

Job title: Medicines Distribution Specialist Supervisor - Lloyds

Division: Pharmacy and Medicines Management

Board/corporate function: Clinical Services Board

Salary band: Band 4

Responsible to: Pharmacy Medicines Distribution Services Manager

Accountable to: PB&DC Operations Manager & Responsible Person

Hours per week: 37.5 hours per week

Location: Pharmacy Business and Distribution Centre,  
14 Brewery Rd, London N7 9NH

## University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across nine sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National Throat, Nose and Ear Hospital
- Eastman Dental Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospitals at Westmoreland Street
- University College Hospitals Grafton Way Building

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral diseases. It has world class support services including critical care, imaging, nuclear medicine and pathology.

## Pharmacy Department

UCLH Pharmacy provides a comprehensive array of services with the overall aim of ensuring safe, effective and economical use of medicines throughout the Trust, and supporting education, training and research. Pharmacy is closely involved in all stages of medicine use, from negotiating contracts for the purchase of medicines through to assessing the outcomes of medicines in the clinical setting, and across all stages in-between.

The UCLH Pharmacy Department has close working relationships with the local hospital pharmacy departments at the Royal Free and The Whittington Hospitals. This relationship has resulted in centralisation of some key backroom operational services such as manufacturing, repacking and education & training, whilst focusing local clinical services directly towards improving patient care

The Pharmacy Business and Distribution Centre purchases, stores and distributes approximately £100m of medicines per annum.

### **Job Purpose**

To assist the pharmacy distribution managers with the provision of pharmacy services to the outsourced UCH dispensaries and the patients and staff across all UCLH sites.

To provide an economic efficient and timely service, following agreed departmental policies and procedures.

The post holder will also act as a role model to junior staff, and provide a consistently high standard of service for the division in line with UCLH corporate objectives and national policy.

To be involved in the accurate receipt, storage, picking and packing of medicinal products.

To undertake duties as part of a team of over 20 people under the supervision Distribution Facilitators and Managers.

To support the Head of Pharmacy and the Pharmacy Distribution Services Manager in their objectives towards maintaining and developing pharmacy services across the Trust.

To support the Distribution Services Manager, in the provision of an efficient and high quality distribution service to UCL Hospitals internal and external customers

### **Key Working Relationships**

Supervises      Pharmacy Distribution Supervisors (band 3) and Pharmacy Assistants

Liaises with      Distribution Managers and team  
Procurement Managers and team  
Lloyds Dispensary Managers and team  
UCLH Patient Service Lead Lloyds Pharmacist  
UCLH Lead Lloyds Pharmacy Technicians  
Other multidisciplinary staff

### **Key Results Areas**

- To ensure the supply of medicines to the outsourced UCH dispensaries in a safe, effective and timely manner.
- To chase complicated and problematic to-follows orders every day, liaising with various internal and external teams as deemed necessary to expedite the orders.
- To be flexible and adjust their daily work plan to accommodate resources needed to process incoming to-follows stock.
- To respond to queries and complaints immediately and adapt daily priorities accordingly.
- To receive medicinal orders from a range of pharmaceutical suppliers and ensure they are checked off accurately and securely stored in the correct location.
- To participate in the provision of a safe, efficient and timely pharmaceutical distribution service to all customers, this involves the need to prioritise for picking, checking and assembly ready for dispatch to pharmacy departments, wards, ITU, theatres, external hospitals, etc.
- To efficiently use the pharmacy computer system to manage stock control and assist in the maintenance of accurate stock levels and investigations for stock level discrepancies

## **Main Duties and Responsibilities**

### **Management and Supervision**

- To assist in the supervision of Assistant Technical Officer's and band 3 Supervisors
- To deputise for the distribution facilitators when required
- To assist the Pharmacy Distribution Manager in the supervision and training of the rotational and student technicians
- To assist the distribution managers in the recruitment and appraisal of allocated staff

### **Distribution**

- Responsible for the secure and accurate receiving, picking, issuing and dispatch of Controlled Drugs to Lloyds dispensaries.
- Chase progress for out of stock lines and complete any to-follow orders in a timely manner
- Ensure that procedures relating to good distribution practice are followed and encourage and maintain high standards and orderly methods of working
- Collate Lloyds KPIs including To-follows, Queries and Complaints into statistical databases and analyse the data to produce monthly reports highlighting improvements and areas of concern compared to previous months.

