Job Description & Person Profile

Quality Pharmacist (UK Registered) & Responsible Pharmacist

Department: Pharmacy

Reporting to: Head of Technical

Job Purpose:

QA batch release of manufactured specials including: solutions, suspensions, powders, capsules, creams and ointments, suppositories, and other non-sterile dosage forms.

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

To perform the role of Responsible Pharmacist in the closed-door PCCA Pharmacy, adhering to the GPhC code.

Job Specific Responsibilities:

- QA batch release of manufactured specials.
- Reviewing and approving new formulations, labels, shelf-life extensions, repacks and in-house preparations.
- Writing, reviewing, and approving Quality documentation, including validation protocols and reports, change controls and Good Manufacturing Practice (GMP) deviations.
- Assisting with customer and product queries and complaints.
- Writing, reviewing, and approving Standard Operating Procedures (SOPs).
- Involvement with technical customer queries and product investigations.
- Responding to enquiries in a timely manner, giving advice on specials quality requirements in order to maintain the company's reputation for customer service and technical acumen.
- Dealing with the administration and monitoring of the QMS, including change controls, GMP deviations, technical agreements, validation reports, quality risk assessments, customer complaints, periodic reviews, self-inspection and external audit reports, and SOPs.
- Conducting/assisting with internal self-inspection audits.
- Participating in regulatory inspections.
- Ensuring that the business complies with current and future worldwide GMP standards and requirements.
- Carrying out monthly review of Controlled Drug (CD) stock checks.
- Dealing with CD related activities on site and advising the company's Regulatory Manager of any CD issues.
- Delivering internal training e.g., GMP and Hygiene Induction training, Level 3 Diploma in Pharmacy Service Skills (NVQ).
- Ensuring safe working practices in accordance with COSHH.
- To perform the duties of a Responsible Pharmacist whilst working in the pharmacy and to adhere to the GPhC code relating to working in a pharmacy.
- Involvement with the Pharmacy strategy ensuring it meets business requirements, customer deliverables and performance against goals.
- Involved in the development of the Pharmacy ensuring efficient and effective use of resources
- Working towards Key Performance Indicators (KPIs) in line with business objectives to maximise the profit and potential of the business and liaising regularly with managers to ensure consistency of service delivery across the business.

- Challenging existing methods and presenting alternatives, continually improving internal systems.
- Providing clinical advice and support
- Ensure all legal and professional requirements are adhered to.
- Conducting/assisting with internal self-inspection audits and participating in regulatory inspections.
- Promoting the business e.g., attendance at conferences, exhibitions, presentations to external parties, etc.
- Keep up to date with current pharmacy practice, legislative and industry guidance/best practice, new drugs, and their uses for the purpose of continuing professional development, making at least four entries a year that reflect the context and scope of the pharmacist role.
- Engage with PCCA inc. with clinical queries on the range of pharmacy products.
- Patient, Prescriber, and clinical liaison within the pharmacy always ensuring excellent customer service.
- Liaising regularly with all managers to ensure consistency of service delivery across the business, in line with agreed business objectives.
- Providing staff training, as and when required.
- Involved in the implementation of projects, as and when required, both within the Pharmacy and across the business.

Company Specific Responsibilities:

- Comply with data protection law.
- Ensuring good relations and communications with all members of the team.
- 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), Company Health and Safety Policies and Company Standard Operating Procedures (SOPs).
- Undertaking any other duties within the business, which may be requested by the Line Manager

Person Profile:

- Essential Requirements:
  - UK Registered Qualified Pharmacist.
  - Impressive, demonstrable track record and skills/experience gained within a similar position(s), at a similar level.
  - Good understanding of the pharmaceutical market, including the unlicensed medicines sector.
  - 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.
  - Commercially astute.
  - Numerate with strong analytical and problem-solving ability.
  - Ability to work accurately in a busy and demanding environment, adhering to strict deadlines and timescales.

- Ability to achieve and maintain high standards with meticulous attention to detail.
- Hands on approach, with a 'can do' attitude.
- First class planning, organisational and time management skills.
- Self-motivated, with the ability to work proactively using own initiative.
- First class team player, with a totally flexible approach.
- Committed to learning and development.

- Highly Desirable:
  - Registered with the General Pharmaceutical Council (GPhC).
  - Wide knowledge of products and processes used in the manufacture of unlicensed medicines.
  - Working as a Pharmacist in a retail and/or hospital pharmacy.

Training:

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