence of delivering workforce changes through staff development, training & service redesign		E	E		
Evidence of managing services to external customer through SLAs, WDA & HO licensing		E	E		
<b><u>PERSONAL ATTRIBUTES</u></b>					
Creative and lateral thinker		E	E		
Flexibility		E	E		
Capacity to cope with broad and unpredictable workload		E	E		
Capacity to concentrate on and analyse complex multi stranded issues		E	E		
Commitment to modernisation.		E	E		
<b><u>OTHER REQUIREMENTS</u></b>					
<b>HAZARDS IDENTIFIED (tick as appropriate):</b>					
Laboratory specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts		Dusty environment		VDU use	√
Blood / Body Fluids		Challenging Behaviour	√	Manual handling	√
Radiation		Driving		Noise	
Solvents		Food handling		Working in isolation	
Respiratory Sensitisers					
Handling Cytotoxic Drugs	√				

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	<b>Deputy Chief Pharmacist / Medication Safety Officer</b>
<b>Band:</b>	<b>Band 8c</b>
<b>Reports to:</b>	<b>Chief Pharmacist</b>
<b>Department / Division:</b>	<b>Pharmacy/Specialist Services</b>

### 2. JOB PURPOSE

To deputise for the Chief Pharmacist, covering all aspects of the safe and effective management of the Pharmacy Department.

To lead on all aspects of medication safety within the Trust and be the designated Medication Safety Officer.

To support the Chief Pharmacist to ensure the strategic development of processes and systems for Trust wide medicines governance, risk and medicines safety.

To manage the Quality Assurance team.

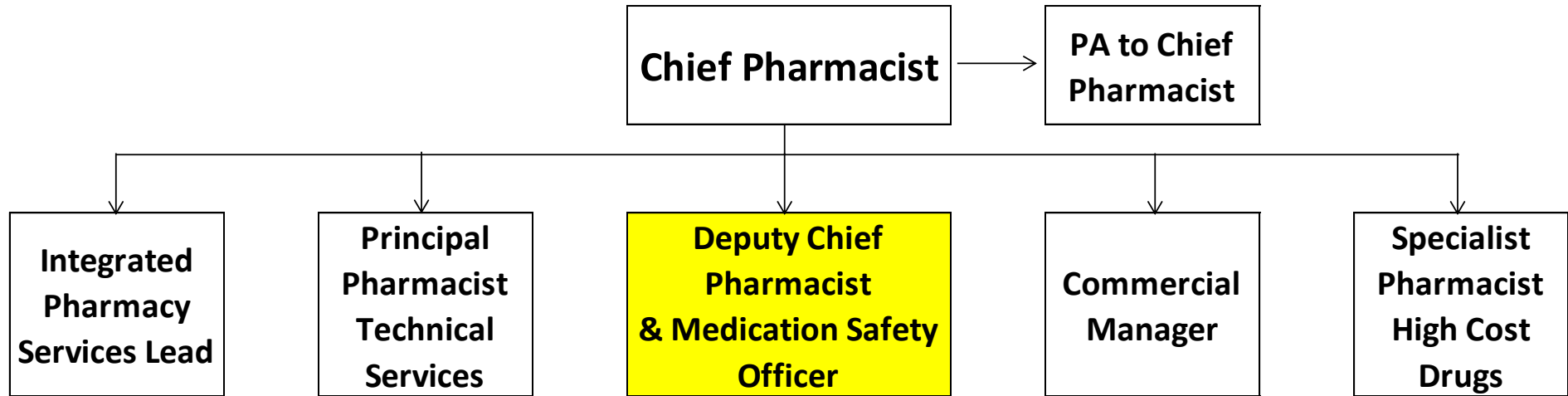
### 3. DIMENSIONS/ KEY WORKING RELATIONS

Direct report:  
Quality Assurance Manager – Quality Assurance Team

Key working Relationships:  
Senior Pharmacy Management Team  
Clinical Pharmacists  
Senior nursing colleagues  
Medical colleagues  
Accountable Officer for Controlled Drugs  
Lead Nurse for Patient Safety  
Governance Managers  
Risk Manager  
CCG Medicines Optimisation Pharmacist  
Regional/National Medication Safety Officers

### 4. ORGANISATIONAL CHART:

See next page



## 5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

### Deputy Chief Pharmacist

- a. To deputise for the Chief Pharmacist in their absence in all aspects of the safe and effective management of the Pharmacy Department, including attending meetings on their behalf
- b. To support the Chief Pharmacist in the general management of the Pharmacy Department, ensuring that HR policies are complied with and Divisional requirements for reporting and management are met at all times
- c. To appropriately deal with any urgent operational matters that arise during the Chief Pharmacist's absence

### Trust-wide medicines governance and patient safety

- a. To support the Chief Pharmacist in achieving full compliance with regulatory, professional and good practice standards
- b. To prepare agendas and papers for the Trust's Medicines Management Group and support the Chief Pharmacist in delivering the Medicines Management Group's terms of reference, including providing reports and assurance to the Trust Accountable Officer for Controlled Drugs and the Clinical Effectiveness Committee
- c. To update and maintain medication-related policies and guidelines as required by the Medicines Management Group
- d. To be the designated Medication Safety Officer on behalf of the Trust, including ensuring that incidents are reported, graded and reviewed in a timely and appropriate manner and to promote effective reporting of medication-related incidents. To lead the investigation of incidents and prepare incident reports. To be the pharmacy representative on the Trust Incident Review Group
- e. To chair the Medication Safety Group, including preparation of papers and reports and to represent the group at the Medicines Management Group. To prioritise patient safety improvement work and lead the delivery of patient safety projects relating to medicines. To represent the Trust at a regional and/or national level with regard to medication safety improvement programmes
- f. To be the designated Trust lead for medication-related assurance to regulatory bodies, such as the MHRA and CQC
- g. To chair the Medication on Discharge Group and represent pharmacy at the Good Outcomes on Discharge Project, including ensuring that the work programme for the Medication on Discharge Group is delivered to the required standard
- h. To support the Chief Pharmacist in meeting the requirements of the Accountable Officer for Homecare
- i. To carry out risk assessments in relation to the use of medicines and appropriately communicate such risks; to support action to mitigate such risks
- j. To design, deliver and/or support audit activity relating to the use of medicines in conjunction with the Clinical Pharmacy team

- k. To manage the processes and assurance of PGDs in collaboration with colleagues in pharmacy and in the wider organisation

#### Pharmacy governance

- a. To be the designated Governance Lead for pharmacy on behalf of the Specialist Services Division and to participate in Governance meetings as required in the Division, including managing all aspects of the Datix Database, including incidents, complaints and risks in collaboration with pharmacy colleagues.
- b. To support the Chief Pharmacist in ensuring that the Pharmacy Department meets national requirements, such as those set out by the MHRA, RPS, GPhC and CQC.
- c. To chair the Pharmacy Governance Group and ensure it meets its Terms of Reference
- d. To be an expert user of Datix and support the pharmacy department in its use

#### Training and Education

- a. To participate in the training schedule for Exeter Medical School medical students
- b. To periodically update the Trust Pharmacy Induction Presentation
- c. To arrange or participate in other training activity as required, in particular in relation to the safe use of medicines

#### Quality Assurance

- a. To support the Pharmacy Quality Assurance Manager and manage the performance of the Quality Assurance team.

#### **Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is 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

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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.

To participate in flexible working arrangements including late clinic duties, weekends, bank holidays and on call as appropriate. This is currently contractual overtime and/or lieu time but will be moving to 7 day flexible working.

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Honesty, Openness & Integrity  
Fairness,  
Inclusion & Collaboration  
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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**PERSON SPECIFICATION**

**POST :** Deputy Chief Pharmacist / Medication Safety Officer  
**BAND:** 8c

REQUIREMENTS	At Recruitment	At 2 <sup>nd</sup> KSF Gateway
<b><u>QUALIFICATIONS/SPECIAL TRAINING :</u></b> Masters Degree in Pharmacy Registration with General Pharmaceutical Council Post-graduate clinical qualification Minimum 5 years post-registration clinical experience Management qualification or equivalent experience	E E E E E	E E E E E
<b><u>KNOWLEDGE/SKILLS:</u></b> Excellent current knowledge of best clinical practice Effective written and oral communication skills Excellent interpersonal skills Mentoring skills Influencing/negotiation skills Understanding of hospital pharmacy systems Staff management skills	E E E D E E E	E E E E E E E
<b><u>EXPERIENCE:</u></b> Clinical experience across a range of specialities Experience of working with MDTs and committees Audit Practice research Developing and delivering education and training programmes	D E E D E	E E E E E
<b><u>PERSONAL REQUIREMENTS:</u></b> Flexible Creative thinker Good team-worker Ability to think clearly and work effectively under pressure	E E E E	E E E E
<b><u>OTHER REQUIREMENTS:</u></b>		

\* Essential/Desirable

HAZARDS:- Updated 15 <sup>th</sup> October 2014				
Laboratory Specimens		Clinical contact with Patients		Dealing with violence & aggression of patients/relatives
Blood / Body Fluids		Dusty Environment		VDU Use (occasional)
Radiation / Lasers		Challenging Behaviour		Manual Handling
Solvents		Driving		Noise / Vibration
Respiratory Sensitisers		Food Handling		Working in isolation
Cytotoxic Drugs	✓	Electrical work		Night Working



## JOB DESCRIPTION

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 an Enhanced Disclosure Check.

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### 1. JOB DETAILS

**Job Title:** Principal Pharmacist – Technical Services

**Band:** Band 8c

**Reports to:** Chief Pharmacist

**Department / Directorate:** Pharmacy/Professional Services

### 2. JOB PURPOSE

To be responsible for the development, management and coordination of the provision of all pharmacy aseptic services in order that they meet the needs of the RD&E NHS Foundation Trust. To ensure that both the Section 10 CIVA, licensed specials aseptic manufacturing and radio-pharmacy services meet all legal, regulatory, professional and ethical requirements.

To be responsible for managing the cancer services team so they integrate effectively with the aseptic services team.

To be responsible for the pre-packing and over-labelling service.

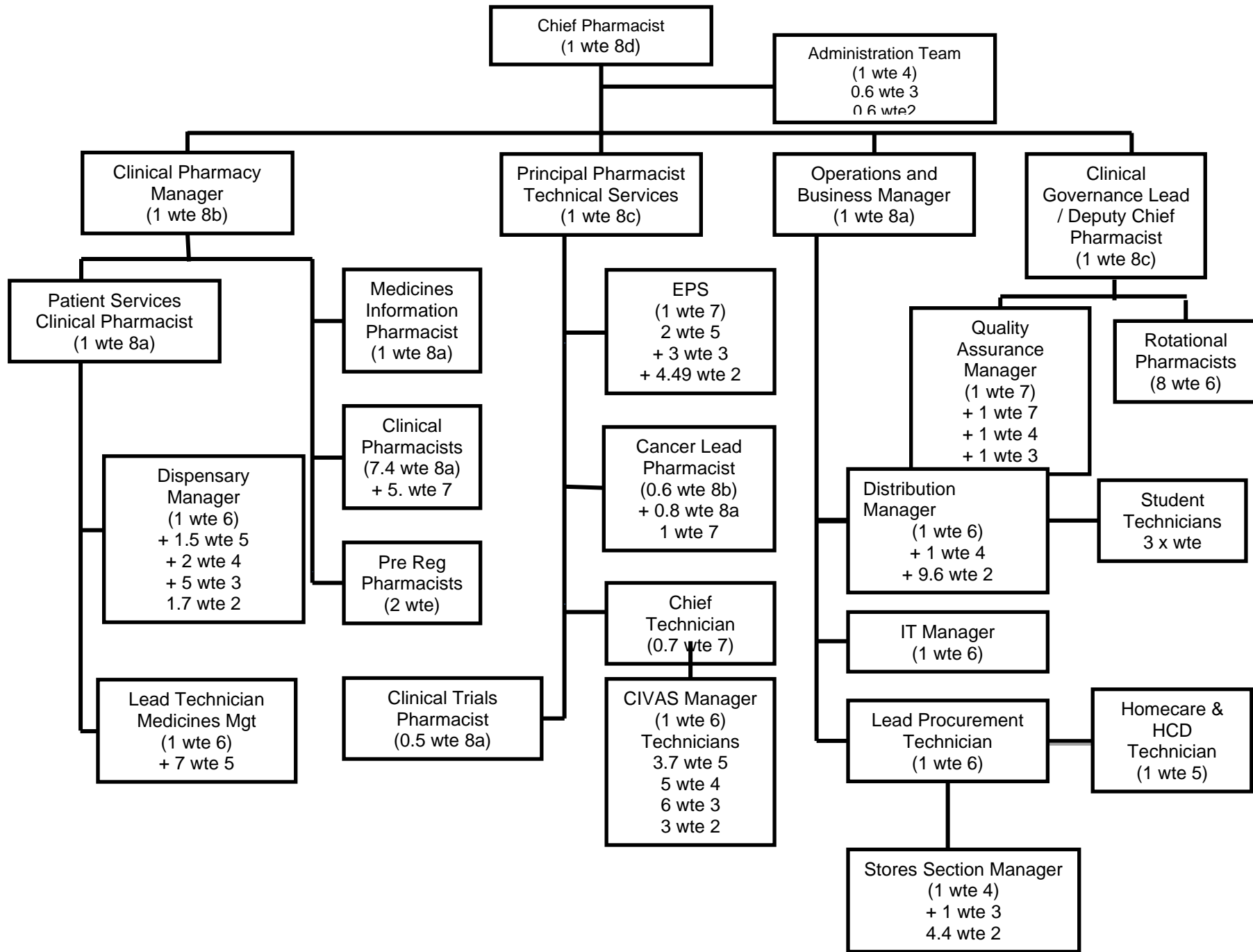
To provide a professional advice for the Clinical Trials team on aseptically prepared trial materials.

