



PERSON SPECIFICATION – Practice Pharmacy Technician

| Person specification – Pharmacy Technician | | |
|---|-----------|-----------|
| Qualifications | Essential | Desirable |
| GSCE in Maths, English and science or equivalent. | ✓ | |
| NVQ level 3 in pharmacy services or equivalent | ✓ | |
| Experience | Essential | Desirable |
| Evidence of working autonomously or as part of a team | ✓ | |
| Experience working in a primary care setting | | ✓ |
| Understanding and knowledge of healthcare provision in GP practices, QOF and enhanced services | | ✓ |
| An appreciation of the new NHS landscape including the relationships between individual practices, PCNs and the commissioners | | ✓ |
| Good clinical system IT knowledge of EMIS | | ✓ |
| Skills | Essential | Desirable |
| Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face | ✓ | |
| Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | ✓ | |
| Good personal organisational skills | ✓ | |
| Effective time management | ✓ | |
| Demonstrate personal accountability, emotional resilience and work well under pressure | ✓ | |
| Personal Qualities | Essential | Desirable |
| Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct | ✓ | |
| Ability to use own initiative, discretion and sensitivity | ✓ | |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | ✓ | |
| Ability to use own initiative, discretion and sensitivity | ✓ | |
| Flexible and cooperative | ✓ | |
| Ability to identify risk and assess/manage risk when working with individuals | ✓ | |
| Sensitive and empathetic in distressing situations | ✓ | |
| Able to finish work tasks | ✓ | |
| Problem solving and analytical skills | ✓ | |
| Ability to maintain confidentiality | ✓ | |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety | ✓ | |
| Other requirements | Essential | Desirable |
| Flexibility to work outside of core office hours | ✓ | |
| Disclosure Barring Service (DBS) check | ✓ | |
| Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home | ✓ | |



This document may be amended following consultation with the post holder to facilitate the development of the role, the practice and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.