

Pharmacy Administration and Research Officer

Department: Health & Community Services

Section: Pharmacy

Reports to: Chief Pharmacist

JE Ref: HCS1296

Grade: 8

JE Date: 28/03/2024

Job purpose

To provide a comprehensive and professional administration and research support service to the Chief Pharmacist and wider Pharmacy Team to enable them to meet their priorities, thereby ensuring a sound contribution to the work of Health & Community Services and the delivery of safe and high-quality services to patients and customers.

Job specific outcomes

1. Ensure the Chief Pharmacist and the Senior Pharmacy Leadership team are able to effectively discharge their duties by providing high quality administrative support, and a range of other related duties, to the senior leaders, as part of the effective operation and delivery of pharmacy, regulatory and medicines optimisation services. This including sourcing materials and background research.
2. Undertake quality research into complex matters to inform the work and improve the decision making of the Senior Pharmacy Leadership team, including the Chief Pharmacist on Island-wide medicines and pharmacy issues.
3. Provide timely, accurate, high quality and robust analysis which influences decision making and service improvements. Enable, promote, and support the effective use of data, information, knowledge and technology to support and improve service delivery.
4. Ensure the day-to-day business of the Pharmacy Team is transacted in an efficient and timely manner, including preparing draft responses to pharmaceutical companies and stakeholders, and researching answers; attending internal and external meetings and visits; and maintaining a record of meetings and action points.
5. Promote awareness and understanding of pharmacy, medicines optimisation and medicines regulatory functions as they arise with relevant colleagues, supporting a culture of government responsiveness and transparency.
6. Deliver improvements to service provision and hold responsibility for specific activities and processes to ensure services continue to meet agreed quality standards, guidelines and procedures.

Statutory responsibilities

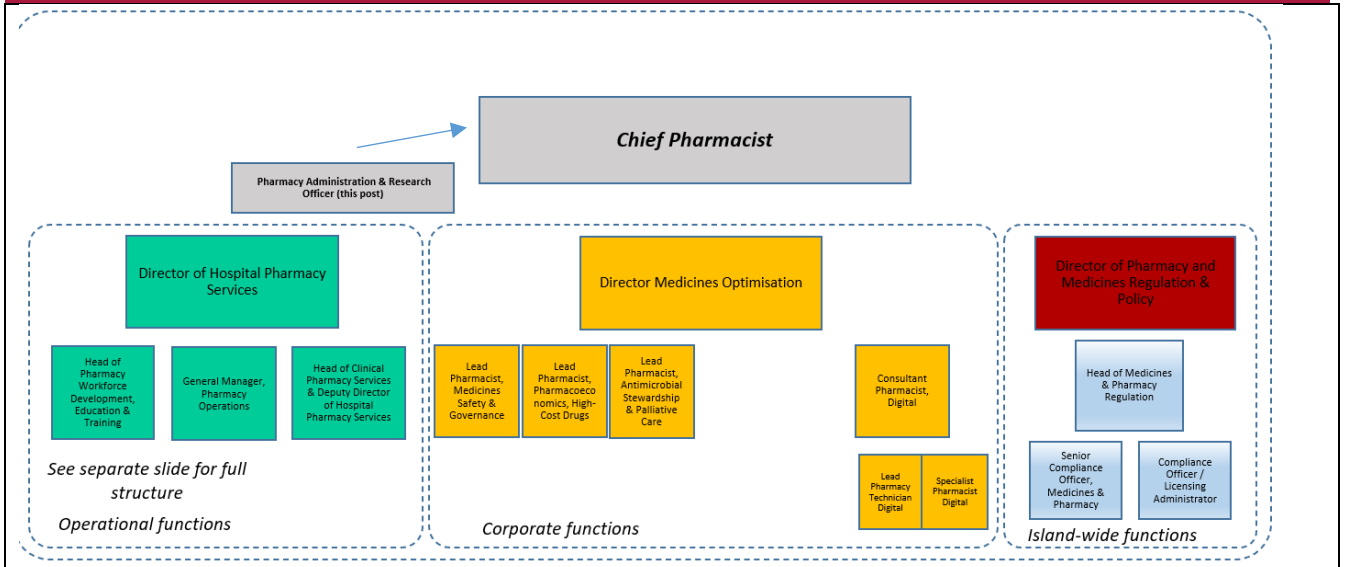
The post holder does not have any statutory responsibilities in their own right.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A degree and/or professional qualification in a related subject area, for example, business studies, politics.	
Knowledge	Knowledge and ability to interpret department and working policies, with the ability to ensure that relevant policies and procedures are fully implemented.	A strong understanding of the key issues that affect the Island, of local news and events, and of the States Assembly, its role in the Island and its activity,
Technical / Work-based Skills	<p>Strong analytical skills and the ability to work accurately whilst under pressure to understand problems or situations within a politically exposed environment and to select the appropriate approach to resolve the problem and reflect on the result.</p> <p>IT skills, with a knowledge of Microsoft office software, in particular Word, Excel and PowerPoint.</p> <p>Must have an eye for detail, the ability to process work with accuracy and prioritise tasks</p>	
General Skills/Attributes	Excellent communications skills,	

	<p>being able to work as part of a small team.</p> <p>Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>Ability to proficiently use Microsoft software packages.</p> <p>High level of customer service including the ability to demonstrate a level of assertiveness to achieve a positive outcome.</p> <p>Must have the initiative to make decisions where no precedent or guidance is available, minimise any negative impact on the reputation of the organisation.</p>	
Experience	Proven experience and service delivery in a fluid, fast moving and sensitive environment.	

Personal Attributes

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 core accountabilities attributes and behaviour indicators.