### 3. DIMENSIONS

- Cancer Services Pharmacists
- Clinical Trials Pharmacist
- Technicians
- Chief Pharmacist

### 4. ORGANISATIONAL CHART

See next page



## **5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **General Aseptic**

- a. Be responsible for the strategic direction of all aspects of the aseptic services.
- b. Be responsible for ensuring the service complies with all current legal, regulatory, professional and ethical requirements including GMP, QA, COSHH and MHRA standards.
- c. To take appropriate action to meet the key requirements and recommendations of audits or inspections conducted by the MHRA, regional QC services and regulatory bodies.
- d. To manage capacity and demand within agreed resources including defining the range of products deliverable within these resources.
- e. Liaising regularly with the users of the service including forecasting future demand and agreeing appropriate resources to meet such demand.
- f. Ensure appropriate coordination of workload between aseptic dispensing and licensed manufacturing.
- g. To manage the budget for discretionary spend within aseptic services and ensure value for money of all essential non-staff spend.

### **CIVAS and Radiopharmaceuticals**

- a. Be the named responsible pharmacist for all section 10 work as defined in the Medicines Act 1968 or any amended legislation.
- b. Be responsible for the quality and risk management of physical and procedural systems within aseptic services including current and future developments.
- c. Maintain standards within aseptic services to at least the level defined in Farwell, EL (97) 52 and GGMP.
- d. Ensure systems and records are in place for the routine planned preventative maintenance, repair and monitoring of all equipment within the aseptic unit.
- e. To be the responsible pharmacist for decisions whether products are suitable for aseptic assembly based on current formulation, stability and other relevant data.
- f. Provide expert pharmaceutical advice to nuclear medicine.
- g. Ensure compliance of aseptic preparations with relevant Ionising Radiation Regulations including ARSAC and IRMER (2000).

### **Licensed Manufacturing**

- a. Be the named accountable pharmacist on the MHRA specials license and as such ensure compliance with all relevant license requirements.
- b. Be responsible for ensuring licensed specials work supports the needs of the RD&E.
- c. Be responsible to the development of an appropriate range of licensed specials for commercial sale in liaison with external customers.
- d. Ensure that commercial activity is cost effective, profitable and operates on a formal trading account basis.

### **Clinical Cancer Services**

- a. To effectively manage the clinical pharmacy team providing a service to adult cancer services.
- b. To ensure that cancer network recommendations are considered and implemented locally as appropriate through the cancer network lead pharmacist.

### **Clinical Trial Pharmacy Services**

- a. To be the professional line manager for the clinical trial pharmacist.
- b. To ensure that the good clinical practice requirements (GCP) are implemented locally by the clinical trial pharmacist on aseptically prepared trial materials.

### **Pre-Packing and Overlabelling**

- a. Manage the licensed pre-packing service to provide an appropriate, efficient and cost effective service to its customers.
- b. Ensure the service operates to current national, regional and local standards of practice and complies with relevant legislation.
- c. Ensure that the service runs profitably on a trading account basis.

### **General Managerial**

- a. To produce regular aseptic service performance reports for the Chief Pharmacist including workload, risk management, training and budget pressure information.
- b. Ensure all staff is trained appropriately and records of training maintained.
- c. To ensure all staff receive regular appraisals, objectives and personal development plans.
- d. Be a member of the strategic management team within pharmacy.
- e. To manage risk within their areas of responsibility within the Trust and national frameworks.
- f. To manage pharmacy involvement policy development such as PGDs.
- g. To work with the Chief Pharmacist on business cases for service developments and to lead their implementation within their area.
- h. To undertake any other duties appropriate to the grade and role as requested by the Chief Pharmacist or their deputy.
- i. To maintain and develop the skills and knowledge necessary to fulfil this role.
- j. To participate in other duties appropriate to grade at the request of the relevant manager.
- k. To participate in flexible working patterns.
- l. To participate in flexible working arrangements including late duties, weekends, bank holidays and on call as appropriate.
- m. To take part in regular performance appraisal.
- n. To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.
- o. To contribute to and work within a safe working environment.

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The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**POST ATTRIBUTES**

**POST :** Principal Pharmacist Technical Services  
**BAND:** Band 8c

REQUIREMENTS	At Recruitment	At 2 <sup>nd</sup> KSF Gateway
<b><u>QUALIFICATIONS/SPECIAL TRAINING :</u></b>		
Degree in Pharmacy	E	E
Membership of RPSGB	E	E
Post-graduate clinical qualification	E	E
Minimum 4 years post-registration clinical experience	E	E
<b><u>KNOWLEDGE/SKILLS:</u></b>		
Excellent current knowledge of best clinical practice	E	E
Effective written and oral communication skills	E	E
Excellent interpersonal skills	E	E
Mentoring skills	D	E
Influencing/negotiation skills	E	E
Understanding of hospital pharmacy systems	E	E
Staff management skills	E	E
<b><u>EXPERIENCE:</u></b>		
Clinical experience across a range of specialities	D	E
Experience of working with MDTs and committees	E	E
Audit	E	E
Practice research & clinical trials	D	E
Developing and delivering education and training programmes	E	E
<b><u>PERSONAL REQUIREMENTS:</u></b>		
Flexible	E	E
Creative thinker	E	E
Good team-worker	E	E
Ability to think clearly and work effectively under pressure	E	E
<b><u>OTHER REQUIREMENTS:</u></b>		
Computer literate	E	E

\* Essential/Desirable

Hazards within the role, used by Occupational Health for risk assessment				
Laboratory Specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures
Proteinacious Dusts				
Blood / Body Fluids		Dusty environment		VDU Use
Radiation	√	Challenging Behaviour		Manual Handling
Solvents		Driving		Noise
Respiratory Sensitisers		Food Handling		Working in isolation
Handling Cytotoxic Drugs	√			

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	<b>Pharmacy Lead Integrated Services</b>
<b>Band:</b>	<b>8c</b>
<b>Reports to:</b>	<b>Chief Pharmacist</b>
<b>Department / Directorate:</b>	<b>Community Services Pharmacy / Specialist Services</b>

### 2. JOB PURPOSE

The post holder is responsible for developing and defining strategy for the delivery of an integrated pharmacy service across the healthcare community of Royal Devon and Exeter Foundation Trust, providing leadership to ensure that clinical pharmacy services develop in line with Trust and STP priorities.

The post holder is responsible for ensuring that the pharmacy workforce is developed to support advanced roles including non-medical prescribing and portfolio roles across all pharmacy sectors, including acute, community & practice-based roles and are able to support the integration strategy for services across the Trust.

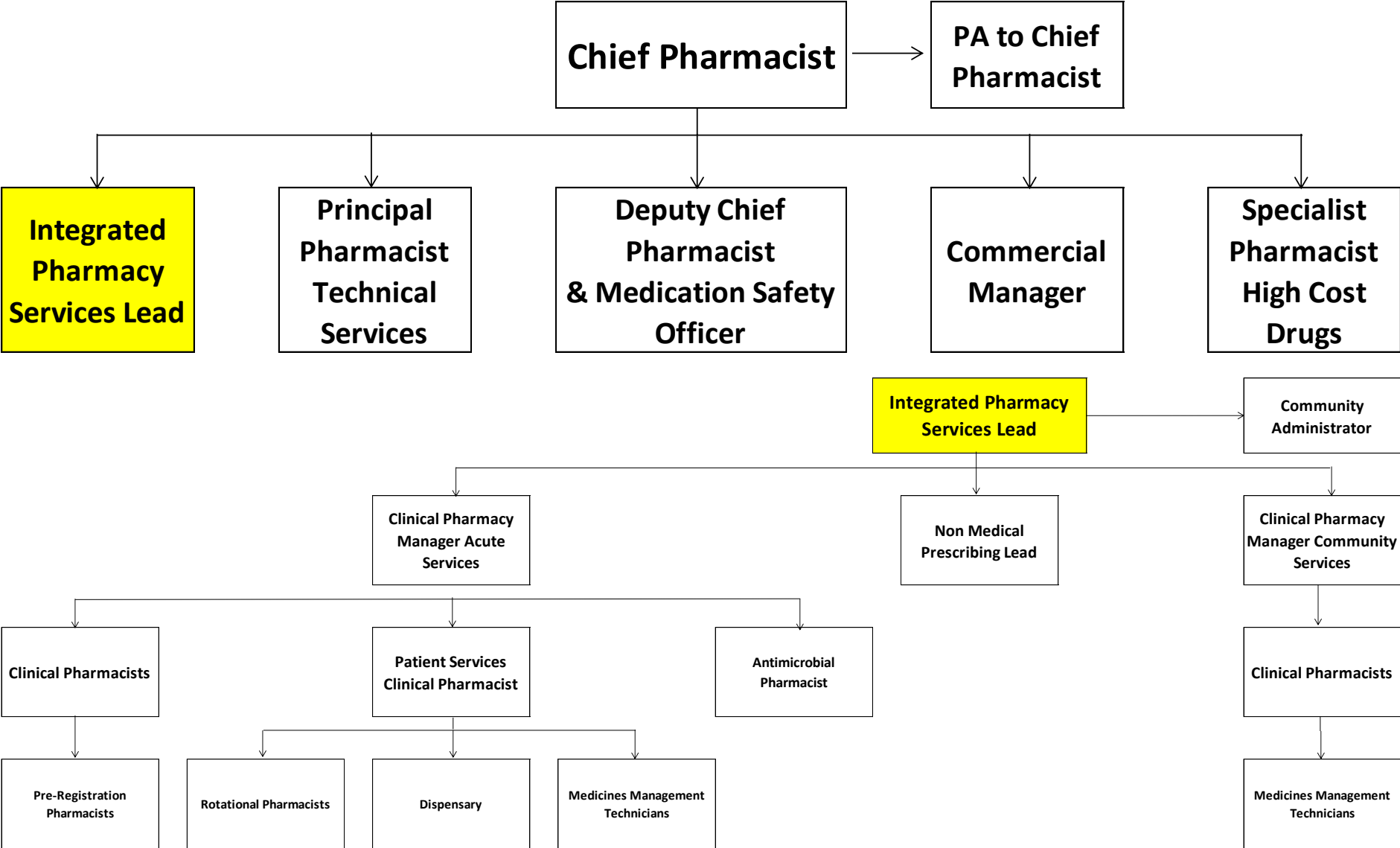
The post holder must ensure delivery of services to meet standards and policies, within current legal frameworks, regulations and best practice, required to meet Care Quality Commission Essential Standards for Safety and Quality.

The post holder will be expected to work across the Royal Devon and Exeter Foundation Trust footprint leading acute and community clinical services. In addition, the post holder will be expected to collaborate with similar post holders in other provider organisations in the STP & NHS South West.

