

Pharmacy Technician Person Specification

Requirement	Essential	Desirable
Criteria 1: Qualifications		
BTEC Level 3 Pharmaceutical Science	X	
NVQ Level 3 Pharmaceutical Services	x	
Registered with professional body - GPhC (RegPharmTech)	X	
Evidence of recent and relevant CPD		x
Criteria 2: Experience		
3 years post qualification experience	X	
Experience in Health Board/primary care role		X
Experience of working in a GP practice		X
Experience of working in a patient facing role	X	
Experience of utilising medication review skills		X
Experience of multidisciplinary work		X
Experience of facilitating change to improve clinical practice	X	
Experience and good working knowledge of clinical audit		X
Criteria 3: Skills		
Capacity to analyse and solve complex problems and plan effectively	X	
Ability to plan and organise complex activities requiring specialist knowledge of prescribing data	X	
Ability to motivate people and facilitate change	X	
Ability to provide complex and sensitive information to a range of health professionals, managers, patients and other health care staff, overcoming potential barriers to understanding	X	
Ability to analyse and interpret complex clinical and prescribing data to aid in improvements of medicines management	X	
Ability to provide medicines related information to clinicians, patients and relatives, requiring well-developed empathic and re-assurance skills	X	

Ability to deal with occasional emotionally distressing situations such as counselling patients regarding their medicines/ complaints	X	
The ability to deal with difficult situations and potential conflicts	X	
Effective interpersonal, communication (both written and oral), presentation and influencing skills	X	
Skills in analysis of complex facts or situations requiring analysis, interpretation and appropriate action	X	
Ability to work with a range of clinical & non-clinical personnel and patients	X	
Ability to work independently and effectively with a high degree of motivation and manage own unpredictable workload	X	
Ability to define, collate, analyse and interpret data in a timely manner	X	
Ability to utilise information technology including word processing, spreadsheets, presentation and database packages effectively, e.g. MS Word, Excel, Powerpoint	X	
Ability to communicate complex information to patients and carers in an appropriate manner, often requiring well developed empathetic and reassurance skills	X	

Criteria 4: Knowledge		
Specialist knowledge acquired through BTEC science (pharmaceutical) or equivalent	X	
Knowledge and evidence of mandatory Professional requirement for on-going Continuing Professional Development to maintain extensive knowledge and expertise.	X	
Good working knowledge of safeguarding vulnerable adults and the policies and procedures relating to this		X
Knowledge of General medical Services and Community Pharmacy contracts		X
Knowledge of the role and development of other health professionals with respect to prescribing/medicines management related issues		X
Understanding and appreciation of National & Local policies which impinge on medicines management		X
Understanding of personal health and safety responsibilities	X	
Understanding, acceptance and adherence to the need for strict confidentiality	X	
Understanding and awareness of the importance of patient involvement	X	
An understanding of budgets and financial information		X
Working knowledge of GP clinical systems (e.g. Vision and Docman)		X
Criteria 5: Personal attributes		
Professional approach to work. Guided by professional code. Smart, professional appearance	X	
Self motivated and able to work effectively independently and in a multi professional team	X	
Builds credibility and rapport quickly	X	
Ability to plan and work autonomously	X	