

## Pharmacy Procurement & Distribution Manager

---

**Department:** Health and Community Services (HCS)

**Section:** Pharmacy

**Reports to:** Pharmacy Services Manager

**JE Ref:** HCS1104

**Grade:** CS12

**JE Date:** 24/05/2022

### Job purpose

Lead, manage and develop the pharmacy procurement and distribution services to ensure the safe and efficient provision of medicines to patients and staff across HCS.

The post holder is accountable to the Pharmacy Services Manager for the implementation and delivery of the pharmacy strategy for pharmacy procurement and distribution services.

### Job specific outcomes

1. Manage the day to day functioning of the Pharmacy Procurement service, ensuring that processes and working practices relating to the efficient ordering and invoicing of medicines are adhered to. Oversee the ordering and invoice processing for all medicines purchases within HCS and liaise with suppliers and finance officers to resolve any queries - ensuring patients have timely access to high quality medicines, whilst providing an economical stock holding.
2. Lead, develop and maintain a working environment which encourages teamwork, mutual support and excellence in service delivery and reduces risks to a minimum.
3. Plan and organise the management and implementation of pharmaceutical contracts for HCS, ensuring that medicines are procured from approved suppliers in accordance with national and regional procurement contracts, as well as the local Public Finances Manual. Monitor compliance to provide assurance that the best prices and service are consistently achieved. Ensure that the purchase and contract information files on the Pharmacy Computer system are accurate and that any amendments to such files are implemented as quickly as possible. Ensure all orders adhere to existing contracts despite their complexity.
4. Manage medicine supply chain problems, including medicines shortages and inform and advise medical, nursing and pharmacy staff on the appropriate action plan(s). Develop, maintain, and monitor systems to ensure disruptions to the medicines supply chain are identified and handled timely and appropriately, thereby minimising any effect to service users and patients.
5. Oversee the management of medicines stock held, ensuring that stock takes are carried out in accordance with the Public Finance Manual and that discrepancies are investigated and accounted for accordingly. Ensure that stocks held are maintained at adequate levels to meet demand but with optimal purchasing efficiency.
6. Make a major contribution to the delivery of procurement savings delivered by pharmacy and identify areas for generation of savings from changes in medicines usage and agree

appropriate actions with the Pharmacy Services Manager. Minimise pharmaceutical product wastage by monitoring drug usage trends including changes to hospital medicines use made at care group or ward level and changes to hospital policies and protocol.

7. Manage the pharmacy Distribution service to ensure the daily routine replenishment of wards and departments, ensuring that rotas for service provision are drawn up and the top-up teams are trained, supervised, and supported. Oversee the review of medicines stock lists and ensure ward and pharmacy requirements are kept up to date.
8. Performance manage direct reports and supervise and train staff working in the Pharmacy Procurement Service, ensuring they achieve the required level of competency to support the delivery of a high-quality service to patients. Mentor, coach and develop team members to ensure that they can deliver their responsibilities.
9. Identify and obtain data required to monitor and evaluate the impact and performance of Pharmacy Procurement and Distribution services and contribute to national benchmarking of procurement services, in order to inform practice and service improvement.
10. Manage Electronic Data Interchange systems effective for pharmaceutical purchasing. Liaise with service providers to drive the adoption and implementation of appropriate electronic procurement systems. Maximise the role of the pharmacy computer system in the Electronic Data interchange for ordering and invoicing and extend the use with suppliers.
11. Undertake the role of Responsible Person for the procurement elements of stores function required for pharmaceutical wholesale dealing. Manage the wholesale distribution activities to external organisations, ensuring compliance with the principles and guidelines of pharmaceutical good distribution practice (GDP).
12. Respond to Medicines Recalls and Medicines notifications, from the Medicines and Healthcare Regulatory Agency (MHRA), assess urgency level and initiate response, ensuring all affected medicines in the organisation are identified and withdrawn in accordance with MHRA directions and cascade information to relevant parties
13. Develop, implement, and maintain pharmacy procurement and distribution policies, procedures and systems to enhance efficiency and make the best use of e-commerce functionality. Contribute to the development of departmental procedures to support a high-quality, safe and patient-focussed service.
14. Continuously monitor advances in practice and identify areas for future development to ensure that the service is responsive to changing needs, particularly with regard to the development of Pharmacy Procurement and Distribution services. Network with pharmacy procurement specialists to ensure leading edge practice. Establish and develop effective liaison with regional procurement leads to support the development of the service.
15. Implement the strategic direction of Pharmacy Procurement and Distribution services and support the delivery of the strategic objectives of the overall Pharmacy Service, to ensure that services meet legislative requirements and best practice standards.