### 3. DIMENSIONS/ KEY WORKING RELATIONS

Chief Pharmacist  
Governance and Medicines Safety Pharmacist  
Clinical Pharmacy Manager Community Services  
Clinical Pharmacy Manager Acute  
Non Medical Prescribing Lead  
Divisional Directors  
Associate Medical Directors  
Associate Directors of Nursing acute and community  
Pharmacists and pharmacy technicians employed by Royal Devon and Exeter Foundation Trust  
Pharmacists employed by GP practices across NEW Devon  
Local Pharmacy Network (LPN) / Local Professional Council (LPC)  
CCG Commissioning Head of Medicines Optimisation  
RDE Cluster Managers and Community Services Managers  
Professionals working for: Social services, Devon Partnership Trust and Acute / Foundation Trusts,  
Devon County Council, commissioners and other providers of pharmacy and health services  
GP Practices / Primary Care Networks (PCNs)/ Out of Hours Services (Devon Doctors On Call)

### 4. ORGANISATIONAL CHART: See over page



## **5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

### **Service Development**

- Participate in service planning and service redesign to play a key role in influencing the strategic direction of pharmacy services ensuring services are delivered to facilitate placed-based care to support Integrated Care Model development, meet the Trust strategy and ensuring seamless transfer of care across all interfaces.
- Provide leadership and direction wherever medicines are prescribed or used to the My Care program team, ensuring that prescribing and medicines management issues are embedded in any operational frameworks, service redesign and new care pathways that use new technologies.
- Ensure information is communicated accurately and clearly, in order to realise changes in medicines practice and to implement medicines optimisation action plans, in line with strategy.
- Collaborate with other health and social care professionals to ensure effective liaison across all interfaces (secondary care, intermediate care, primary care, social care settings), to facilitate the delivery of medicines optimisation priorities, reduce duplication of effort and develop services where there is a need for shared care arrangements. This may involve working closely with partner service providers, (e.g. out of hours services, GPs, PCNs, mental health services etc)
- Provide leadership to ensure effective liaison with all Commissioning Medicines Optimisation and Prescribing teams, including prescribing advisers, practice-based and PCN pharmacists and Clinical Effectiveness Leads and other health and social care professionals throughout the pharmacy team.
- Develop relevant Key Performance Indicators (KPIs) and audits for medicines management standards in order to benchmark acute and community service provision with others reporting where required to cluster managers and locality leads.
- Link with other professionals to promote multi-disciplinary partnership working and shared clinical governance.
- Work with the Medication Safety Pharmacist to ensure the long term strategic direction for medicines safety management services is matched to pharmacy resources to ensure safe service delivery across all areas of acute and community pharmacy teams.
- Ensure provision of information, education and training of staff, health care professionals and the public as appropriate, and delivered in a way that is easily understood.
- Act as a credible source of independent expert / highly specialised advice to the Trust and Health and Social Care colleagues on the safe and effective handling, prescribing and use medicines and pharmacy service delivery
- Ensure any audit work undertaken is in line with strategic aims and objectives.

### **General Management**

- To support the Chief Pharmacist in the general management of the Pharmacy Department, ensuring that HR policies are complied with and Divisional requirements for reporting and management are met at all times including attending meetings on their behalf
- To be a member of the pharmacy senior team setting direction, supporting workforce planning and operational service delivery.
- Provide leadership and direction to the Non-Medical Prescribing Lead Nurse in collaboration with the Deputy Chief Nurse, ensuring the Trust develops individuals and services, allocates training and provides assurance to the Medicines Management Group on a regular basis.
- To provide line management to the Clinical Pharmacy Managers in the acute and community services ensuring they are delivering services in line with agreed specifications and KPIs, and supporting their personal development.
- Provide professional leadership to practice-based and PCN pharmacists across Exeter, Mid and East Devon where required to ensure the role is developed to support future rotational posts across the acute and community services supporting future integrated roles
- To present reports to the Medicines Management Group and other meetings as appropriate.
- Ensure that robust governance arrangements are in place for pharmacy service delivery to ensure that standards and outcomes set by the Care Quality Commission (CQC) and NHSLA are achieved for current and developing services provided by the Trust



## **Financial**

- Providing leadership to implement strategy and the cost effective use of medicines and pharmacy services across the interface.
- Ensure that medicines are used in accordance with best evidence thereby minimising waste and maximising use of resources in both acute and community pharmacy services areas.
- Ensure medicines use is analysed and reported to Divisions with recommendations for evidence based, cost effective changes are made in line with the Joint Formularies
- Ensure any clinical pharmacy services commissioned via SLAs are regularly reviewed and updated to meet the service specification.

## **Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

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**PERSON SPECIFICATION**

**POST: Pharmacy Lead Integrated Services**

**BAND: 8c**

REQUIREMENTS	At Recruitment	At PDR
<b>QUALIFICATIONS/SPECIAL TRAINING :</b> Degree in Pharmacy (MPharm or equivalent) Membership of General Pharmaceutical Council. Member of the Royal Pharmaceutical Society Specialist knowledge acquired through post graduate diploma or equivalent experience.	E E D E	E E E E
<b>KNOWLEDGE/SKILLS:</b> Knowledge of primary care, secondary care and interface prescribing issues. Understanding of NHS policies impacting on prescribing across primary/ secondary care Ability to implement local/national policy & strategy Excellent organisational and time management skills, Leadership with proven ability to influence others Excellent interpersonal skills across grades, MDTs, providers Range of skills in analysing, interpreting, comparing and contrasting factual information. Evidence of delivering wide-scale change	E E E E E E E E	E E E E E E E E
<b>EXPERIENCE:</b> Significant post registration experience in several sectors e.g. primary care/Primary Care Network, acute care, community settings Experience of working at the primary/secondary care interface Experience of managing staff across a variety of grades Experience of managing a service Evidence of delivery of improvement programs	E E E E E	E E E E E
<b>PERSONAL REQUIREMENTS:</b> A High degree of self-motivation and ability to work on own initiative Ability to work as part of a team Ability to negotiate, facilitate and influence others Ability to work to deadlines & under pressure Creative thinker	E E E E E	E E E E E
<b>OTHER REQUIREMENTS:</b> Hold a drivers licence & willing to travel	E	E

\* Essential/Desirable

Hazards within the role, used by Occupational Health for risk assessment				
Laboratory Specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures
Proteinacious Dusts				
Blood / Body Fluids		Dusty environment		VDU Use
Radiation		Challenging Behaviour		Manual Handling
Solvents		Driving	√	Noise
Respiratory Sensitisers		Food Handling		Working in isolation
Handling Cytotoxic Drugs				

## JOB DESCRIPTION

### 1. JOB DETAILS

**Job Title:** Specialist Pharmacist – High Cost Drugs (HCDs) Management

**Band:** Band 8b

**Reports to:** Chief Pharmacist

**Department / Directorate:** Pharmacy / Specialist Services

### 2. JOB PURPOSE

To provide an effective interface between commissioners and providers of services within North East & West (NEW) Devon CCG and NHS England Area Team regarding the use of high cost medicines at the Royal Devon & Exeter (RD & E) NHS Foundation Trust, delivering efficiencies and ensuring best value, in accordance with commissioner project plans.

To implement and manage the processes to support prior approval of HCDs, ensure their appropriate use and support audit of all NICE drugs and those excluded from the National Tariff under Payment by Results (PbR).

To ensure that those treatments supported by NICE technology appraisals and local commissioning arrangements are implemented according to the published recommendations, within RD & E.

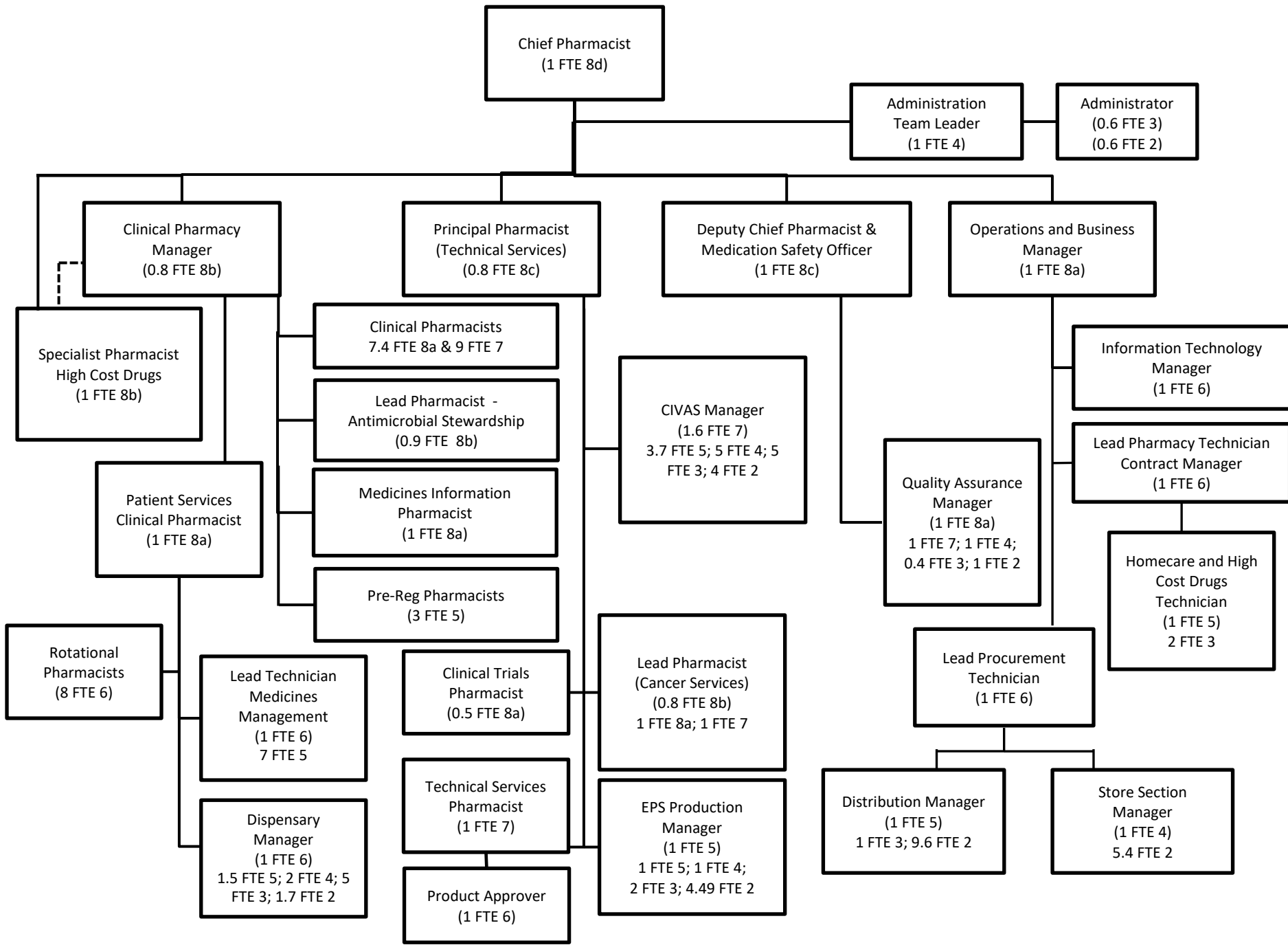
### 3. DIMENSIONS

No direct reports however operational line management of clinical pharmacy team whilst working on specific HCDs projects.

Significant engagement with clinicians and service managers within the RD & E

### 4. ORGANISATIONAL CHART

See next page



## 5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- a. To be responsible for identifying, developing and delivery of specific efficiency projects in defined clinical areas, determined and agreed by NEW Devon CCG and NHS England Area Team (NHSE AT)
- b. To ensure that the clinical pharmacy team deliver outcomes for specific projects affecting their clinical areas and provide them the support with planning and engagement where any intervention or local audit or efficiency is required
- c. To ensure projects are completed within described timelines and outcomes are regularly communicated back to the commissioners and the Trust
- d. To liaise and negotiate with a range of senior RD & E managers and consultants, including Trust contracts & finance managers, Chief Pharmacist, Clinical Pharmacy Manager, Divisional Directors, Medical Director and Associate Medical Directors to ensure successful implementation of any projects within their areas
- e. To ensure that effective monitoring systems are in place for recording use of HCDs and that appropriate audit and data analysis against agreed criteria are undertaken
- f. To lead on the development of systems for identifying and reviewing adherence to NICE guidance specific to HCDs
- g. To implement Blue Teq or other prior approval systems and become an expert user ensuring that all appropriate clinicians are trained to use these systems and are supported
- h. To be responsible for monitoring, projecting and reporting on HCD expenditure, demonstrating productivity, quality and efficiency gains as a direct result of their work by using Define and other recognised benchmarking systems, with regular feedback to the commissioners
- i. To provide professional and independent advice to planners, commissioners and directorates to ensure that any relevant financial and operational implementation issues for NICE Technology Appraisal Guidance are identified and articulated at an early stage
- j. To support the Chief Pharmacist and commissioners with the horizon scanning, business planning, budget setting and contracting process for HCDs and other specialist medicines, developing consistent commissioning policies and protocols for those high cost treatments that sit outside NICE recommendations
- k. To liaise regularly with finance and contract staff, carrying out regular sample testing of monthly reporting of recharges to ensure it is accurate and reflects approved use of HCDs
- l. Provide specialist clinical advice in relation HCD use for delivery of cost effective, high quality patient care
- m. To ensure clinical support is provided to the pharmacy homecare team for the implementation of new services, the on-going management of existing provision and the performance management of contracted providers
- n. To attend on behalf of the Trust and the commissioners any relevant local and national prescribing committees, including, but not limited to the RDE New Medicines Group, NEW Devon Formulary Interface Group, NEW Devon Clinical Policy Committee, monthly commissioner and contract meetings, quarterly NEW Devon/NHSE AT Joint Chief Pharmacists meetings
- o. Provision of any other reasonable duties on request of the Trust, NEW Devon or NHSE with prior agreement of the Chief Pharmacist

### Training and Education

- a. To undertake to keep up to date with developments in Pharmacy in order to maintain a high level of professional knowledge and competence.
- b. Attend relevant study days and courses to support the development of the individual. Maintain a record of Continuing Professional Development

- c. To provide specific training on commissioning and interface issues to the pharmacy clinical pharmacy team, diploma pharmacists, pre-registration students, pharmacy technicians and pharmacy undergraduates.