### **Communication**

- Communicating effectively with a variety of support staff and customers e.g. computer team, procurement team, quality control team and dispensaries
- Responding immediately to urgent requests for supply
- Ensuring a high level of customer service with particular respect to answering the telephone and taking appropriate action.
- Participating in regular GDP Training meetings and team meetings
- Assisting supervisory/managerial staff in some of the more complex stock control procedures e.g. phasing in/out product lines.
- Ensuring that the correct bonding and control procedures are followed for the receipt of unlicensed medicines.

### **Personal and People Development**

- Participate in training all Distribution staff to cover Lloyd's duties, including controlled Drug training.
- Participate in appropriate training programmes, CPD and NVQ level 2 as required.
- Supervise Assistant Technical Officers(ATO Band 2 & 3) in the completion of their duties
- To undertake yearly appraisals and regular performance reviews with allocated ATO's

### **Health, Safety and Security**

- Ensuring that medicines are stored in the correct manner according to their specific temperature and hazard storage conditions (COSHH) e.g. flammables, cytotoxic drugs
- Participating in good-housekeeping duties
- Ensuring that all security procedures are adhered to at all times.
- Maintaining confidentiality at all times.
- Maintaining Health and Safety standards.
- Using any necessary equipment, once adequately trained and maintaining the equipment to a high standard e.g. pallet trucks.

### **Information collection and analysis**

- Monitoring and processing to-follow items for Lloyds, producing end of month performance reports.
- Identifying and resolving stock control problems through interrogation programmes.
- Recording and logging key performance indicators as required.
- Maintain a database of queries from Lloyds and develop monthly progress reports and statistics

### **Service Improvements**

- Assist in reviewing Lloyds complaints and propose actions, then assist with implementing remedial action and procedural changes to prevent reoccurrence.
- Supporting ATO's in the completion of their bay duties ensuring good practice is applied
- Assisting the Medicines Distribution Services Manager in motivating staff to take an active role in improving all activities, including stock control and overall performance.
- Rotating stock to limit the value of "Out of Date" or wasted medicines to under £50K p.a.

### **Quality**

- Participating in the provision of a safe, efficient and timely pharmaceutical distribution service to Lloyds.
- Assisting in ensuring all Orders are picked, checked and packed ready for dispatch according to strict time schedules.
- Ensuring all procedures and regulations are adhered to according to the licensing requirements of the Medicines and Healthcare products Regulatory Agency (MHRA).
- Preparing the distribution area in readiness for regular audits by internal Quality Assurance and the MHRA Inspectors.
- Ensuring that the cold chain is adhered to for all refrigerated products.
- Ensuring the highest standards of accuracy with good attention to detail in order to reduce receipt and issue errors, as many medicines are delivered directly to wards for immediate patient administration.
- Ensuring the accurate and safe receipt of pharmaceuticals from suppliers. Some orders are valued to be in excess of £250K. Errors in receipts may delay patient treatment and incur costs to the Trust.
- To understand and meet requirements for unpacking and receiving stock. This will include the following: Condition of items, Signatures, Checking order, Discrepancies, Checking order dates, Reporting problems, Completing documentation – electronically and paper.

### **Equality and Diversity**

- Treat everyone with whom s/he comes into contact with dignity and respect.
- Recognise that people are different and do not discriminate against other people.
- Recognises and reports behaviour that undermines equality and diversity

### **Learning and Development**

- Support the development and training of new members of staff and participate in the training of the Pharmacy staff (NVQ L2 & 3 apprentices) according to agreed procedures
- All staff will be regularly assessed on their knowledge, skills and behaviour, and application of all aspects of the job description, in line with the Trust's Development Review process.
- Stay up to date with all statutory and mandatory training via the online UCLH Learning portal or by attending face-to-face sessions
- Stay up to date with all procedures and documentation via QPulse.

### **Information processing**

- To effectively use a number of computer software systems including EPIC, QPulse, PolarTrack, MS Office, NAB Logger, Waiting Time Scheduler
- Efficiently use the pharmacy computer system to contribute to good stock control.
- Participate in Stock Counts and EPIC interrogations, regular internal and external audits.
- Participate in administrative duties and maintenance of the filing system.
- Print and schedule the picking lists and log them correctly in accordance with procedures so that they can be processed appropriately.
- Accurately entering goods receipt and issue data into the Pharmacy system.
- Processing and returning wrongly ordered stock or wrongly delivered stock to suppliers.
- Ensuring that documentation is complete when giving out items for transport.
- To provide computer training on EPIC system to new members of staff

## Miscellaneous

- Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times.
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times.
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.
- Observe safe working practices at all times to minimise risk to self, other staff and visitors to the Trust
- Maintain high standards of cleanliness and tidiness in all working areas at all times
- Comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of waste.
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.
- To be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act.
- To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage and to comply with the Trust's Standing Financial Instructions.
- To maintain confidentiality at all times.