### 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 structure**

**ONE GOVERNMENT**

Office of the Chief Executive

Customer and Local Services

Children, Young  
People, Education  
and Skills

Health and  
Community Services

Justice and  
Home Affairs

Treasury and  
Exchequer

Growth, Housing  
and Environment

Strategic Policy,  
Performance and  
Population

Chief Operating Office

## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Educated to degree level in a Pharmaceutical / Health and Social care related subject or demonstrable equivalent qualifications and experience</p> <p><b>plus</b></p> <p>Current registration with the General Pharmaceutical council of Great Britain as a Pharmacy Technician / Pharmacist</p> <p><b>plus</b></p> <p>Diploma level qualification in management studies (Level 5) or equivalent experience.</p> <p><b>Plus</b></p> <p>Membership of the Chartered Institute of Purchasing and Supply at advanced diploma level with extensive experience within a procurement and supply role</p>	
<b>Knowledge</b>	<p>Expertise within specialism, underpinned by theory.</p>	

	<p>Highly developed knowledge and experience of pharmacy procurement and distribution services.</p> <p>Well-developed knowledge of pharmacy IT and robotics systems.</p> <p>Specialist knowledge of therapeutics of common disease states and frequently used therapeutics regimes.</p> <p>Well-developed knowledge of pharmaceutical technical procedures acquired through training and knowledge of all areas of Pharmacy Services.</p> <p>Good understanding of pharmaceutical quality management systems, especially Good Distribution Practice (GDP).</p> <p>Knowledge of medicines legislation and clinical governance.</p> <p>Knowledge of checking dispensed prescriptions and supervising staff within the Pharmacy.</p> <p>Up to date knowledge of national guidelines and legislation relating to medicines use and pharmacy practice.</p> <p>Good understanding of clinical governance, medication incidents and risk management.</p> <p>Practical knowledge of maintaining records</p>	
--	---	--

	<p>according to confidentiality and data protection protocols.</p>	
<b>Technical / Work-based Skills</b>	<p>Use of office IT and specialist pharmacy IT systems effectively.</p> <p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p>	
<b>General Skills/Attributes</b>	<p>Excellent relationship building with both internal and external stakeholders, up to and including at a senior level.</p> <p>Excellent interpersonal, motivational, organisational, analytical and communication skills.</p> <p>Professional independence and personal initiative.</p> <p>Able to understand and manage a range of complex facts or situations requiring analysis.</p> <p>Strong problem-solving acumen.</p> <p>Work with a very high level of accuracy and attention to detail.</p> <p>Excellent communication; verbal and written.</p> <p>Communicates effectively across all levels.</p> <p>Able to hold others to account for agreed targets.</p>	

	<p>Ability to negotiate, persuade and influence others in relation to pharmacy procurement.</p> <p>Ability to adapt personal style in order to influence others and gain support for ideas.</p> <p>Supports the development of and shares learning with other members of staff.</p> <p>Provides inclusive and supportive staff management and development.</p> <p>Able to remain professional and effective under pressure.</p> <p>Able to deal constructively with conflict, verbal and formal complaints, stress, verbal aggression.</p> <p>Committed to continuous service improvement and also continued professional development for themselves and their team.</p> <p>Self-directed and resourceful.</p> <p>Flexible approach to work.</p>	
<b>Experience</b>	<p>Substantial experience within a procurement/supplies role.</p> <p>Experience in contract management</p> <p>Supervisory / management experience</p>	<p>Experience of CMM (Wellsky) Pharmacy software</p> <p>Experience of using GHX Powergate</p> <p>Experience of managing change in complex environments.</p>



	<p>Experience within a hospital pharmacy environment</p> <p>Experience of working effectively within a multidisciplinary team.</p> <p>Assessment, facilitation and mentoring of pharmacy staff.</p> <p>Practical experience of managing staff and resources.</p>	
--	--	--

**Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

**The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.**