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

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- email [stopsmoking.devonpct@nhs.net](mailto:stopsmoking.devonpct@nhs.net).



## POST ATTRIBUTES

**POST :** Specialist Pharmacist – High Cost Drugs (HCDs) Management  
**BAND:** 8b

REQUIREMENTS	At Recruitment	At 2 <sup>nd</sup> KSF Gateway
<b><u>QUALIFICATIONS/SPECIAL TRAINING :</u></b>		
Master's Degree in Pharmacy	E	E
Registration with General Pharmaceutical Council	E	E
Post-graduate clinical qualification	E	E
Minimum 8 years post-registration experience, ideally with both acute and commissioner sectors	E	E
<b><u>KNOWLEDGE/SKILLS:</u></b>		
Excellent knowledge of commissioning frameworks	E	E
Excellent current knowledge of best clinical practice & NICE	E	E
Effective written and oral communication skills	E	E
Excellent interpersonal skills	E	E
Influencing/negotiation skills	E	E
Understanding of hospital pharmacy systems	E	E
Excellent IT skills including experienced user of MS Office & databases	E	E
Critical appraisal of clinical evidence	E	E
<b><u>EXPERIENCE:</u></b>		
Project Management Experience	E	E
Clinical experience across a range of specialities	D	E
Experience of working with MDTs and committees	E	E
Clinical audit	E	E
Mentoring skills	D	E
<b><u>PERSONAL REQUIREMENTS:</u></b>		
Able to deliver to tight deadline & work effectively under pressure, prioritising effectively	E	E
Methodical & analytical	E	E
Flexible	E	E
Creative thinker & able to problem solve	E	E
Good team-worker	E	E
<b><u>OTHER REQUIREMENTS:</u></b>		
Own transport	E	E

\* Essential/Desirable

Hazards within the role, used by Occupational Health for risk assessment				
Laboratory Specimens		Clinical contact with patients	Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts		Dusty environment	VDU Use	√
Blood / Body Fluids		Challenging Behaviour	Manual Handling	√
Radiation		Driving	Noise	
Solvents		Food Handling	Working in isolation	
Respiratory Sensitisers				
Handling Cytotoxic Drugs	√			

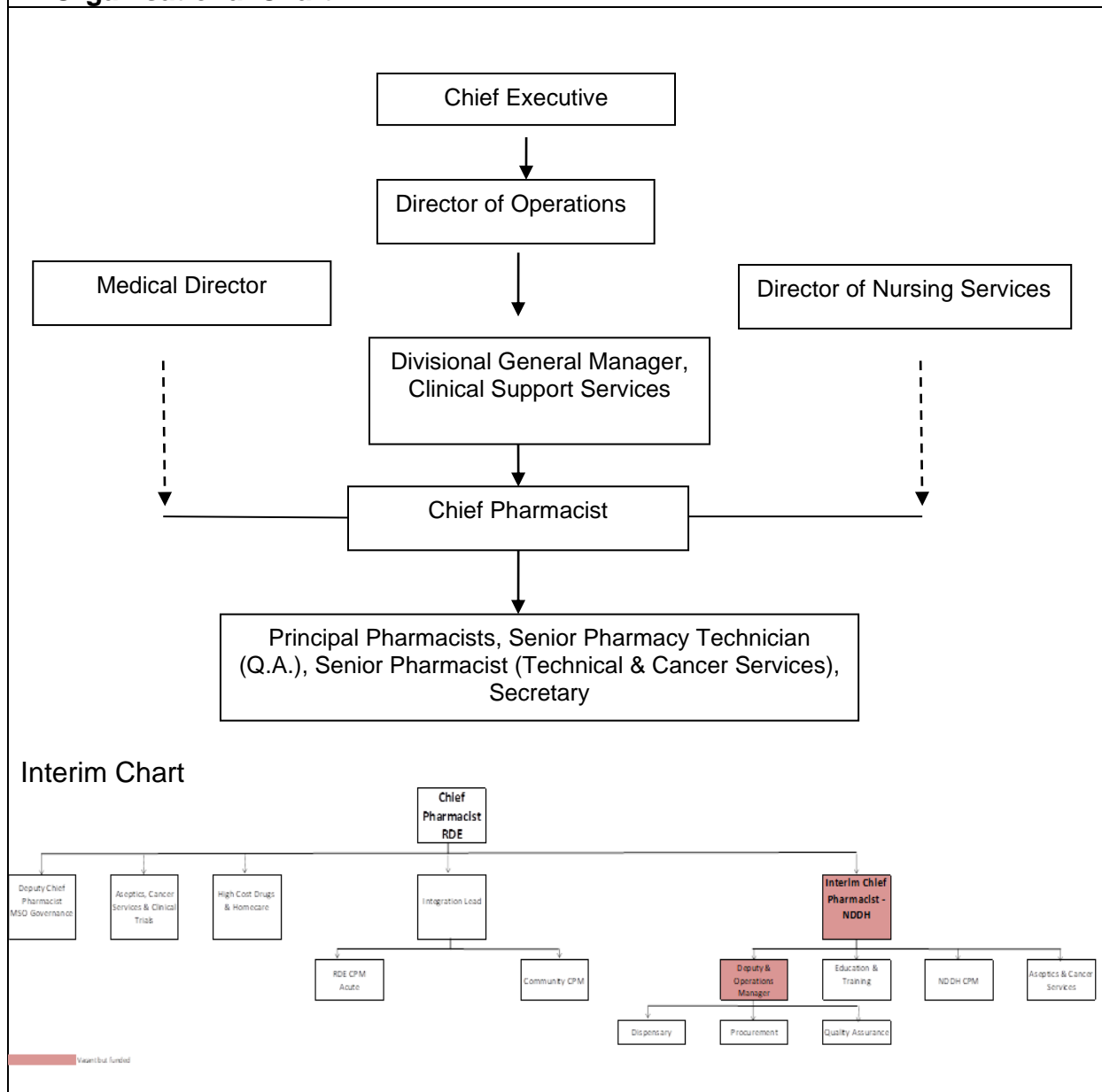
## Job Description

1. Job Details	
Job Title:	Interim Chief Pharmacist
Responsible to:	Divisional Director
Professionally Responsible to:	Medical Director
Grade:	8d
Unit:	Pharmacy
Location:	NDDH

2. Job Purpose
<ul style="list-style-type: none"> <li>• The Chief Pharmacist is responsible for the management of all aspects of pharmaceutical services provided to the Trust. The post holder is expected to provide professional leadership and pharmaceutical advice at an appropriate level throughout the Trust.</li> <li>• The Chief Pharmacist is the Trust Lead for Medicines Management; working closely with the Medical Director, to ensure the Trust-wide delivery of safe, effective and efficient Medicines Optimisation and Pharmacy services to patients and other service users in the Trust.</li> <li>• The Chief Pharmacist is a key member of the Clinical Support &amp; Specialist Services Division and has a responsibility to contribute to and support the development &amp; delivery of the Divisional objectives and operating framework.</li> <li>• The postholder is also responsible for the development and implementation of strategic plans for pharmaceutical services and for ensuring the development of a progressive and responsive service within a robust clinical governance framework to ensure that substances liable to mis-use are subject to appropriate controls.</li> <li>• The Interim Chief Pharmacist for the NDHT will be supported by the Royal Devon and Exeter Chief Pharmacist</li> </ul>

3. Dimensions
<p><b>Financial and Physical:</b></p> <ul style="list-style-type: none"> <li>• Holds and manages budget in the region of £1.5 million, to include all aspects of Pharmacy services across the Trust.</li> <li>• Responsible for managing the procurement of medicines, medical gases and vaccines, in the region of £13 million.</li> <li>• Directly influences expenditure on prescribing budgets in the region of £23 million across the Trust.</li> </ul> <p><b>Workforce:</b></p> <ul style="list-style-type: none"> <li>• Manages all staff groups within the Pharmacy Departments: Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administrative &amp; Clerical staff - responsible for approximately 65 wte located across Northern Devon.</li> <li>• Located – NDDH</li> <li>• Impacts - Multi-disciplinary teams across all Trust divisions.</li> <li>• To operationally manage the non medical prescribing team, ensuring delivery against KPI's and NMP governance in collaboration with the Workforce Development Team and Professional Leads</li> </ul>

#### 4. Organisational Chart



#### 5. Main Tasks/Duties and Areas of Responsibility

##### Strategic Management

- To develop and monitor Pharmaceutical Services short and long term strategies in line with the Trust's overall strategic direction.
- To interpret and implement emerging and established national policies and strategies in their application to pharmaceutical services locally.
- To act as interim Medicines Safety Officer and as Accountable Office for Controlled Drugs for the Trust.
- To act as the interim Responsible Person for the Wholesaler Dealer Authority and the Home Office UK Controlled Drugs License
- To provide and receive highly complex, sensitive and potentially contentious information and present this information to large groups of departmental/divisional and Trust staff to move the Pharmacy strategic plan forward in line with the Trust's strategic direction.

- This will include managing and reconciling conflicting views where there are significant barriers to acceptance or understanding.
- To take overall responsibility for the strategic direction, co-ordination and implementation of the Pharmacy Research & Development and audit programmes and activity, using the results to promote evidence based practice.
- To use highly complex facts, information and situations, which require the analysis, interpretation and comparison of a range of options to make a judgment about the strategic direction of Pharmaceutical services within the Trust.
- Directly responsible for the proposal, formulation and implementation of Pharmacy policies and procedures for the Pharmaceutical service, interpreting general health, organisation or occupational policies where appropriate.
- To contribute to the strategic development & delivery within the Clinical Support Services Division

**Operational Management**

- Directly accountable to the Trust for the delivery of safe, effective and efficient Pharmacy services to patients.
- To work with the Divisional Director as part of the management team to achieve the Divisional and Trust objectives.
- To lead the Pharmacy Management team and pharmacy service leads to plan, organise and provide a broad range of innovative approaches and complex activities to continuously improve service delivery, encouraging all members of staff to contribute towards these improvements in the Pharmaceutical service and wider Trust initiatives.
- To formulate the annual service development plan for Pharmacy, which includes transforming the services and where necessary building business cases and undertaking option appraisals for additional resource or re-allocation of established. To take overall responsibility for implementing the plan and monitoring progress.
- To ensure that pharmaceutical services provided are patient-focused, taking account of multiple competing factors and remaining responsive to the needs of prescribers and consumers.
- To ensure that prescribers and service users have ready access to appropriate information on all aspects of the use of medicines and drug therapies.
- To proactively manage activity to ensure that the Pharmacy service meets its contractual obligations and is able to respond effectively to meet market demands and opportunities.
- To ensure adequate monitoring advice on all expenditure associated with the use and application of drugs and pharmaceutical commodities as used throughout the Trust ensuring there is an efficient and cost effective system for the procurement, stock control and distribution of pharmaceuticals.
- To ensure that all delegated ordering and associated medicines procurement processes are undertaken in accordance with the Trust supply strategy, Trust Standing Orders, Standing Financial Instructions and public sector policy and legal frameworks.
- To ensure compliance, as appropriate, with the best practice standards for the management of Purchasing & Supply, and through compliance identify, develop and encourage the implementation of best practice and value for money purchasing arrangements Trustwide.
- To manage, report and advise on all expenditure incurred by the pharmaceutical service as set within agreed budgets.
- To provide pharmaceutical advice to all appropriate committees, working parties and project teams which may be set up and in operation throughout the Trust. This will include being a key member of and providing professional leadership to the Trust's Drug & Therapeutics Committee, Medicines Management sub-committee and

Medical Gas Committee.

