

PHARMACY TECHNICIAN – ASEPTIC AND CANCER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- This role supports pharmacists and senior technicians to make sure patients receive the right medicines safely and on time.
- You will dispense, prepare and check medicines, including specialist treatments such as chemotherapy and sterile products.
- You will speak with patients and carers, explain how to use medicines safely, and help manage medicines when patients are admitted or discharged.
- You will work independently each day, follow strict safety and quality rules, and help keep the pharmacy running smoothly.
- You will support and train other staff, work as part of a team, and help improve pharmacy and cancer services.
- You will be flexible and take part in weekend, evening and bank holiday rotas to support safe patient care.

Job Description

Job title:	Pharmacy Technician – Cancer and Aseptic Services
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Chief Pharmacist
DBS required:	Yes

Summary

- Is managed by the senior pharmacist / technician responsible for the area of work
- Dispense and issue prescriptions and check the dispensed prescriptions of others
- Take patient medication histories, assess POD's, advise and instruct patients on safe medication practice and reconcile medication on discharge.
- Prepare a wide range of aseptic parenteral products including cytotoxic chemotherapy, monoclonal agents, Total Parenteral Nutrition (TPN) and radioisotopes.
- To demonstrate flexibility and initiative in carrying out demanding technical duties at short notice with minimal supervision

- Training and delegation of tasks to assistant technical officer, technicians and other staff members as required
- Collaborates with technicians in the provision of pharmaceutical services
- Supports the duties of the senior pharmacy technicians and pharmacists in the areas in which they work

Main Duties

General

- Has day to day responsibility for supervision of and technical operation of the section of the department in which they are working, controlling the daily workflow and working independently without supervision
- Counsels patients and carers on the use of their medication as required
- Carries out final checking of the dispensing process in which they work (Dispensary and Aseptic)
- Ensures all COSHH, Good Manufacturing Practice and Health and Safety regulations and guidance are adhered to
- Contributes to the development of Aseptic and Cancer services
- Undertakes training and maintains their competency in every area in which they work

Medicines Management and Optimisation

- To take patient medication histories and to liaise with GPs, the patient's relatives, Nursing Homes etc, as necessary, to confirm, where possible, that medicines are prescribed appropriately on admission. To alert pharmacists, doctors, and nurses when the prescribed medication is at variance with the taken history
- To assess the quality of patient own drugs (PODs) for suitability for extended use during the in-patient period, and to initiate any necessary alternative arrangements
- To arrange the re-ordering of medicines supplies for continuing treatment, action cancellations, removing discontinued items and explaining these to patients as appropriate.

- To advise and as necessary instruct patients, in the correct use of medicines prescribed for them and to provide supportive written information and/or compliance aids when needed
- To reconcile medication for discharge and to advise pharmacists and/or doctors when discharge medication requirements are ambiguous and make necessary arrangements
- To assist the pharmacy cancer services team in ensuring patient access schemes and high cost medicine management schemes are Blueteq are adhered to.
- To provide ward and departmental staff with information concerning
 - Availability of drugs and other pharmaceuticals.
 - Statutory requirements concerning the requisition, supply and storage of pharmaceutical preparations.
 - To ensure the proper application of the Medicines Management Code of Practice

Aseptic

- To lead and assist in the management of outsourced aseptic activity, deputising for senior members of staff when required.
- To participate in the preparation of chemotherapy, monoclonal and Total Parenteral Nutrition (TPN) agents in accordance with Good Manufacturing Practice (GMP)
- To participate in the preparation of a range of radioactive pharmaceuticals, taking note of any special statutory and safety precautions
- Transport drugs and sundries to the appropriate preparation areas, as and when required
- To maintain special training skills to participate in Intrathecal preparation and delivery
- To keep up to date with validation and changes in working protocols
- To initiate and supervise packaging and over labelling processes for A/E casualty packs etc required for patient treatment
- Participate in the day to day maintenance of the unit and service
- Undertakes environmental monitoring and other duties associated with GMP as required

Dispensary

- To carry out all the duties of a technician. Perform in-patient and outpatient dispensing and patient counselling. Carry out extemporaneous dispensing;

supply controlled drugs and unlicensed medicines, maintaining accurate records.

- Investigate and correct any stock discrepancies
- Maintain a record of all items not supplied at the time of dispensing and ensure they are supplied as soon as possible. When necessary inform ward staff, pharmacists and patients of the delay
- To provide routine drug information and advise patients on correct use of medicines either personally or using the phone
- To prepare and dispense clinical trial medication as outlined in trial and dispensing protocols
- To assist in the efficient and prompt supply of stock items and patient labelled medicine to the wards co-operating with other members of staff in providing an efficient pharmaceutical service
- To assist with the correct and secure storage of medicines including the maintenance of adequate stock levels and stock rotation within the section to which allocated
- To check all returned items for possible recycling and the safe, legal and correct disposal of unwanted items
- To assist in the training of ATOs and Student Technicians to NVQ standards
- To undertake and update any relevant training within pharmacy and CPD
- To use the different pharmacy computer systems for the appropriate task involved e.g. entering patient data, stock control
- To maintain a tidy working environment in all areas of pharmacy and to ensure that at all times laid down procedures and safe systems of work are being followed
- To contribute to the effectiveness of the pharmacy by making suggestions for innovation and development of the department

Supplemental

- To take part in the rota for extended opening hours, weekends and Bank holiday duties
- To undertake other such duties as from time to time may be deemed necessary to ensure safe patient care

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3/ BTEC in pharmacy Services or equivalent nationally recognised qualification • Current registration as a pharmacy technician with the General Pharmaceutical Council • Accredited Checking Technician Qualification • Graduate level portfolio 	<ul style="list-style-type: none"> • Level 3 Award in assessing competence in the work environment or equivalent (A1/2, V1/V2 D32/33/34) or commitment to attain
Experience	<ul style="list-style-type: none"> • Recent hospital dispensing experience 	<ul style="list-style-type: none"> • Aseptic manipulation skills • Out patient counselling • Clinical ward based pharmacy
Knowledge and skills	<ul style="list-style-type: none"> • Good communication skills • Good mathematical skills • Attention to detail • Caring approach to patients • Flexible • Team leader / Worker • Confidential 	
Other	<ul style="list-style-type: none"> • Able to travel to work at weekends and Bank Holidays 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must

be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