## Other

Undertake such duties as may from time to time be deemed necessary by the Head of Pharmacy for the efficient provision of pharmacy services in UCL Hospitals. The job description is not intended to be exhaustive and duties may be altered from time to time in light of changing circumstances and after consultation with the post holder.

## Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research. We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

### We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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### We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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### We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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### We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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## Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<b>Knowledge and Qualifications</b>						
To hold a NVQ L2 in pharmacy services	Essential	Desirable	A	I		
GCSE English and Maths or equivalent	Essential		A	I		
Good standard of written and spoken English	Essential		A			T/P
Good mental arithmetic including: complex calculations, percentages, decimal, fractions, ratios						T
Previous training on COSHH	Essential		A	I		
Previous customer care training	Essential		A	I		P
Accredited to perform final accuracy check on Pharmaceutical stock orders, including Controlled Drugs	Essential		A	I		
Accredited to receive Pharmaceutical stock orders, including Controlled Drugs	Essential		A	I		
<b>Experience</b>						
Previous experience of working in a Pharmacy/Distribution related job for at least 3 years as a supervisor	Essential	Desirable	A	I	R	
Manual handling experience and training	Essential		A	I		
Experience of stock take and audits	Essential		A	I		
Previous experience of supervising	Essential		A	I		
Previous experience of training others	Essential		A	I		
Previous experience of working with a pharmacy computer system	Essential		A			
Previous experience of MHRA inspections	Essential		A	I		
Experience of working with Flammable stock and Cytotoxic's			A			
Previous experience of recruitment and selection of staff		Desirable	A			

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<b>Skills and Abilities</b> Ability to cope with stressful situations  Demonstrated ability to prioritise own daily tasks and those of others to help ensure an efficient service  Demonstrated ability to be punctual and have good time keeping skills  Demonstrated ability to work as part of and lead a team	Essential  Essential  Essential  Essential		A  A  A  A	I  I  I  I	    R  	
<b>Communication</b> Demonstrate good written, verbal communication and listening skills  Ability to work on own and resolve queries from customers  Demonstrated ability to follow written and verbal instruction, understanding the importance of following SOP's  Understands the importance of maintaining confidentiality  Demonstrated ability to communicate more complex information effectively using clear written and spoken English and overcome barriers to understanding	Essential  Essential  Essential  Essential  Essential		A  A  A  A  A	I  I  I  I  I	    R    	P  P      P
<b>Personal and People Development</b> Demonstrated ability to prioritise and organise routine daily tasks using own initiative, whilst supervising and leading a team  Willing to develop and undertake in-house study  Able to train, supervise and motivate self and others  Demonstrated ability to plan, deliver, organise and review competency based training assessment	Essential  Essential  Essential	    Desirable	A  A  A  A	I    I  	R    R  	



Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<b>Quality and service improvement</b> Understanding the importance of maintaining a clean and organised working environment  Able to pass on ideas to manager on improvements of services  Excellent problem solving skills  Demonstrated ability to solve more complex problems as indicated in the job description	Essential   Essential  Essential	Desirable	A  A  A	I   I	R   T	T   T
<b>Specific Requirements</b> Demonstrated ability to show attention to detail whilst under pressure and maintain high standards  Ability to develop new stock control processes  Understands Key Performance Indicators (KPI's)  Demonstrates ability to regularly throughout the day lift heavy boxes (15-20kg) safely following health and safety guidelines  Ability to move cages and trollies weighing over 60-200kg regularly throughout the day, safely following health and safety guidelines	Essential  Essential  Essential  Essential  Essential		A  A  A  A  A	I  I  I  I  I		T   T   T
<b>Information processing</b> Complex pharmacy computer and IT skills including: Email, word processing, excel, accurate data entry  Demonstrated ability to clearly and accurately complete complex routine and non-routine documentation  Demonstrated ability to produce IT reports including KPI charts, To-follows reports/charts, customer service audit reports	Essential  Essential	Desirable	A  A	I  I		P  T

A= Application Form

I= Interview

R-References

T/P=Test/Presentation