- To represent the Trust in the local health community in matters relating to medicines use and pharmaceutical services.
- To ensure compliance with the Health & Safety at Work Act and all other relevant legislation, national and local policies and procedures.

### **Medicines Management, Optimisation & Patient Safety**

- To lead the development and implementation of Patient Safety Initiatives and training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities.
- To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Litigation Authority.
- To establish systems to manage medication risk and enhance Patient Safety throughout the Trust at the patient level (individual patient medicines), practice level (with other professionals), and process level (organisational).
- To lead, and advise, Trust wide Groups ensuring that patient safety remains paramount.
- To develop monitoring systems and metrics to measure and improve medicines optimisation/management aspects of patient safety, with particular emphasis on medicines reconciliation and high risk drugs.
- To work with external agencies, to develop continuity of pharmaceutical and medicines management services across the health economy.
- To report and advise Trust Divisions and management on the clinical governance and financial aspects of medicines use.

### **Quality and Clinical Governance**

- Lead by example, ensuring practice is in accordance with the General Pharmacist Council, Trust and NHS guidance
- To develop and co-ordinate Pharmacy's transformation programme, meeting and exceeding the quality targets required nationally and locally. To be proactive in devising innovative ways of achieving and monitoring the quality of pharmaceutical services thus ensuring that the needs of patients and customers are met.
- To implement procedures for ensuring that Pharmacy plays an active role in the Trust Clinical Governance agenda. This will include lead responsibility for Pharmacy clinical governance activities, establishing systems to introduce and monitor Pharmacy standards, ensuring that evidence based practice is commonplace, initiating clinical supervision and mentorship where appropriate, and involving patients in developing existing and new services.
- The post holder will ensure compliance with Trust Policies and Procedures pertaining to quality and governance.
- To ensure that the Pharmacy learns from adverse clinical incidents, complaints and staff and patient involvement and responds to improve the services provided.

### **Management and Education of Staff**

- To directly manage the Pharmacy workforce to ensure high levels of motivation, productivity and service quality, promulgating effective two-way communication. This will include the use of Human Resources Policies and Procedures in appropriate situations (e.g. service re-design, managing change, disciplinary procedures etc).
- To ensure that there are robust systems for managing individual performance and for addressing poor performance and that performance systems are closely aligned with

operational and strategic objectives.

- To ensure that Pharmacy staff are deployed in the right numbers, with the right skills and skill mix, organised in the right way to deliver organisational effectiveness and efficiency.
- To foster the culture of continuous professional development to include the adequacy of post registration education and continuing professional education and vocational training of staff within Pharmacy. This will include ensuring that all members of staff have an up-to-date and relevant Personal Development Plan which reflects the core training requirements of the post in addition to CPD requirements.
- To ensure that all Pharmacy staff participate fully in the appraisal process.
- To ensure that all staff in Pharmacy attend the corporate induction programme and receive a comprehensive induction to the workplace and their job responsibilities.
- To undertake the role and responsibility of pre-registration manager for the training of pre-registration Pharmacy graduates

#### **Departmental Communication**

- Ensure that good communication regarding operational issues and changes in working practices are maintained within the Pharmacy.
- To participate in meetings and the team brief giving feedback as appropriate.

#### **Education**

- To lead the development of training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities.
- In-service training will be provided to allow staff to provide a competent service. Staff have a personal responsibility to continually review their level of knowledge and expertise in order to keep abreast of the progress of pharmaceutical knowledge and to maintain a high standard of competence. Each member of staff must take responsibility for their own Continuing Professional Development

#### **Health & Safety**

It is the responsibility of every employee whilst at work to carry out his/her work in a manner which is safe and absent from risk to the health of him/herself and any other person who may be affected, and to co-operate with his/her manager in complying with any relevant statutory regulations.

#### **Infection Control**

Ensure safe practice to minimize the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of responsibilities as listed in the Infection Control Operational Policy.

## **6. Communication and Working Relationships**

#### **Internal:**

- The Board
- Trust Executive Team
- Divisional management teams
- Medical staff, all grades
- Members of the Drugs & Therapeutics Committee
- Director of Infection Prevention Control
- Lead Cancer Nurse & Manager
- Senior Nurses and other healthcare professionals in the Trust

- Human Resources Staff / Finance Staff / Planning Staff
- Staff within the Division

**Other NHS:**

- Trust Development Agency
- Clinical Commissioning Group
- GPs
- Other NHS Trusts.
- Health Economy Workforce Development Groups
- Clinical Director, Lead Executive Officer & staff of the Cancer Network

**External (to NHS):**

- Patients
- Pharmaceutical companies

**GENERAL**

- This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
- We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.
- We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.
- Professional Leads and non medical nurse consultants are required to initiate service wide audit activity based on national best practice, risk assessments, complaints, PALS feedback etc. This should be no less than one service wide audit programme per year.
- Each manager is responsible for ensuring that clinical audit activity within their services is undertaken as described above. Their key responsibility is to ensure that staff have the right educational and resource support to undertake service and clinical audit reviews.
- We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.
- The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.
- All employees must demonstrate a positive attitude to The Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.
- If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.



**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within Northern Devon Healthcare 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. Northern Devon Healthcare Trust ensures that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

**JOB DESCRIPTION AGREEMENT**

**Job holder's Signature:** .....

**Date:** .....

**Manager's Signature:** .....

**Date:** .....



## Person Profile

Job Title:	Chief Pharmacist
Grade:	8D
Department:	Pharmacy

Criteria Required	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Pharmacy Degree</li> <li>▪ Higher degree or post-graduate qualification</li> <li>▪ Registration with General Pharmaceutical Council</li> </ul>	Higher management/ leadership qualification
Specific Knowledge & Skills	<ul style="list-style-type: none"> <li>▪ Understanding of NHS systems of work</li> <li>▪ Thorough contemporary knowledge of NHS strategy and policy</li> <li>▪ Understanding of complex organisation dynamics</li> <li>▪ Effective oral and written communication skills</li> <li>▪ Excellent interpersonal skills</li> <li>▪ Advanced leadership and senior team member skills</li> <li>▪ Balancing strategic and operational management demands</li> <li>▪ Proven budgetary management skills</li> <li>▪ High level change and conflict management skills</li> <li>▪ Ability to influence significant organisational change and service development</li> </ul>	
Special Experience	<ul style="list-style-type: none"> <li>▪ Senior management in an acute hospital</li> <li>▪ Experience of working in several areas within hospital pharmacy</li> <li>▪ Evidence of successful change management particularly medicines management</li> <li>▪ Evidence of broad and specialized CPD</li> <li>▪ Recent involvement in R&amp;D/Clinical Trials</li> <li>▪ Recent involvement and leadership in risk management governance and audit</li> <li>▪ Evidence of delivering staff development pre and post-registration</li> <li>▪ Evidence of managing services to external customers including through SLAs.</li> <li>▪ Commitment to modernisation</li> <li>▪ Evidence of implementing change in a multi-disciplinary environment</li> <li>▪ Evidence of working with primary care colleagues to implement change</li> </ul>	
	<ul style="list-style-type: none"> <li>• Frequent use of computers.</li> <li>• Frequent periods of walking around site</li> </ul>	

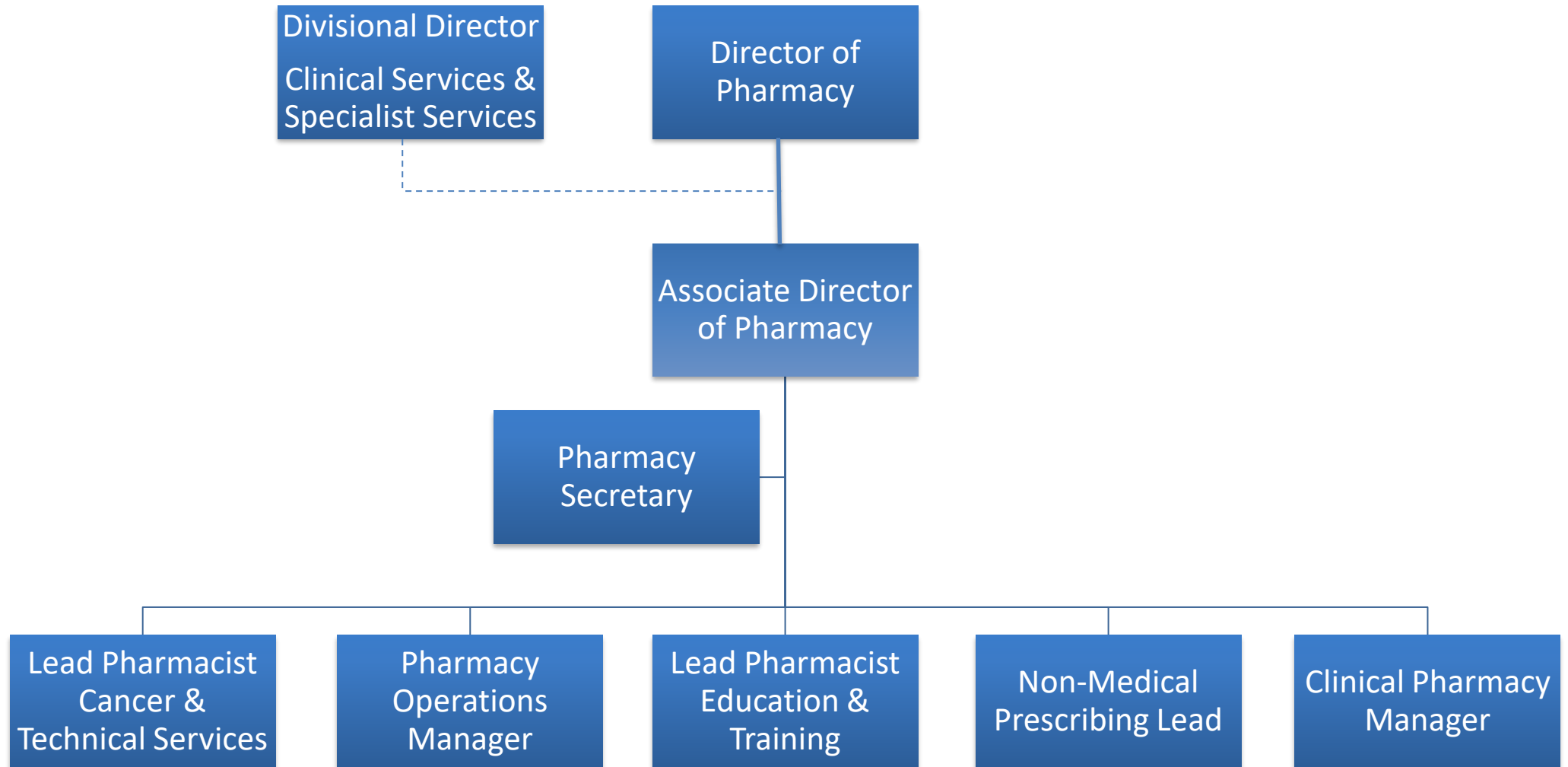
<p>Physical Skills &amp; Effort</p>	<p>to visit wards and departments.</p> <ul style="list-style-type: none"> <li>• Travel between sites (post works across the organisation).</li> <li>• Ability to travel to meet the requirements of the post.</li> <li>• Frequent requirement to carry documents to meetings due to cross site working.</li> </ul>	
<p>Emotional Effort</p>	<ul style="list-style-type: none"> <li>• Having to communicate information and guidance to a wide range of staff, including Executive Team, Directors and Clinical Leads.</li> <li>• Occasional exposure to highly emotional circumstances, when the news is unwelcome.</li> </ul>	
<p>Mental Effort</p>	<ul style="list-style-type: none"> <li>• Frequent requirement to prioritise workload where the workload is unpredictable.</li> <li>• Prolonged concentration developing strategies and policies, involving a broad range of complex activities.</li> <li>• Writing complex reports, checking documents, chairing meetings etc.</li> <li>• Also having responsibility for ensuring all appropriate documentation is accurately reported to demonstrate Trust has met statutory targets and fulfilled its legal duties.</li> <li>• Intense concentration when representing the Trust at external organisations and functions.</li> <li>• Unpredictable workload, due to frequent interruptions requiring urgent problem solving.</li> </ul>	
<p>Requirements due to working environment</p>	<ul style="list-style-type: none"> <li>• Average office conditions but frequent requirement to use transportation across the Trust sites.</li> </ul>	

