

Job Description & Person Profile



QA Pharmacy Technician

Department:	Quality
Reporting to:	Quality: QA Manager Pharmacy: Responsible Pharmacist
Senior Manager:	Head of Quality

Job Purpose:

QA batch release of unlicensed medicinal products ('specials').

To provide administrative support relating to the management of the Quality Management System (QMS).

To work under the direct supervision of the Responsible Pharmacist when working in the Pharmacy. To carry out day to day activities connected with the preparation and supply of medicines, and provide advice to patients on the use of medicines.

Job Specific Responsibilities:

- To perform the role of a Pharmacy Technician reporting to the QA Manager, in the Quality department, as follows
 - QA batch release of manufactured 'specials'.
 - Dealing with the administration and monitoring of the QMS, including change controls, Good Manufacturing Practice (GMP) deviations, technical agreements, validation reports, quality risk assessments, customer complaints, periodic reviews, self inspection and external audit reports, and SOPs.
 - Writing, reviewing and updating SOPs.
 - Involvement with technical customer queries and product investigations.
 - Carrying out CD waste destructions alongside Home Office 'Authorised Witness'.
 - Conducting/assisting with internal self inspection audits.
 - Participating in regulatory inspections.
 - Assisting with QA Officer duties when required, including QA release of materials for the manufacture of 'specials' and for wholesale and over labelling, reviewing and approving of labels and in process batch documentation QA checks.
 - Responding to enquiries in a timely manner, and giving general QA advice, in order to maintain the company's reputation for customer service and technical acumen.
 - Ensuring that the Company complies with current and future worldwide GMP standards and requirements.
 - Ensuring safe working practices in accordance with COSHH.
 - QA archiving and accurate record keeping.
- To perform the role of a Pharmacy Technician reporting to the Responsible Pharmacist, in the Pharmacy business, as follows:

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- To select, label and dispense correct items in accordance with standard operating procedures to ensure safe supply to patients.
- To dispense controlled drugs in accordance with standard operating procedures to ensure legal compliance.
- To ensure at the point of sale, the safe and correct supply of dispensed items to patients.
- To identify problems in administration of medicines such as medicine interactions and other physical factors that may affect patient compliance.
- To create and update patient medication records in accordance with data protection principles to ensure patient confidentiality.
- To ensure the safe and appropriate storage of medicines.
- To maintain an up-to-date knowledge and understanding of pharmacy issues for the purposes of continuing professional development.

Company Specific Responsibilities:

- Ensuring good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
- Working with all members of staff to maintain and develop the positive progressive culture within the Company.
- Observing and complying with Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP).
- Observing and complying with Company Health and Safety Policies.
- Observing and complying with Company Standard Operating Procedures (SOPs).
- Undertaking any other duties, either for this department or any other department within the business, which may be requested by the Line Manager, for which training and/or an explanation has been provided and understood.

Person Profile:

- Essential Requirements:
 - Pharmaceutical technical qualification (e.g. BTEC or equivalent NVQ level 3/SVQ).
 - Registered with the General Pharmaceutical Council (GPhC).
 - Two years GMP experience gained in a pharmaceutical manufacturing facility i.e. knowledge and experience of manufacturing processes and products.
 - Impressive, demonstrable track record and skills/experience gained within a similar position(s), at a similar level.
 - Good IT skills e.g. Microsoft Office (Word, Excel and Outlook).
 - Credible and confident communicator (written and verbal) at all levels.
 - Highly customer focused and passionate about delivering excellent customer service.
 - Ability to achieve and maintain high standards with meticulous attention to detail.
 - First class planning, organisational and time management skills.

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- Ability to work accurately in a busy and demanding environment, adhering to strict deadlines/timescales.
- Numerate with strong analytical and problem solving ability.
- Self starter who can 'hit the ground running'.
- First class team player with a totally flexible approach.
- Self motivated with the ability to work proactively using own initiative.
- Hands on approach with a 'can do' attitude.
- Committed to learning and development and continuing professional development.
- Trustworthy and understanding of confidentiality issues.
- Professional, tactful and friendly attitude.
- Desirable Requirements:
 - Retail pharmacy dispensing experience.

Training:

You will receive on the job training and other specific training, as agreed and required.