

JOB DESCRIPTION

<u>JOB TITLE:</u>	Pharmacy Administration Team Leader
<u>BAND:</u>	Band 4 (subject to AFC confirmation)
<u>DEPARTMENT:</u>	Pharmacy Department
<u>LOCATION:</u>	St Nicholas Hospital
<u>ACCOUNTABLE TO:</u>	Pharmacy Business Manager
<u>REPORTS TO:</u>	Trust Chief Pharmacist

MAIN PURPOSE OF THE JOB:

To be responsible for the management and co-ordination of the administrative support services (and related budgets) within the pharmacy services, ensuring all systems and processes operate efficiently, accurately and in a timely manner, through a process of continuous improvement

To have day to day responsibilities for pharmacy admin staff issues, including recruitment, appraisal, training, performance and quality management, providing supervision and support

To produce, review and communicate pharmacy business performance measures, including departmental Key Performance Indicators (KPIs).

To develop and maintain positive and responsive 'front of house' operations, incorporating excellence in customer service at all times, through training and management of staff

To monitor and improve Quality Standards of administrative services within their own area, with links with the wider service regarding administrative standards

To represent the team at meetings and groups as delegated by the Business Manager

To participate in the organisation of projects, training events, conferences, etc.

To provide support to the Business Manager where required and act as their Deputy if required to do so when needed.

DIMENSIONS

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington

The post holder will commit to the vision and values of the Trust

Our Vision is: "We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES."

Our Values are:-

Caring Compassionate
Respectful
Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOME

ORGANISATIONAL CHART

Please see appendix 1

CORE COMPETENCIES

COMMUNICATION & RELATIONSHIPS

Communicates complex or sensitive information effectively within the Trust and with external agencies and staff to deal with enquiries relating to the management of the Pharmacy department, vacancies, and staff issues. Builds effective working relationships with staff both within the organisation and beyond

Demonstrates excellent communication and interpersonal skills to communicate sensitive information, provide reassurance, empathy and support the pharmacy admin team and other staff groups

Able to negotiate when dealing with conflicting demands and deadlines, and to exercise appropriate judgement when responding to queries and requests

Liaise closely with senior pharmacy managers and with other departments of the trust, as well as with external agencies

ANALYTICAL AND JUDGEMENTAL SKILLS

Collate, analyse, interpret and communicate business performance measures, including departmental Key Performance Indicators (KPIs) Analyses budget and financial information as delegated, to maintain oversight of income and expenditure and highlight potential problems

Has responsibility for all organisational and administrative practices within their team, highlighting and resolving problems, and making judgements on staffing, workload and administrative process issues as appropriate

Analyses budget and financial information as delegated, to maintain oversight of income and expenditure and highlight potential problems

Exercises judgement and initiative in making decisions on matters not normally within the scope of defined instructions or procedures. Takes responsibility for them and escalates them up the line where appropriate.

PLANNING AND ORGANISATIONAL

Organises own workload without supervision on a daily basis

Plan and organise meetings, workshops and departmental away-days, ensuring rooms and resources are available and appropriate

Plans and implements changes to duties, responsibilities and other factors required by service developments, including use of resources, and monitor the results of any such changes

Demonstrates the ability to manage own work time and meet deadlines. Flexible working practices essential to ensure organisational development within the changing needs of the Service

Ensures excellence in customer service, in person and on the telephone, through the development of guidance and procedures for staff, delivered through in-house training, management and action planning

Communicates effectively within the Trust and with external agencies and staff to deal with enquiries relating to the administration of the Team /Service, vacancies, and staff

Organises admin team workloads, and workload of individuals within the team, as necessary

Ensures meeting arrangements are set up and rooms and resources are available

Organises/helps to organise parts of projects and events as required

Through a process of continuous improvement, plans and implements changes to duties, responsibilities and other factors required by service developments, including use of resources, and monitors the results of any such changes.

Demonstrates the ability to manage own work time and that of others within agreed timescales. Flexible working practices essential to ensure organisational development within the changing needs of the Service

Ensures agenda items and papers for relevant meetings are prepared in a timely manner

Liaises with other administrative staff and pharmacy staff to ensure that administrative cover is available at all times across services

Deals with all initial enquiries in the absence of the Pharmacy Business Manager to ensure continuity of service is maintained

Communicates with a range of people who may have barriers to understanding

Demonstrates excellent communication and interpersonal skills to communicate sensitive information, provide reassurance, empathy and support the administrative team

Able to negotiate when dealing with conflicting demands and deadlines, and to exercise appropriate judgement when responding to queries and requests

Ensures stocks of printed service information for the public are kept up-to-date in their delegated areas

Ensures the effective operation of internal communication channels in the administration group

PHYSICAL SKILLS

Required to sit at a desk for long periods of time

Moves and handles safely in an office environment, carrying patient files, stationery, etc. Ability to lift files and stationery on a daily basis, using skills learnt through mandatory training

Must be able to meet the mobility requirements of the post advanced keyboard skills and ability to utilise IT packages such as Microsoft Office

PATIENT CARE AND FAMILY INVOLVMENT

Deals effectively and efficiently with enquiries in person and on the telephone, from clinicians and staff, using discretion and tact as appropriate, and providing general non-clinical advice and information Offers advice and guidance to staff on expenses claims where appropriate