JOB DETAILS	
<b>Job Title</b>	Associate Director of Pharmacy – North Devon District Hospital
<b>Reports to</b>	Director of Pharmacy
<b>Band</b>	8c - <b>(Subject to formal matching, the band is confirmed but there may need to be some revision to the JD required in the future.)</b>
<b>Department/Directorate</b>	Pharmacy / Specialist Services

JOB PURPOSE	
<ul style="list-style-type: none"> <li>The Associate Director of Pharmacy (ADP) is responsible for the management of all aspects of pharmaceutical services provided at North Devon District Hospital (NDDH) to ensure compliance with all relevant statutory requirements.</li> <li>The post holder is expected to provide professional leadership and pharmaceutical advice at an appropriate level to NDDH.</li> <li>The ADP will provide leadership and uphold the standards of pharmacy practice, quality assurance, risk management and other issues of clinical governance related to medicines management at NDDH.</li> <li>The ADP has a responsibility to contribute to and support the development &amp; delivery of the Divisional objectives and operating framework in the Clinical Support &amp; Specialist Services Division.</li> <li>The ADP has a responsibility to ensure the electronic patient medicines administration system is developed across the Trust ensuring collaboration between pharmacy, medical and nursing colleagues to optimise the safe and effective use of the system (MyCare).</li> </ul>	
KEY WORKING RELATIONSHIPS	
<p>Areas of Responsibility: (type of work undertaken)</p> <p>No. of Staff reporting to this role: (If applicable)</p> <ul style="list-style-type: none"> <li>Manages all staff groups within the Pharmacy Departments: Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administrative &amp; Clerical staff - responsible for approximately 65 wte located across Northern Devon.</li> </ul> <p>The post holder is required to deal effectively with staff of all levels 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:</p>	

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Director of Pharmacy</li> <li>• Trust Executive Team</li> <li>• Medical lead for Medication Safety and Controlled Drugs Accountable Officer (CDAO)</li> <li>• Divisional management teams</li> <li>• Medical staff, all grades</li> <li>• Senior Pharmacy Team</li> <li>• Senior Pharmacy Team</li> <li>• Senior Nurses and other healthcare professionals in the Trust</li> <li>• Human Resource Staff / Finance Staff / Planning Staff</li> <li>• Staff within the division</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Commissioning Group</li> <li>• Integrated Care System leads</li> <li>• Primary Care Networks</li> <li>• GPs</li> <li>• Other NHS Networks</li> <li>• Clinical Director, Lead Executive Officer of the Cancer Network</li> <li>• Patients</li> <li>• Pharmaceutical Companies</li> </ul>

## ORGANISATIONAL CHART



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- The postholder is responsible, together with the Director of Pharmacy, for the leadership and delivery of pharmacy services at North Devon District Hospital (NDDH)
- To lead the pharmacy team by example, ensuring practice is in accordance with the General Pharmaceutical Council, Trust, CQC and NHS guidance
- To deputise for the Director of Pharmacy at NDDH divisional and operational meetings and when required at RDE in absence of ADP, RDE.
- The postholder is responsible for the development and implementation of strategic plans for pharmaceutical services and for ensuring the development of a progressive and responsive service working to robust clinical governance frameworks
- The postholder is responsible for supporting the CDAO in any investigations relating to mis-use of controlled drugs at NDDH and delivery of any audit requirements to ensure that substances liable to mis-use are subject to appropriate controls.
- Responsible for Medical Gases and Non-Medical Prescribing (including Patient Group Directions) across NDDH.
- Provides expert advice on medicines management, including legal advice, to senior managers, consultants and other health care professionals at NDDH.
- Responsible for ensuring the audit and monitoring of pharmacy services and medication optimisation at NDDH following Trust level processes.
- Responsible for managing a staff budget in the region of £1.5 million, including all aspects of Pharmacy services at NDDH.
- Responsible for managing the procurement of medicines, medical gases and vaccines, in the region of £13 million at NDDH.
- To develop and monitor Pharmaceutical Services short- and long-term strategies in line with the Trust's overall strategic direction
- To lead the NDDH pharmacy senior team to plan, organise and provide a broad range of innovative approaches to continuously improve service delivery, encouraging all members of staff to contribute towards these improvements in the pharmacy department and across the Trust
- To develop and co-ordinate Pharmacy's transformation programme at NDDH, meeting and exceeding the quality targets required nationally and locally. To be proactive in devising innovative ways of achieving and monitoring the quality of pharmaceutical services thus ensuring that the needs of patients and customers are met.
- To directly manage the Pharmacy workforce to ensure high levels of motivation, productivity and service quality, promulgating effective two-way communication. This will include the use of Human Resources Policies and Procedures in appropriate situations (e.g. service re-design, managing change, disciplinary procedures etc).
- To be responsible for the implementation of Patient Safety Initiatives and training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities at North Devon.
- To be responsible for training/education initiatives related to medicines management on behalf of the both Pharmacy and the Trust, including national alerts, and local safety priorities.

## FREEDOM TO ACT

- To interpret and implement emerging and established national policies and strategies in their application to pharmaceutical services locally.
- Directly accountable to the Director of Pharmacy for the delivery of safe, effective and efficient pharmacy services to patients.
- To work with the Divisional Director and Director of Pharmacy as part of the management team to achieve the Divisional and Trust objectives.

- To deputise for the Director of Pharmacy and represent the Trust in the local health community in matters relating to medicines use and pharmaceutical services when required.
- To participate in and advise Trust wide Groups to ensure that patient safety remains paramount.
- The post holder will ensure compliance with Trust Policies and Procedures pertaining to quality and governance.

#### **COMMUNICATION/RELATIONSHIP SKILLS**

- To provide and receive highly complex, sensitive and potentially contentious information and present this information to large groups of departmental/divisional and Trust staff to move the Pharmacy strategic plan forward in line with the Director of Pharmacy and Trust's strategic direction.
- This will include managing and reconciling conflicting views where there are significant barriers to acceptance or understanding.
- To work with external agencies, to develop continuity of pharmaceutical and medicines management services across the health economy.
- Ensure that good communication regarding operational issues and changes in working practices are maintained within the Pharmacy.
- To participate in meetings and the team brief giving feedback as appropriate.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To use highly complex facts, information and situations, which require the analysis, interpretation and comparison of a range of options to make a judgment about the strategic direction of pharmaceutical services within the Trust.
- To establish systems to manage medication risk and enhance patient safety throughout the Trust at the patient level (individual patient medicines), practice level (with other professionals), and process level (organisational).
- To develop monitoring systems and metrics with the Medication Safety Officer to measure and improve medicines optimisation/management aspects of patient safety, with particular emphasis on medicines reconciliation and high-risk drugs.

#### **PLANNING/ORGANISATIONAL SKILLS**

- To proactively manage activity to ensure that the pharmacy service meets its contractual obligations and is able to respond effectively to meet market demands and opportunities.
- The postholder is responsible for the development and implementation of strategic plans for pharmaceutical services and for ensuring the development of a progressive and responsive service working to robust clinical governance frameworks
- To implement procedures for ensuring that pharmacy plays an active role in the Trust Clinical Governance agenda. This will include collaborating with the Director of Pharmacy and Medication Safety Officer (MSO) for pharmacy clinical governance activities, establishing systems to introduce and monitor pharmacy standards, ensuring that evidence-based practice is commonplace, initiating clinical supervision and mentorship where appropriate, and involving patients in developing existing and new services.

#### **PATIENT/CLIENT CARE**

- To ensure that pharmaceutical services provided are patient-focused, taking account of multiple competing factors and remaining responsive to the needs of prescribers and consumers.
- To ensure that the Pharmacy learns from adverse clinical incidents, complaints and staff and patient involvement and responds to improve the services provided.

## **POLICY/SERVICE DEVELOPMENT**

- Directly responsible for the proposal, formulation and implementation of Pharmacy policies and procedures for the Pharmaceutical service, interpreting general health, organisation or occupational policies where appropriate.
- To contribute to the strategic development & delivery within the Clinical Support Services Division
- To provide pharmaceutical advice to all appropriate committees, working parties and project teams which may be set up and in operation throughout the Trust. This will include being a key member of and providing professional leadership to the Trust's Drug & Therapeutics Committee, Medicines Management sub-committee and Medical Gas Committee.
- To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Litigation Authority.
- To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Litigation Authority.

## **FINANCIAL/PHYSICAL RESOURCES**

- Directly influences expenditure on prescribing budgets in the region of £23 million across the Trust.
- Responsible for managing a staff budget in the region of £1.5 million, including all aspects of Pharmacy services at NDDH.
- To formulate the annual service development plan for Pharmacy, which includes transforming the services and where necessary building business cases and undertaking option appraisals for additional resource or re-allocation of established. To take overall responsibility for implementing the plan and monitoring progress.
- To ensure adequate monitoring advice on all expenditure associated with the use and application of drugs and pharmaceutical commodities as used throughout the Trust ensuring there is an efficient and cost effective system for the procurement, stock control and distribution of pharmaceuticals.
- To ensure that all delegated ordering and associated medicines procurement processes are undertaken in accordance with the Trust supply strategy, Trust Standing Orders, Standing Financial Instructions and public sector policy and legal frameworks.
- To ensure compliance, as appropriate, with the best practice standards for the management of Purchasing & Supply, and through compliance identify, develop and encourage the implementation of best practice and value for money purchasing arrangements Trustwide.
- To manage, report and advise on all expenditure incurred by the pharmaceutical service as set within agreed budgets.
- To report and advise Trust Divisions and management on the clinical governance and financial aspects of medicines use.

## **HUMAN RESOURCES**

- To ensure that there are robust systems for managing individual performance and for addressing poor performance and that performance systems are closely aligned with operational and strategic objectives.
- Manages all staff groups within the Pharmacy Departments: Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Administrative & Clerical staff - responsible for approximately 65 wte located across Northern Devon.



- To ensure that Pharmacy staff are deployed in the right numbers, with the right skills and skill mix, organised in the right way to deliver organisational effectiveness and efficiency.
- To foster the culture of continuous professional development to include the adequacy of post registration education and continuing professional education and vocational training of staff within Pharmacy. This will include ensuring that all members of staff have an up-to-date and relevant Personal Development Plan which reflects the core training requirements of the post in addition to CPD requirements.
- To ensure that all Pharmacy staff participate fully in the appraisal process.
- To ensure that all staff in Pharmacy attend the corporate induction programme and receive a comprehensive induction to the workplace and their job responsibilities.
- To undertake the role and responsibility of pre-registration manager for the training of pre-registration Pharmacy graduates
- In-service training will be provided to allow staff to provide a competent service. Staff have a personal responsibility to continually review their level of knowledge and expertise in order to keep abreast of the progress of pharmaceutical knowledge and to maintain a high standard of competence. Each member of staff must take responsibility for their own Continuing Professional Development

#### **INFORMATION RESOURCES**

- To ensure that prescribers and service users have ready access to appropriate information on all aspects of the use of medicines and drug therapies.

#### **RESEARCH AND DEVELOPMENT**

- To be responsible for the co-ordination and implementation of the Pharmacy Research & Development and audit programmes and activity, using the results to promote evidence-based practice at NDDH.
- Promote practice-based research for pharmacy services

#### **PHYSICAL SKILLS**

- Regular requirement to drive and work at other locations in course of duties and use of keyboards

#### **PHYSICAL EFFORT**

- Frequent use of computers.
- Frequent periods of walking around site to visit wards and departments.
- Travel between sites (post works across the organisation).
- Ability to travel to meet the requirements of the post.

#### **MENTAL EFFORT**

- Working under pressure with tight deadlines, changing and conflicting priorities and frequent interruptions by requests for advice and incidents.
- Prolonged concentration developing strategies writing reports involving a broad range of complex activities including chairing meetings
- Managing the increasing expectations, within a limited budget, whilst raising standards, achieving higher quality and delivering significant financial savings.
- Regularly attend distressing and emotionally charged meetings regarding personal matters with staff (e.g. disciplinary meetings, consultation meetings etc).
- Frequently have difficult discussions with staff (within pharmacy & wider Trust), commissioners and patients regarding safe, effective & efficient use of medicines
- Dealing with difficult situations involving staff internal and external to pharmacy
- Working on own initiative with minimal management support to achieve Trust objectives.
- Managing unpredictable workload due to frequent interruptions requiring urgent solutions at times

- Ensuring accurate completion of documentation and reporting to demonstrate achievement of targets and legal requirements.

