Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

SACT PHARMACY TECHNICIAN

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 helps make sure cancer treatments are set up safely and correctly within the Trust's electronic prescribing system. It combines pharmacy knowledge, digital systems and data analysis to support high-quality patient care.
- Build, update and maintain cancer treatment plans within the ARIA electronic prescribing system, making sure they are safe, accurate and follow approved standards.
- Work closely with pharmacists, doctors, nurses and digital teams to support the safe delivery of cancer treatments and improve electronic prescribing systems.
- Collect, check and analyse service data, producing reports that help monitor performance, quality and patient safety.
- Support audits, governance processes and quality improvement projects to help ensure cancer services meet local and national requirements.
- Help develop and improve digital cancer services by introducing new systems, improving ways of working and supporting service transformation projects.
- Provide technical expertise, training and support to staff, while helping manage pharmacy services and maintaining high professional and safety standards.

Job Description

Job title:	SACT Pharmacy Technician
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Senior Pharmacist
DBS required:	Yes

Summary

To provide specialist pharmacy technical support for the management, maintenance and development of Systemic Anti-Cancer Therapy (SACT) regimens within the ARIA electronic prescribing and medicines administration system. Support the safe implementation and ongoing maintenance of chemotherapy and supportive care treatment protocols, ensuring compliance with local, regional and national standards. Work on the collection, validation, analysis and reporting of key performance

indicators (KPIs), activity data, audit outcomes and service metrics to support quality improvement, governance and operational performance across Pharmacy Cancer Services. The role will act as a key liaison between Cancer Pharmacy, Oncology, Haematology, Digital Services and wider Cancer Services teams to support the safe and effective delivery of SACT electronic prescribing and digital cancer systems. Collaborates with other Senior Pharmacy Technicians in the provision of pharmaceutical services. Organise staff and resources allocated, and work with other Senior Technicians in the technical and organisational duties required by the pharmacy service.

Duties

Technical

- Work with the pharmacy cancer services team and Cancer Services to build, update, test and maintain chemotherapy, immunotherapy, haematology and supportive care regimens within ARIA.
- Ensure SACT electronic treatment protocols accurately reflect approved clinical treatment pathways.
- Work with pharmacists and clinicians to implement new regimens and modifications to existing protocols.
- Undertake validation and quality assurance checks on regimen builds before implementation.
- Maintain version control and documentation relating to regimen updates.
- Support system upgrades, testing and implementation of new functionality.
- Investigate and resolve technical issues relating to treatment protocols and prescribing workflows.
- Ensure system configuration complies with Trust medicines management and governance requirements.

Data, Reporting and Performance Monitoring

- Collect, validate and analyse cancer services performance data.
- Produce regular KPI reports for Cancer Services, Pharmacy and Trust management teams.
- Monitor and report metrics relating to:
    - o SACT prescribing activity
    - o Treatment delivery performance
    - o Treatment delays and cancellations
    - o Capacity and utilisation o Governance and safety indicators
- Develop and maintain dashboards and reporting tools.
- Support national and regional cancer data submissions where required.

- Identify trends, risks and opportunities for service improvement through data analysis.

Governance and Quality Assurance

- Support governance processes relating to SACT electronic prescribing and chemotherapy protocol management.
- Develops and works under guidance of SOPs, GMP and COSHH.
- Involvement in writing procedures relating to the service in conjunction with other appropriate staff and managers. Delivery and implementation of agreed procedures and monitor compliance with all SOPs.
- Assist with the review and implementation of national guidance, local policies and treatment standards.
- Participate in audits and quality improvement projects.
- Maintain accurate records of regimen approvals, reviews and changes.
- Escalate potential patient safety concerns appropriately.
- Support incident investigations relating to SACT electronic prescribing or protocol configuration.
- Maintains high professional standards at all times and ensures compliance with statutory regulations concerning pharmaceuticals and the provisions of the Health and Safety at work act are complied with.

Service Development

- Work with the Cancer Pharmacists to develop the chemotherapy service, identifying where service can be improved.
- Contribute to the ongoing development and review of digital cancer services.
- Support projects aimed at improving efficiency, safety and optimisation of SACT electronic prescribing systems.
- Participate in implementation of new technologies and digital initiatives across cancer services.
- Support service transformation projects through workflow analysis and process mapping.
- Identifies training needs of staff and devise individual training plans.