POLICY AND SERVICE DEVELOPMENT

Maintains up to date knowledge of local and national policies and issues relating to business management and corporate governance procedures within the NHS Implementation and dissemination of Trust Policy and Procedural changes to the department

Adheres to Trust Policies and Procedures to maintain consistent high standards
Manages and supports others in managing Business Cases Proposes Policy or Service changes which may impact beyond own area

FINANCIAL AND PHYSICAL RESOURCES

Arrange repairs and maintenance to offices and buildings in pharmacy departments to ensure Health and Safety Standards are achieved, in conjunction with Admin manager

To be aware of changing technology ensuring that the pharmacy department is equipped with the necessary resources and that computers, printers etc. are in good working order

Arrange repairs and maintenance to offices and buildings in own area to ensure Health and Safety Standards are achieved

Where appropriate, compiles stock and non-stock orders for the Team, as directed by the pharmacy business manager and other pharmacy staff. Ensures stock is used appropriately with minimum waste.

To be aware of changing technology ensuring that the administrative team are equipped with the necessary resources and that computers, printers, etc. are in good working order.

To be responsible for departmental petty cash to ensure safe and secure handling of prescription charges

HUMAN RESOURCES

Line management of the pharmacy admin team

Participates in the recruitment and selection process of pharmacy staff, including processing paperwork and arranging planned or emergency temporary cover (such as locums)

Ensures appropriate training for pharmacy staff in business management to develop and update knowledge and skills in the workplace

Identifies and facilitates developmental staff programmes based on appraisal and changes in service needs

INFORMATION RESOURCES

Demonstrates proficient ability in the use of IT software and systems, able to solve problems for clinical and administrative staff

Responsible for data input and retrieval as required, producing reports, and training clinical and administrative staff in the use and function of in house systems as appropriate

Assist in the production of accessible information as required

Establish and maintain record keeping and filing systems for business functions
Manage departmental performance information, including collation, interpretation and communication of data

RESEARCH AND DEVELOPMENT

Contributes positively to all Quality Initiatives, taking part in surveys and audits, and contributing ideas to improve the quality of services

FREEDOM TO ACT

Works within occupational policies, but without direct supervision, including use of own initiative. Work is managed rather than supervised Exercises responsibility for the business management procedure within the department

Effort and Environment

Physical:

Required to sit at a desk for long periods of time

Moves and handles safely in an office environment, carrying patient files, stationery, etc.

Ability to lift files and stationery on a daily basis, using skills learnt through mandatory training.

Must be able to meet the mobility requirements of the post

Driving between wards and departments within the Trust

Mental:

Concentrates for prolonged periods, e.g. when typing complex, lengthy documents, or during taking and transcription of minutes

Able to deal with an unpredictable work pattern with frequent interruptions

Able to retain focus on workload in a busy, sometimes stressful environment, in order to meet deadlines.

Emotional:

Able to deal with the distressing nature of reports and confidential information concerning clients e.g. details of abuse, offending history, domestic violence, etc.

Ability to use discretion with sensitive issues and uphold confidentiality is essential

Deals with sensitive staff/client/carer issues, provides support to administrative staff following incidents

Working Conditions:

Uses VDU equipment for prolonged periods on a daily basis Works in a busy, sometimes stressful environment with frequent interruptions, and with varying noise and heat from office equipment

Occasionally deals with verbal aggression from clients and/or carers in person and on the telephone

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is

NTW/BA/HR/146
Every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line

practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and

obligations to respect patient confidentiality.

6. **Understand and comply with the law** - Every use of patient- identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

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Post Holder's Name:

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Post Holder's Signature:

Date:.....

Line Manager's Name:

.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

Pharmacy Administration

Leader

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
EDUCATION AND TRAINING		
Significant experience in Office Administration	E	References Interview Application form
Maths and English GCSE or equivalent (grade C or above) NVQ Level 3 Supervisory /Management/ Business administration qualification or equivalent NVQ Level 4 in Business Administration (or equivalent) Word/text processing skills, OCR/RSA Level 3 qualification (or the equivalent) plus relevant experience	E E D E	Application form
EXPERIENCE/ SKILLS		
Working knowledge of Microsoft applications, business systems and Patient Information Systems	E	References Interview Application form
Excellent communication, interpersonal and negotiation skills	E	References Interview Application form
Previous management experience	D	References Interview Application form
Knowledge of Trust Policies and Procedures	D	References Interview Application form
Experience of working within a pharmacy department	D	References Interview Application form

Effective problem solving skills	E	References Interview Application form
Knowledge of Health and Safety policies relating to role	E	References Interview Application form
Project Monitoring skills	D	References Interview Application form
Knowledge of Financial Procedures relating to delegated finance duties	D	References Interview Application form

PERSONAL ATTRIBUTES		
Excellent communication skills with demonstrable ability to present complex or sensitive information to large groups of senior staff	E	Application form Interview
Proven ability to work alone and as part of a team	E	Application form Interview
Enthusiastic and cheerful	E	Interview
High degree of personal integrity	E	Application form Interview
Professional in appearance	E	Interview
Excellent interpersonal skills, including tact and diplomacy	E	Interview
Innovative thinker and proactive approach	E	Application form Interview
Ability to deliver high quality work to deadline	E	Application form Interview
Good negotiation and motivational skills	E	Application form Interview
Good planning, prioritisation and time management skills	E	Application form Interview
Good analytical and judgemental skills	E	Application form Interview