### **EMOTIONAL EFFORT**

- Having to communicate information and guidance to a wide range of staff including Directors, Clinical Leads and other stakeholders.
- Occasional exposure to highly emotional and distressing circumstances.
- Deal with critical incidents involving medicines at department and Trust level involving complaints
- Giving unwelcome news to staff members

### **WORKING CONDITIONS**

- To ensure compliance with the Health & Safety at Work Act and all other relevant legislation, national and local policies and procedures.
- Rare exposure to unpleasant conditions.
- To be responsible for the implementation of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

### **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. It is the responsibility of every employee whilst at work to carry out his/her work in a manner which is safe and absent from risk to the health of him/herself and any other person who may be affected, and to co-operate with his/her manager in complying with any relevant statutory regulations.

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. Ensure safe practice to minimize the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of responsibilities as listed in the Infection Control Operational Policy.

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.

Job Title	Associate Director of Pharmacy, NDDH	
Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>▪ Degree in Pharmacy /NVQ level 3 in Pharmacy Services and a BTEC in Pharmaceutical science</li> <li>▪ Registration with the General Pharmaceutical Council</li> <li>▪ Higher degree or post-graduate qualification</li> <li>▪ Extensive post-registration experience</li> <li>▪ Postgraduate Management / Leadership qualification</li> </ul>	E E E E E	
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>▪ Understanding of NHS systems of work</li> <li>▪ Thorough contemporary knowledge of NHS strategy and policy</li> <li>▪ Understanding of complex organisation dynamics</li> <li>▪ Effective oral and written communication skills</li> <li>▪ Excellent interpersonal skills</li> <li>▪ Advanced leadership and senior team member skills</li> <li>▪ Balancing strategic and operational management demands</li> <li>▪ Proven budgetary management skills</li> <li>▪ High level change and conflict management skills</li> <li>▪ Ability to influence significant organizational change and service development</li> </ul>	E E E E E E E E E E	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>▪ Senior management in an acute hospital</li> <li>▪ Experience of working in several areas within hospital pharmacy</li> <li>▪ Evidence of successful change management particularly medicines management</li> <li>▪ Evidence of broad and specialized CPD</li> <li>▪ Recent involvement in R&amp;D/Clinical Trials</li> <li>▪ Recent involvement and leadership in risk management governance and audit</li> <li>▪ Evidence of delivering staff development pre and post-registration</li> <li>▪ Evidence of managing services to external customers including through SLAs.</li> <li>▪ Commitment to modernisation</li> <li>▪ Evidence of implementing change in a multi-disciplinary environment</li> <li>▪ Evidence of working with primary care colleagues to implement change</li> </ul>	E E E E E E E E E E	
<b>PERSONAL ATTRIBUTES</b> <p><b>Physical Skills &amp; Effort</b></p> <ul style="list-style-type: none"> <li>▪ Frequent use of computers.</li> <li>▪ Frequent periods of walking around site to visit wards and departments.</li> <li>▪ Travel between sites (post works across the organisation).</li> <li>▪ Ability to travel to meet the requirements of the post.</li> </ul> <p><b>Emotional Effort</b></p> <ul style="list-style-type: none"> <li>▪ Having to communicate information and guidance to a wide range of staff, including Executive Team, Directors and Clinical Leads.</li> </ul>	E E E E E	

<ul style="list-style-type: none"> <li>▪ Occasional exposure to highly emotional circumstances, when the news is unwelcome.</li> </ul>	E	
<p><b>Mental Effort</b></p>		
<ul style="list-style-type: none"> <li>▪ Frequent requirement to prioritise workload where the workload is unpredictable.</li> </ul>	E	
<ul style="list-style-type: none"> <li>▪ Prolonged concentration developing strategies and policies, involving a broad range of complex activities.</li> </ul>	E	
<ul style="list-style-type: none"> <li>▪ Writing complex reports, checking documents, chairing meetings etc.</li> </ul>	E	
<ul style="list-style-type: none"> <li>▪ Also having responsibility for ensuring all appropriate documentation is accurately reported to demonstrate Trust has met statutory targets and fulfilled its legal duties.</li> </ul>	E	
<ul style="list-style-type: none"> <li>▪ Intense concentration when representing the Trust at external organisations and functions.</li> </ul>	E	
<ul style="list-style-type: none"> <li>▪ Unpredictable workload due to frequent interruption requiring urgent problem solving.</li> </ul>	E	
<p><b>Requirements due to working environment</b></p>		
<ul style="list-style-type: none"> <li>▪ Average office conditions but frequent requirement to use transportation across the Trust sites.</li> </ul>	E	
<p><b>OTHER REQUIREMENTS</b></p>		
<p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p>	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N	✓			
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N	✓			
Blood/body fluids	Y/N	✓			
Laboratory specimens	Y/N	✓			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N	✓			
Respiratory sensitisers (e.g isocyanates)	Y/N	✓			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N		✓		
Animals	Y/N	✓			
Cytotoxic drugs	Y/N		✓		
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	Y/N	✓			
Laser (Class 3R, 3B, 4)	Y/N	✓			
Dusty environment (>4mg/m3)	Y/N	✓			
Noise (over 80dBA)	Y/N	✓			
Hand held vibration tools (=>2.5 m/s2)	Y/N	✓			
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y/N				✓
Heavy manual handling (>10kg)	Y/N	✓			
Driving	Y/N			✓	
Food handling	Y/N	✓			
Night working	Y/N	✓			
Electrical work	Y/N	✓			
Physical Effort	Y/N		✓		
Mental Effort	Y/N				✓
Emotional Effort	Y/N				✓
Working in isolation	Y/N			✓	
Challenging behaviour	Y/N			✓	

JOB DETAILS	
<b>Job Title</b>	Pharmacy Operations Manager
<b>Reports to</b>	Chief Pharmacist/Head of Service
<b>Band</b>	8c <b>(Subject to formal matching, the band is confirmed but there may need to be some revision to the JD required in the future.)</b>
<b>Department/Directorate</b>	Pharmacy / Clinical Support & Specialist Services

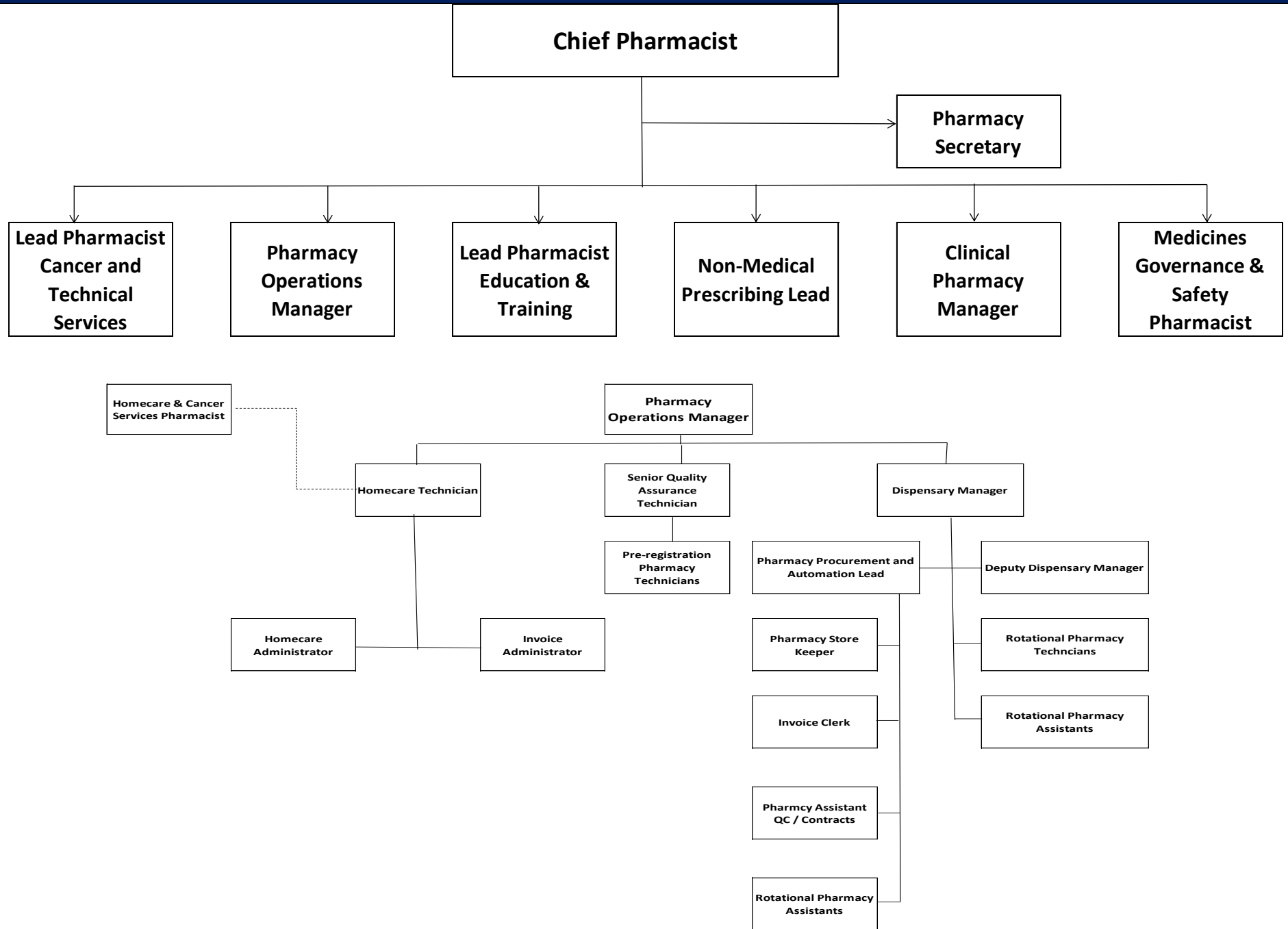
JOB PURPOSE
<ul style="list-style-type: none"> <li>To deputise for the Chief Pharmacist/Head of Service, covering all aspects of the safe and effective leadership and management of the Pharmacy Service.</li> <li>To support the Chief Pharmacist/Head of Service in leading the strategic development of processes and systems for the pharmacy services in line with regulatory and Trust's priorities.</li> <li>Form part of senior pharmacy management team and lead, manage, support and develop staff across the pharmacy workforce.</li> <li>To be the designated Trust lead for medication-related assurance to regulatory bodies for operational pharmacy services, such as the MHRA and the Home Office.</li> <li>To lead on all procurement, supply, logistic, IT and homecare processes concerning medicines and pharmacy services to ensure the cost-effective use of medicines for the Trust and commissioners.</li> </ul>

KEY WORKING RELATIONSHIPS	
Areas of Responsibility: (type of work undertaken)	
No. of Staff reporting to this role: (If applicable)	
<ul style="list-style-type: none"> <li>Manages the Dispensary Manager, Senior Quality Assurance Technician and Homecare Technician. Responsible for management of all staff within dispensary, distribution, procurement, stores and homecare.</li> </ul>	
<p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p>	
Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>All pharmacy staff including senior pharmacy team</li> <li>Divisional management teams</li> <li>Medical staff, all grades</li> <li>Non-clinical staff and managers</li> <li>Senior Nurses and other healthcare professionals in the Trust</li> <li>Human Resource staff/Finance Staff/ Planning Staff</li> </ul>	<ul style="list-style-type: none"> <li>NHS England / Improvement Clinical Commissioning Group / Integrated Care System</li> <li>Other Healthcare providers</li> <li>GPs</li> <li>Primary Care Networks</li> <li>Community Pharmacies</li> <li>Other NHS Networks</li> <li>PPSA</li> </ul>

<ul style="list-style-type: none"><li>• Staff within the division</li><li>• Trust Executives</li><li>• Professional leads</li></ul>	<ul style="list-style-type: none"><li>• Pharmaceutical Companies</li><li>• Patients</li><li>• Health Education England &amp; other training providers</li><li>• Contract holders</li><li>• MHRA</li><li>• Home Office</li><li>• Other Regulatory Bodies including CQC</li></ul>
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**ORGANISATIONAL CHART**



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To provide strategic direction, leadership, management, development and evaluation of all staff services in the areas of their responsibility within the Pharmacy department and as required across the whole service as Pharmacy Operations Manager.

Responsible for all procurement, supply, logistic, IT and homecare processes relating to medicines and Pharmacy services.

Responsible for contracts including homecare provision to ensure that patients receive the appropriate level of service, and to ensure these services operate within the required legal framework and meet all necessary governance arrangements.

The post holder will act as the Responsible Person in conjunction with the Chief Pharmacist for the Wholesale Dealers Licence (Human) ensuring the maintenance of all quality management systems under legislation and compliance to Good Distribution Practice (GDP) and MHRA guidance

Responsible for working with internal and external partners in ensuring the security of the department and safe and secure storage of medicines including offsite locations.

