



Principal Pharmacy Technician – Cancer and Technical Services (Band 6)

Clinical Support Services

JOB DESCRIPTION



Chelsea and Westminster Hospital
NHS Foundation Trust



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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title Principal Pharmacy Technician - Technical and Cancer Services

Principal Technician, Technical Services (Band 6) WM – 03-2024
Chelsea and Westminster Hospital NHS Foundation Trust

Band	Band 6
Division	Clinical Support Services
Responsible to	Principal Pharmacist – Technical Services
Accountable to	Chief Pharmacist
Type of contract	Permanent
Hours per week	37.5
Location	West Middlesex site

Key responsibilities

Job Summary

- Manages and develops all operational aspects and relevant staff in technical services unit in conjunction with Lead Pharmacist and under the supervision of the Lead Technician, Technical and Cancer Services.
- Ensures that the services are provided in a safe, efficient and effective manner according to local and national guidelines and the principles of good manufacturing practice.
- Contributes to monitoring and management of performance and quality for the technical service unit and services provided to the cancer speciality.

Key working relationships

- Pharmacy staff
- Clinical and non-clinical staff within trust.
- Estates & facilities

Roles and responsibilities

Technical Services

- Supports the Lead Pharmacy Technician, with the operational management and supervision of all staff working in the technical services unit (pharmacists, technicians, assistants, pre-registration pharmacists and student technicians) to help maintain a safe and responsive service.
- Liaising with Chemotherapy day unit staff of all grades to support the work flow.
- Manages workload and co-ordinates workflow for sterile (cytotoxic reconstitution and PN) and non-sterile (prepacks) in the technical services unit to maintain a safe and responsive service.
- Supports the Lead Technician in managing and generating reports on technical services unit performance (quality, safety and efficiency) according to local standards including dispensing errors and other incidents.
- Contribute to the departmental drug expenditure system for cancer services.
- Maintains effective communication links with the Lead Pharmacist and Lead Technician to ensure practices reflect adherence to GMP and national requirements, Health and Safety legislation, COSHH and Trust Medicines Policy.
- Ensures that all legal and procedural requirements are met and that all records are maintained.
- Supports the review and maintenance of all standard operating procedures for work processes in technical services in collaboration with QA and the Lead Pharmacist or Technician and advises staff to support their professional functions.

- Participates in technical services dispensing and accredited checking schemes according to standard operating procedures.
- Able to problem solve to maintain a safe and responsive service.
- Prepares injections and infusions for (e.g. chemotherapy, CIVA'S, Clinical trial materials) under aseptic conditions and non-sterile extemporaneous/pre-pack preparations to all required standards.
- Ensures good stock control maintenance including high cost drugs by ensuring stock checks are completed on a daily basis and investigates and corrects discrepancies according to local procedure.
- Supports the Lead Technician with the generation, maintenance and development of monthly performance indicators and data for technical services unit including error monitoring, monthly workload statistics and capacity planning and provides interpretation and remedial actions to correct variation in performance. Report these to relevant senior staff where necessary.
- Responsible for accurate booking out of medicines including high cost drugs on the pharmacy computer system. Ensure systems are in place to equip other staff perform this to a high standard.
- Co-ordinate drug and non-drug orders and liaises with purchasing and stores staff with regard to stock problems.
- Supports the development and review of worksheets as required on either Episys or the chemotherapy prescribing system
- Participates in Quality Assurance initiatives associated with the technical services unit including assisting with environmental monitoring, change and deviations, root cause analysis, equipment maintenance and cleaning.
- Participates in technical and cancer services developments to manage demand and improve service provision including gathering information and project work
- Responsible for ordering and maintenance of stock of all medicines and consumables required by technical services unit and ensures that these are used efficiently within available resources.
- Ensures that all equipment (e.g. isolators and air handling unit) is operating to the required standard.
- Liaises with Quality Assurance as necessary to ensure services are provided to a high standard.
- Ensures that capacity plan is completed and any capacity excursions are reported to pharmacy senior management team.
- Supports data submission as necessary to the national IQAAPs system, and the National Error Reporting Scheme.
- Liaises with Estates and outside contractors as necessary.

Staff Management

- Deputises for the Lead Technician.
- Supervises staff working in Technical Services unit (technicians, assistants, trainee pharmacists and PTPT'S (Pre-registration technicians) including induction and performance appraisal of relevant staff and day to day problem solving.
- Manages the deployment of staff in the technical services unit including contribution to weekly rotas and approval of annual leave and lieu time in the absence of the Lead Technician.
- Direct line management of the Aseptic Operatives, including responsibility for performance development reviews of these staff and the management of any disciplinary, sickness and performance issues as necessary.
- Support the training of the team to support their development.

- Support the supervision of trainee pharmacists on the technical aspects of their rotation within the technical services unit.
- Support the supervision of any rotational / training technicians on rotation with technical services unit.

Training and Development

- Help ensure that all technical services and rotational staff in the technical services unit receive appropriate induction, on-going training and validation which includes GMP and procedures relating to dispensing and compounding of products and maintenance of the unit.
- Support the management, training, supervision and assessment of Pre-registration Technicians and Pharmacists rotating through technical services.
- Maintains training records to demonstrate that staff operate to defined SOP'S
- Identifies training needs for technicians, allocation of training (study days).
- Participates in and implements departmental CPD and personal development initiatives.

Other duties

- Ensure that all necessary accreditations are up to date for working in the dispensary for weekend and late duty rotas and ensure familiarity with systems and procedures.
- Identify potential problems regarding the lack of availability of medicines for individual prescriptions, seeking advice on suitable alternatives or agreed delivery timetable.
- Ensure medication is produced to meet agreed delivery times and to minimise waiting times for patients.
- Contribute to departmental initiatives to investigate extended roles for technical and support staff.
- Effectively communicate departmental business in line with staffing structure to staff, patients and other service users including healthcare professionals.
- Any other duties as reasonably required by the Chief Pharmacist.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Person Specification

Job title	Principal Technician Cancer and Technical services
Band	6
Division	Clinical Support Services

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential
D = desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

BTEC/NVQ Level 3 in Pharmaceutical Sciences plus an accredited underpinning knowledge registered	E	GPHC
Experience of training staff	E	E
Aseptic preparation and dispensing of medicines course University of Leeds or equivalent	E	
Training for trainers course	D	

Experience

A portfolio of practice that demonstrates a high level of competency in all areas covered in the job description i.e. management, aseptic dispensing, education and training, in-process checking.	E	
Staff management experience		E
Pharmacy computerised stock control systems – specifically Wellsky	E	
Evaluated service audit		E
Significant experience within Aseptic manufacturing setting	E	
Management skills e.g. recruitment / appraisal / training / leadership / motivation / Sickness absence	E	
Education and training of pharmacy staff		E
Experience of implementing change		E
Validated CPD portfolio		E
Experience within Quality Management System (document control, deviation reporting, error on and training of pharmacy staff	E	monitoring etc)
Audit design		D
Setting and implementing quality standards		D
Physical maintenance of clean room suite in liaison with Estates department.	D	
Training qualification/course		D
Experience of e-prescribing systems for chemotherapy	D	
Experience in hospital setting		D

Skills and knowledge

Knowledge of EU GMP and Principles of aseptic and cytotoxic dispensing with demonstrable accuracy	E
Good communication (written and oral)	E
Prioritisation and planning	E
Dealing with interruptions to normal work pattern	E
Time management	E
Training and supervisory skills	E
Word processing, email, accurate data entry skills	E
Organisational and prioritisation of workload skills	E
Computer literacy	E
Excellent interpersonal and customer service skills and ability to negotiate and deal with complaints	E In the first instance
Implement service developments and change process	E
Mathematical skills to perform complex dose calculations	E
Interpret and dispense prescriptions accurately	E
Effectively provide information to patients	E
Problem solving and risk assessment abilities	E
Use of Episys software	E

Personal qualities

Flexible working to reflect service development	E
Team player	E
Lead by example with enthusiasm for the position	E
CPD self-development	E
Self-motivation and motivation of others	E
Calm under pressure	E
Able to use initiative	E
Reliable	E
Ability to perform light/moderate physical duties (lifting inanimate loads, standing for periods), working in an isolator, light cleaning.	E
Hardworking	E
Occupational health clearance to dispense aseptic and cytotoxic drugs	E
Methodical with attention to detail	E
Able to work independently	E

Notes



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NHS Foundation Trust

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