Responsibility for Information Resources

Ensure compliance with:

- Data Protection legislation
- Information Governance requirements
- Trust policies and procedures

Clinical

- To work with the Senior Pharmacy Leads in all aspects of service to ensure that medicines optimisation occurs in an efficient and effective way utilising information technology and ensuring information governance.
- 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 etc when the prescribed medication is at variance with the taken history.
- To check for drug interactions.
- 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 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.

Technical

- If required, work with aseptic leads to operationally manage the day to day running of Outsourcing and the Aseptic unit particularly in respect to the provision of SACT.
- To liaise with senior members of staff and other healthcare professionals with regard to workload patterns. Constantly monitoring capacity and escalating if appropriate.
- To be involved in patient dispensing, checking and reconciling of SACT.
- Developing dose banded outsourced activity, medicines optimisation and the provision of medicines including outsourcing / dispensing activities and working with the pharmacy homecare team to develop the use of chemotherapy within the homecare setting.
- Actively manage waste associated with Outsourced SACT.
- Manage the transport of chemotherapy drugs.

Communication and Relationships

- Develop effective communication and working relationships with:
    - o Oncology and Haematology Consultants
    - o Cancer pharmacists
    - o Cancer nurses
    - o Digital services teams
    - o Information and performance teams
    - o External system suppliers
- Provide specialist advice regarding ARIA regimen configuration and system functionality.
- Deliver training and support to users of the ARIA system where required.

Research

- Participate in audits relating to:
    - o SACT Electronic prescribing
    - o Chemotherapy protocol compliance
    - o Service performance
    - o Quality improvement projects
- Assist in data collection for service evaluations and accreditation requirements.
- Support the development of benefit realisation for new systems that incorporate digital medicines.

Management

- Represents SaTH trust NHS Pharmacy at informatics and training conferences and meetings as and when required.
- When required, develop and implement a strategic plan for the education and training of pharmacy staff in digital systems, collaborating with relevant managers.
- To establish a supportive, fair and open culture that encourages and enables technical staff to meet and exceed the required performance standards.
- Acts as a role model, and encourages good practice wherever they work
- Works with Clinical Pharmacy Team Leaders, Lead Pharmacists and Chief Technicians to plan, and develop the transformation of pharmacy plans.
- Co-ordinates with multidisciplinary teams to implement new informatics and electronic systems linked to medicines.
- To ensure appropriate skill mix of staff within the technical team and amend as deemed appropriate.
- Handles complaints within the scope of their employment role.
- Effectively manages change.

- Identifies and implements risk reduction strategies in their area of work.
- To contribute actively and constructively to improve safety, professional standards, efficacy and job satisfaction.
- To ensure compliance with health and safety policy.
- To assist in the recruitment of Pharmacy technicians and Assistant Technical Officers.
- To operate as a line manager to staff ensuring all relevant human resource policies are adhered to.

Supplemental

- To take part in the rota for extended opening hours, weekends and Bank holiday duties.

This job description is intended only as a guide to the duties and responsibilities of the successful potholder. It may be amended to take account of changing circumstances and service developments following discussion with the postholder.

Person Specification

	Essential	Desirable
Qualifications	• 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	
Experience	• Relevant hospital pharmacy experience • Project management experience	• Experience working within cancer services, oncology, haematology or SACT services. • Familiarity with ARIA MedOnc • Experience of electronic prescribing systems • Experience of data analysis and writing reports, undertaking audits, data collection • Experience of multidisciplinary and/or collaborative working • Experience of developing and implementing Standard

		Operating Procedures • Experience of education & training or mentoring of pharmacy staff • Supervisory and appraisal experience
Skills	• Advanced IT and digital skills • Attention to detail • Able to prioritise work /time management • Good organisational skills (self and others) • Logical approach to problem solving & Demonstrates initiative • Excellent communication skills and interpersonal skills • Good analytical and evaluative skills • Ability to work independently and as part of a multidisciplinary team	
Other	• Flexible • Confidential • Resilient • Able to travel to work at weekends and Bank Holidays • Flexible working hours	

Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.