The post holder will be responsible for the delivery of the major incident and business continuity plans for Pharmacy, as well as supporting the response to complaints process across the department.

Provide specialist expert advice to stakeholders with regards to regulations and law, tendering specifications, negotiations, adjudication, evaluation and selection, contract drafting, debriefing and dispute resolution, ensuring appropriate procurement processes are in place within pharmacy team

To represent the Trust at Local, Regional and National forums relating to Pharmacy Services presenting highly specialist knowledge.

Responsible for the management and delivery of information systems, such as Refine, Define, Extend and Q-Pulse.

To contribute to the development and implementation of innovative solutions such as EPIC MyCare programme.

To ensure all Pharmacy IT systems support the safe and efficient delivery of Pharmacy services both internally and across the organisation and in line with information governance requirements.

To assist in identifying and managing risks associated with the use of medicines across the Trust.

To ensure systems are in place such that all complaints relating to the supply of medicines are dealt with appropriately.

To assist the Chief Pharmacist/Head of Service with the monitoring (audit) and updating of the local procedures and policies and SOPs to ensure safe and secure handling of medicines.

Implement and manage a robust Quality Management System for areas of responsibility.

Identify savings opportunities through innovation or other efficiencies.

To ensure that effective monitoring and reporting systems are in place for recording use of High Cost Drugs and that appropriate audit and data analysis against agreed indicators are

undertaken including BlueTeq submissions for relevant medicines .

Liaise with Trust colleagues and commissioners where appropriate to resolve High Cost Drug expenditure challenges.

Responsible for provision of financial reporting information concerning medicines expenditure across the Trust

Responsible for ensuring all medicines are appropriately procured to ensure best value for money.

Same as last page

To be responsible for safe management of drug alerts, recalls/withdrawals to minimise any risk to patients.

Responsible for providing appropriate responses to Freedom of Information Requests as appropriate within key areas of responsibility.

Budget holder with delegated responsibility for relevant cost centre budgets (pay and non-pay).

Responsible for ensuring recruitment processes and necessary vacancy panel applications are completed to maintain operational services safely

Responsible for agreement and delivery and audit of activity to meet requirements of Service Level Agreements

Active involvement in operational duties within the pharmacy department to ensure that effective commitment and knowledge in relation to these duties is maintained including weekend and bank holiday working on rota basis.

### **FREEDOM TO ACT**

- To interpret and implement emerging and established national policies and strategies in their application to pharmaceutical services locally.
- Directly accountable to the Chief Pharmacist/Head of Service for the delivery of safe, effective and efficient Pharmacy services to patients.
- To work with the Chief Pharmacist/Head of Service to achieve the pharmacy department objectives.
- To represent the Trust in the local health community in matters relating to medicines and pharmaceutical services.
- To lead, and advise, Trustwide Groups and Committees ensuring that patient safety remains paramount.
- The post holder will ensure compliance with Trust Policies and Procedures pertaining to quality and governance.

### **COMMUNICATION/RELATIONSHIP SKILLS**

- To provide and receive highly complex, sensitive and potentially contentious information
- To provide detailed advice to specialist and non-specialists relating to medicines commissioning and use
- Make judgements where highly complex facts or situations are involved and present this information to large groups of departmental/divisional and Trust staff
- Communication medicines information to a range a decision makers where advice may be discussed and challenged which could include managing conflicting views
- Develop effective professional relationships with a range of stakeholders in order to improve medicines procurement and supply issues
- Management and reconciling of conflicting views where there are significant barriers

to acceptance or understanding.

- To work with external agencies, to develop continuity of pharmaceutical and medicines management services across the health economy.
- Ensure that good communication regarding operational issues and changes in working practices are maintained within the Pharmacy.
- To participate in meetings and team briefings giving feedback as appropriate.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To provide, interpret and present highly complex medicines-related information to a range of clinicians, managers, facts, information and situations, which require the analysis, interpretation and comparison of a range of options to make a judgment about the strategic direction of Pharmaceutical services within the Trust.

#### **PLANNING/ORGANISATIONAL SKILLS**

- To proactively manage a broad range of complex activity within the pharmacy team to ensure that the Pharmacy service meets its contractual obligations and is able to respond effectively to meet market demands and opportunities.

#### **PATIENT/CLIENT CARE**

- To ensure that pharmaceutical services provided are patient-focused, taking account of multiple competing factors and remaining responsive to the needs of prescribers and consumers.
- To ensure that the Pharmacy learns from adverse clinical incidents, complaints and staff and patient involvement and responds to improve the services provided.

#### **POLICY/SERVICE DEVELOPMENT**

- Directly responsible for the proposal, formulation and implementation of Pharmacy policies and procedures for the Pharmaceutical service, interpreting general health, organisation or occupational policies where appropriate.
- To contribute to the strategic development & delivery within the Clinical Support Services Division
- To provide pharmaceutical advice to all appropriate committees, working parties and project teams which may be set up and in operation throughout the Trust. This will include being a key member of and providing professional leadership to the Medicines Management Group its subgroups and the Medical Gas Group.
- To develop and implement safe & effective systems through policies and procedures designed to manage the use of medicines throughout the Trust, covering all aspects from prescribing, procurement, storage and supply through to administration, and ensuring compliance with the requirements of the Care Quality Commission and the NHS Resolution.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Support financial management of medicines procurement and supply arrangements within the Trust.
- To develop, implement and monitor the annual operational plan for Pharmacy, which includes service review and developing business cases for additional resource where appropriate. Responsible
- To ensure adequate monitoring advice on all expenditure associated with the use and application of drugs and pharmaceuticals as used throughout the Trust ensuring there is an efficient and cost-effective system for the procurement, stock control and distribution of pharmaceuticals.
- To ensure that all delegated ordering and associated medicines procurement processes are undertaken in accordance with the Trust processes, Trust Standing Orders, Standing Financial Instructions and public sector policy and legal frameworks.
- To ensure compliance, as appropriate, with the best practice standards for the management of Purchasing & Supply, and through compliance identify, develop and encourage the implementation of best practice and value for money purchasing

arrangements Trustwide.

- To manage, report and advise on all expenditure incurred by the pharmacy service as set within agreed budgets.
- To report and advise Trust Divisions and management on the financial aspects of medicines use.
- Work with commissioners and the Trust's finance and contracts teams to ensure that there is financial control of pharmaceuticals.
- Works within their own Standard Financial Instructions as documented in Trust policy.
- Manage agreed budgets to ensure efficient and effective use of resources and achievement of financial targets.
- Link with the Divisions to ensure business plans and cases for development of services across the Trust consider medicines management implications during their development. Advise the Chief Pharmacist/Head of Service of the impact of the strategic plans of other services where there are implications for either the pharmacy service itself or the medicines optimisation agenda.
- Responsible for the identification and delivery of annual cost saving plans linked to the Trust financial plans.
- Ensure there are agreed performance management frameworks to effectively monitor the delivery of the pharmacy service annual operational plan.
- Work closely with finance colleagues to produce accurate and timely financial and activity reports for use as basis for planning and performance management.
- Responsible for the management of contracts with external custom through SLA's, liaising with financial and contracting teams in the organisation ensuring a robust and financially viable service.
- Identify to the Chief Pharmacist/Head of Service any cost pressures within budgets and advise on ways of dealing with such pressures.
- Provide expert knowledge and advice on the delivery of commercial, legal and financial elements of all medicines related contracts.
- To identify, assess and evaluate commercial opportunities and formulate work plans to successfully implement them.

## **HUMAN RESOURCES**

- Direct line management of Dispensary Manager, Senior Quality Assurance Technician and Homecare Technician, providing leadership and ensuring appropriate arrangements are in place to agree objectives, monitor performance and identify, review and deliver personal development needs.
- Operational management of staff working in areas where Pharmacy services are delivered by staff accountable to the Pharmacy Operations Manager.
- As required, recruit and ensure effective induction and development of staff to fill established vacancies.
- To be an effective member of the department and Senior Management Team, and as inspirational leader promoting a can do attitude.
- Ensure systems are in place to identify employee poor performance of any type and that any individuals identified are appropriately supported and managed within Trust policies. Where appropriate, this may incorporate holding performance, conduct or other associated HR related meetings with staff.
- Ensuring the department works in line with RPS Hospital Pharmacy standards monitoring and identifying gaps and implementing appropriate actions as required. Ensuring a culture of best practice and continuous improvement.
- To be responsible for ensuring that the team becomes a high performing team and successfully delivers the objectives, including: resource allocation and review, determination of individual tasks and work-streams, internal communications and individual development, performance review to ensure delivery of tasks and key milestones, and the motivation of individuals to work as a team to deliver shared goals.

## **INFORMATION RESOURCES**

- Record personally generated information.
- Records clinical information and writes reports.

### **RESEARCH AND DEVELOPMENT**

- Implements and co-ordinates the implementation of clinical trials, audits and research for the department.

### **PHYSICAL SKILLS**

- Regular requirement to drive and work at other locations in course of duties and use of keyboards.

### **PHYSICAL EFFORT**

- Frequent use of computers.
- Frequent periods of walking around site to visit wards and departments.
- Travel between sites (post works across the organisation).
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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. Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of responsibilities as listed in the Infection Control Operational Policy.

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:

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- Encouraging and support staff engagement in delivery of the service.
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Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

<b>Job Title</b>	<b>Pharmacy Operations Manager</b>
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <ul style="list-style-type: none"> <li>▪ Degree in Pharmacy /NVQ level 3 in Pharmacy Services and a BTEC in Pharmaceutical science</li> <li>▪ Registration with the General Pharmaceutical Council</li> <li>▪ Evidence of Continuing Professional Development</li> <li>▪ Extensive post-registration experience</li> <li>▪ Project management qualification</li> <li>▪ Postgraduate Management / Leadership qualification (or equivalent experience).</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p><b>KNOWLEDGE/SKILLS</b></p> <p>Operational management and organisation of complex pharmacy service and ability to manage resources including workforce and finance</p> <p>Possess specialist knowledge working in senior management environment</p> <p>Extensive experience of budget and finance management relating to medicines across healthcare organisations</p> <p>Detailed understanding of NHS priorities within acute setting and across healthcare system</p> <p>Specialist knowledge of commissioning frameworks</p> <p>Excellent current knowledge of best clinical practice and NICE guidance.</p> <p>Effective written and oral communication skills.</p> <p>Excellent interpersonal skills.</p> <p>Mentoring skills.</p> <p>Influencing / negotiation skills.</p> <p>Understanding of hospital pharmacy systems.</p> <p>Staff management and leadership skills.</p> <p>Auditing and analysis skills</p> <p>Research methodology skills</p> <p>Experience of training delivery</p> <p>Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders</p> <p>Possess excellent IT skills and ability to use information systems confidently</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>EXPERIENCE</b></p> <p>Clinical experience across a range of specialities</p> <p>Experience of working with MDTs and committees</p> <p>Experience of audit and clinical trials</p> <p>Practice research</p> <p>Previous experience of managing teams to deliver shared objectives</p> <p>Current significant experience in pharmacy management role</p> <p>Extensive specialist knowledge of Pharmacy services and commissioning</p> <p>Advanced theoretical and practical knowledge of a range of work procedures, practices and processes</p> <p>Specialist knowledge in a senior pharmacy managerial environment</p> <p>Experience of managing budgets and finances relating to medicines</p> <p>Experience of the management and development of information systems</p> <p>A detailed understanding of NHS priorities and the Carter</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>





		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N	✓			
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N	✓			
Blood/body fluids	Y/N	✓			
Laboratory specimens	Y/N	✓			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N	✓			
Respiratory sensitisers (e.g isocyanates)	Y/N	✓			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N		✓		
Animals	Y/N	✓			
Cytotoxic drugs	Y/N		✓		
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	Y/N	✓			
Laser (Class 3R, 3B, 4)	Y/N	✓			
Dusty environment (>4mg/m3)	Y/N	✓			
Noise (over 80dBA)	Y/N	✓			
Hand held vibration tools (=>2.5 m/s2)	Y/N	✓			
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y/N				✓
Heavy manual handling (>10kg)	Y/N	✓			
Driving	Y/N			✓	
Food handling	Y/N	✓			
Night working	Y/N	✓			
Electrical work	Y/N	✓			
Physical Effort	Y/N		✓		
Mental Effort	Y/N				✓
Emotional Effort	Y/N		✓		
Working in isolation	Y/N			✓	
Challenging behaviour	Y/N			✓	