

Senior Pharmacy Support Officer Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This job involves helping to prepare and give out medicines in the pharmacy.
- You will work with different types of medicines, including those used for cancer treatment and special nutrition.
- You'll help keep records up to date and make sure medicines are stored and used safely.
- You'll work closely with other pharmacy and nursing staff to make sure patients get the right medicines.
- You'll help keep the pharmacy clean and tidy, and follow important safety rules.
- Sometimes you may need to help in other areas or work extra hours if needed.

Job Description

Job title:	Senior Pharmacy Support Officer
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Lead Pharmacist
DBS required:	Yes – Standard DBS check

Main Duties

1. To dispense and prepare drugs for all patients as required of the service
2. Assisting the pharmacy workflow by prioritising own workload and under the instruction of those responsible for that area.
3. To check drugs issued by Pharmacy Staff, ensuring, if necessary, the correction of the stock issues or computer records.
4. Liaise closely with pharmacy and nursing staff over medicine supply.
5. Arrange the re-cycling or safe disposal of returned medicines in accordance with policy and procedure.
6. Work within Standard Operating Procedures (SOP's) ensuring compliance with relevant standards (Good x Practice, GMP, GDP)

7. To replenish stocks in the pharmacy area from various stores, maintaining all necessary manual and computer records, including generating internal orders, stock rotation and checking for near expiry dates.
8. To assist with the creation and updating of computerised records as required including the transcribing of medication cards and creation of worksheets ready for clinical / technical checking and dispensing / preparation
9. To assist the ordering, receipt and despatch of pharmaceutical items, co-operating with both pharmacy and nursing staff.
10. To record details on the computer systems and pass information to the dispensary. Ensure that owing items are actioned and ordered.
11. Dispense controlled, unlicensed, aseptic and chemotherapy medicines - keeping correct records and in accordance with the established procedures.
12. To maintain all validations linked to working skills.
13. Supply and transport medicines, keeping correct records. and in accordance with the established procedures.
14. Assist in the receipt and distribution of prescriptions and medicines produced by the pharmacy.
15. Filing of prescriptions following established procedures.
16. To provide holiday and sickness cover for other assistant technical officers
17. To assist in maintaining that area of the pharmacy in which he/she is working in a clean and tidy condition. This will include cleaning sterile areas on a regular basis
18. To undertake such other reasonable duties as may be required from time to time, which may include working additional hours.

Organisation

- Duties will involve a flexible working schedule in several sections of the pharmacy liable to sudden change and dependent on work priorities

Supplemental

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

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Hold an NVQ Level 2 in Pharmacy Services or have equivalent pharmacy or medicines related experience or a dispensing qualification • Manual Handling Awareness • Numeracy and Literacy GCSE grade 9-4 (A-C) 	
Experience / Knowledge	<ul style="list-style-type: none"> • Work experience in Pharmacy • Previous NHS or associated healthcare experience • Any work experience in a customer related environment • Stores / Stock control awareness 	<ul style="list-style-type: none"> • Handling COSHH
Skills	<ul style="list-style-type: none"> • IT Literate in MS office applications • Good attention to detail • Able to communicate well with colleagues, work staff and public • Flexible and adaptable • Team worker 	<ul style="list-style-type: none"> • Supervisory skills

Other	<ul style="list-style-type: none"> • Able to travel to external training sites as required • Able to travel to work at Weekends, Bank Holidays, Extended Hours • Flexible working hours 	
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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 and 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; and

- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

