



NIGHTINGALE HOSPITAL
LONDON

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difference

Pharmacy Technician: Job description

Job Title: Pharmacy Technician

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Pharmacy

Salary: From £21,450 to £33,000 per annum, plus £4,000 per annum London Allowance

Working hours: 37.5 hours per week

Closing date: 26 July 2023

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Pharmacist

We are looking for a dependable Pharmacy Technician that will process and fill prescriptions. You will also undertake other tasks under the direction of a pharmacist to provide excellent customer service and ensure the Pharmacy runs smoothly.

As a Pharmacy Technician, you must be detail-oriented and reliable since the job has high responsibility. You must possess excellent communication skills as well as an aptitude for using computers.

Position in organisation

- Reports to the Pharmacy Manager
- Liaises with other departments

Key tasks/Scope of the role

- Main Duties
- Communication
- Quality
- Training & Development
- Health & Safety
- Other

1. Main Duties

- 1.1 Clean surfaces and equipment and prepare the pharmacy for opening.
- 1.2 Greet customers and answer questions.
- 1.3 Receive prescriptions and check their validity.
- 1.4 Process prescriptions electronically and ensure all information is complete and accurate.
- 1.5 Resolve issues when they arise (e.g. rejected insurance claims).
- 1.6 Select the appropriate medicine and measure dosages to fill prescriptions.
- 1.7 Sort, stock, label medication and monitor inventory.
- 1.8 Undertake administrative tasks (e.g. record-keeping) as assigned.
- 1.9 Comply with all security measures and quality standards.
- 1.10 Requirements and skills.
- 1.11 Proven experience as pharmacy technician.
- 1.12 Experience with an online prescription system is a plus.
- 1.13 Knowledge of medication and dosage measurement.
- 1.14 Knowledge of pharmacy law and medical terminology.
- 1.15 Excellent communication and customer service skills.
- 1.16 Outstanding organizational skills.
- 1.17 Reliable with a keen eye for detail.

2. Communication

- 2.1 Regular communication with the Pharmacist/Pharmacy Manager to maintain the highest standards of practice in the pharmacy.
- 2.2 Excellent level of communication required for dealing with patients and colleagues.
- 2.3 Liaising with colleagues to promote a cohesive provision of services.

3. Training and Development

- 3.1 Ensuring mandatory training is complete, including e-learning and breakaway training.

4. Health and Safety

- 4.1 Report any health and safety issues to the Pharmacy Manager that impacts on the immediate work environment or patient areas.
- 4.2 Be aware of any health and safety policies and procedures relating to the job and use of equipment.
- 4.3 Be aware of the fire procedure relating to the area.

Who we're looking for

	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> ✓ Successful completion of a recognised Pharmacy Technician qualification. ✓ Maths/English to GCSE Level or equivalent 	<ul style="list-style-type: none"> ✓ Certified Pharmacy technician is an asset
Work experience	<ul style="list-style-type: none"> ✓ Minimum of two years working within a Pharmacy setting ✓ Proven experience as a pharmacy technician 	
Skills, knowledge, and aptitude	<ul style="list-style-type: none"> ✓ Experience with an online prescription system ✓ Knowledge of medication and dosage measurement ✓ Knowledge of Pharmacy law and medical terminology ✓ Excellent communication and customer service skills ✓ Outstanding organisational skills ✓ Reliable with a keen eye for detail 	
Impact on others	<ul style="list-style-type: none"> ✓ A professional, confident manner ✓ Good interaction skills in relation to communication with patients and staff members ✓ Demonstrates tact and sensitivity 	

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills, and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays*
- A, 'refer a nurse scheme' paying £2000 per successful recruit *
- Opportunities for continuous professional development (CPD) and training
- Generous Company pension scheme with **The People's Pension**
- 100% of NMC registration renewal paid (subject to meeting the criteria)
- Generous Company sick pay*
- Annual staff bonus (discretionary)
- Interest Free Travel Loan scheme *
- Free life assurance cover (4 x salary)
- On-site restaurant with subsidised staff meals at breakfast, lunch, and dinner
- Employee Assistance Programme
- Access to **Perkbox** Medical, which provides 24 hour access to a private GP service
- An extensive **Perkbox** staff benefits package, offering a comprehensive range of discounts and access to well-being apps
- Free eye tests and contribution towards the cost of glasses (if required)
- Long service recognition*
- Enhanced maternity/paternity pay*
- Long-term disability insurance*

Subject to T&Cs

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by providing training, support and advice. The hospital has a safeguarding lead who can be contacted for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.

I confirm that I agree to the details of this job description as outlined above:

Full name:

Date:

Signed: