

Lead Pharmacy Technician – Digital Systems

Department: Health and Community Services (HCS)

Division: Pharmacy

Reports to: Pharmacy Services Manager

JE Reference: HCS1042

Grade: 9

JE Date: 21/9/2021

Job purpose

Provide support services for pharmacy information technology systems to Health and Community Services (HCS) such as application support, providing problem management and resolution and technical advice and guidance to the department to maintain operational service.

Support the development, implementation and maintenance of the Electronic Prescribing and Medicines Administration (EPMA) system within HCS.

Job specific outcomes

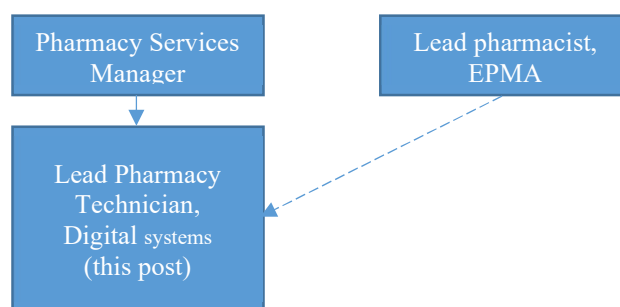
1. Draw on working knowledge of business processes, workflow and functionality in order to advise on how best to use pharmacy IT systems and maximise benefit through improved business processes.
2. Update, maintain and implement developments of key pharmacy IT systems including (but not limited to and subject to change), WellSky Pharmacy stock management and dispensing system, PTS tracker systems, BD related automated products – Rowa and Pyxis (robotics), digital temperature monitoring system.
3. Support the Lead Pharmacist, EPMA in the development, implementation, maintenance, and optimisation of the EPMA system.
4. Manages, plans and controls assigned pharmacy IT projects following agreed project management methodologies, project governance and reporting to ensure delivery within scope and schedule.
5. Provide all HCS pharmacy and EPMA system users with day-to-day application support to resolve any issues which may arise, and to develop bespoke IT system reports to provide medicines information, including drug expenditure, for senior managers.
6. Develop, implement, and maintain policies, procedures and guidelines relating to the pharmacy IT systems and develop and implement training packages for pharmacy staff to ensure they are able to operate IT systems effectively.
7. Plan and develop user acceptance test plans and test systems upgrades so that systems maintenance and upgrades meet business users' needs and cause minimal disruption to normal working practices.

8. Provide support and deliver advanced systems training to users at all levels across HCS, to ensure that all users receive relevant pharmacy systems and EPMA training and re-training.
9. Act as a day-to-day link between the pharmacy department, Modernisation and Digital and external suppliers, for specific IT applications in order to ensure that technical standards and policies are followed, and to resolve any issues which may arise.
10. Work with the Pharmacy Services Manager to develop pharmacy IT systems to ensure the efficient, safe and effective delivery of projects and improvements in workflows and sustainability for medicines usage, storage, access and safety across HCS and in pharmacy.
11. Provide the final accuracy check of clinically screened medicines prior to supply to patients, in order to ensure that medicines are dispensed accurately and safely and supported by the appropriate patient advice.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational Chart



Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or demonstrate such a level of equivalent qualifications and experience.</p> <p>plus</p> <ul style="list-style-type: none"> • ITIL Foundation Certificate • Current registration as a Pharmacy Technician with the General Pharmaceutical Council of Great Britain. • Qualified Technician Checker (to National Standard) 	<p>Project management</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Practical, well-developed understanding of digital medicines systems.</p> <p>Experience of software development lifecycle from inception through delivery to business as usual</p> <p>Awareness of strategic issues across HCS and IT</p> <p>Expertise within specialism, underpinned by theory.</p> <p>Knowledge of pharmaceutical technical procedures acquired through training.</p> <p>Knowledge of or qualified ITIL</p> <p>Knowledge of checking dispensed prescriptions</p> <p>Up to date knowledge of national guidelines and legislation relating to medicines use and pharmacy practice.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Demonstrable technical capability – able to deal with complex problems and solve innovatively.</p> <p>High standard of IT skills.</p> <p>Strong data-handling and analysis skills including the ability to produce accurate and timely management information through data analytics across multiple sources and the use of database reporting software.</p>	

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Confidence in quickly understanding and using at a detailed level a range of IT systems.</p> <p>Strong customer services and relationship building skills (with both internal and external stakeholders), up to and including at a senior level.</p> <p>Capable of applying strong analytical skills including the ability to understand a range of complex facts or situations requiring analysis</p> <p>Good change management and technical risk assessment skills and knows when to escalate judgement to a senior colleague.</p> <p>Strong communication skills; verbal and written.</p> <p>Able to communicate technical/IT information in simple, easy to understand terms to a range of audiences and through a range of media.</p> <p>Supports the development of and shares learning with other, junior members of staff.</p> <p>Provides inclusive and supportive staff management and development.</p> <p>Team player that works with and communicates well within and across the health and M&D technical teams.</p> <p>Excellent time management skills, especially being able to remain professional and effective under pressure with tight deadlines.</p> <p>Good organisational skills and be able to schedule their work under conflicting demands.</p> <p>Committed to continuous service improvement and also continued professional development.</p> <p>Flexible approach to work.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined</i></p>	<p>At least 3 years post-registration experience in hospital pharmacy practice, including 2 years' experience of pharmacy IT systems.</p> <p>Demonstrable experience of providing application support and supporting change within the workplace, particularly non-IT change as part of new IT system implementations.</p>	

<p><i>area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working effectively within a multidisciplinary team.</p> <p>Experience of training staff in IT systems and operations</p> <p>Experience of Pharmacy IT systems e.g. JAC, BD – Rowa, Pyxis.</p>	
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Date of Evaluation xxx

Post Number xxx

Post Band xxx