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Version history and amendments

Action	Date	Notes
	Nov 2023	Profile suite has been transferred onto new template. No changes to wording, scores or levels.
		<p>GENERIC PROFILES</p> <p>The following generic profile note extracted from the Job Evaluation Handbook explains the position in cases where the minimum score falls below the relevant grade boundary: (See para 5.2 Section 9)</p> <p>The band for jobs covered by this generic profile is band e.g. 4. The minimum total profile score falls below the band 4 grade boundary. This is the result of using a single generic profile to cover a number of jobs of equivalent but not necessarily similar factor demand. It is not anticipated that any job will be assessed at the minimum level of every possible factor range. If this were the case it indicates that the job should instead be matched against a band 3 profile. If this is not successful, the job must be locally evaluated.</p>



Profile Suite and Label	Pharmacy - Pharmacy Support Worker
Job Statement	<ol style="list-style-type: none"> 1. Undertakes duties in support of pharmacists e.g. reception duties in dispensary, packing and supply of drugs and medicines to wards and departments, production of sterile and other products 2. Undertakes related clerical duties

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information, to inform work colleagues, patients, clients/requiring tact and persuasion; barriers to understanding</p> <p>Communicates factual information to other staff/ communicates factual information to patients at dispensary reception; overcomes communication difficulties</p>	2-3(a)	12-21
2.	Knowledge, Training & Experience	<p>Range of routine work procedures, requiring job training</p> <p>Knowledge of procedures for own pharmacy area – on the job training, working towards NVQ2 or equivalent experience</p>	2	36
3.	Analytical & Judgemental Skills	<p>Judgements involving straightforward facts or situations</p> <p>Deals with routine enquiries</p>	1	6
4.	Planning & Organisational Skills	<p>Organise own day to day work tasks or activities</p> <p>Plans own tasks to meet service requirements</p>	1	6
5.	Physical Skills	<p>Physical skills obtained through practice /highly developed physical skills, accuracy important; manipulation of fine tools, materials</p> <p>Standard keyboard skills for stock control, input of prescription data; operation of production equipment, use of syringes/ application of aseptic techniques, preparing products inside fume cupboards</p>	2-3(b)	15-27
6.	Patient/Client Care	<p>Provide basic clinical technical services</p> <p>Packs medicines, produces sterile and other products</p>	3 (b)	15
7.	Policy/Service Development	<p>Follow policies in own role, may be required to comment</p> <p>Follows pharmacy Standard Operating Procedures (SOP)s</p>	1	5
8.	Financial & Physical Resources	<p>Maintain security of stock</p> <p>Responsible for checking, storage, distribution of medicines</p>	2(c)	12
9.	Human Resources	<p>Demonstrate own duties to new or less experienced employees</p> <p>Demonstrates duties to less experienced staff, students</p>	1	5
10.	Information Resources	<p>Data entry, text processing, storage of data</p> <p>Inputs stores, prescription data</p>	2(a)	9
11.	Research & Development	<p>Undertakes surveys, audits as necessary to own work</p> <p>Customer satisfaction, top-up surveys</p>	1	5
12.	Freedom to Act	<p>Standard operating procedures, someone available for reference</p> <p>Works to pharmacy SOPs, supervision contactable</p>	2	12



13.	Physical Effort	Sitting, standing in a restricted position; frequent light effort for several short periods/ frequent moderate effort for several short periods Sitting for data input, standing for dispensing, manufacture duties; repetitive lifting of packs, boxes/ moves pharmaceutical goods	2 (a) (b)-3(c)	7-12
14.	Mental Effort	Frequent concentration, work pattern predictable Concentration is required for input, reception duties, manufacture, work pattern generally predictable	2 (a)	7
15.	Emotional Effort	Rare/ occasional exposure to distressing or emotional circumstances Challenging patient/client behaviour in dispensary area	1-2(a)	5-11
16.	Working Conditions	Frequent exposure to unpleasant conditions Cytotoxic drugs, chemicals in containers, verbal aggression	3(a)	12
JE Score 169-201			Band 2	



Profile Suite and Label	Pharmacy - Pharmacy Support Worker Higher Level
Job Statement	<ol style="list-style-type: none"> 1. Undertakes duties in support of Pharmacists e.g. packing and supply of drugs and medicines to wards and departments, production of sterile and other products, including chemotherapy products 2. Carries out reception duties in pharmacy, including handing over medication to patients 3. Trains, supervises work of pharmacy support workers, trainees

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive routine information to inform work colleagues, patients, clients/requiring tact and persuasion; barriers to understanding Communicates factual information to other staff/ patients; overcome communication difficulties	2-3(a)	12-21
2.	Knowledge, Training & Experience	Range of work procedures and practices, base level of theoretical knowledge Knowledge of procedures for own pharmacy area – on the job training, experience to NVQ3 or equivalent level	3	60
3.	Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Deals with emergency stock or similar problems	2	15
4.	Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own tasks and those of other pharmacy support worker(s)	1	6
5.	Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools, materials Operation of production equipment, use of syringes, application of aseptic techniques, preparing products inside fume cupboards	3(b)	27
6.	Patient/Client Care	Provide basic clinical technical services Packs medicines, produces sterile and other products	3 (b)	15
7.	Policy/Service Development	Follow policies in own role, may be required to comment Follows pharmacy SOPs	1	5
8.	Financial & Physical Resources	Maintain security of stock Responsible for checking, storage, distribution of medicines	2(c)	12
9.	Human Resources	Professional, clinical supervision Trains, supervises work of pharmacy support workers, trainees	2(b)	12
10.	Information Resources	Data entry, text processing, storage of data Inputs stores, prescription data	2(a)	9
11.	Research & Development	Undertakes surveys, audits as necessary for own work Customer satisfaction, top-up surveys	1	5
12.	Freedom to Act	Standard operating procedures, someone available for reference Works to pharmacy SOPs, supervisor contactable	2	12



13.	Physical Effort	Sitting, standing in a restricted position; frequent light effort for several short periods/ frequent moderate effort for several short periods Sitting for data input, standing for dispensing, manufacture duties; repetitive lifting of packs, boxes/ moves pharmaceutical goods	2 (a) (b)-3 (c)	7-12
14.	Mental Effort	Frequent concentration, work pattern predictable Concentration for input, dispensing, manufacture, work pattern generally predictable	2 (a)	7
15.	Emotional Effort	Rare/ occasional exposure to distressing or emotional circumstances Challenging patient/client behaviour in dispensary area	1-2(a)	5-11
16.	Working Conditions	Frequent exposure to unpleasant conditions Cytotoxic drugs, chemicals in containers, verbal aggression	3(a)	12
JE Score 221-241			Band 3	



Profile Suite and Label	Pharmacy - Pharmacy Technician
Job Statement	<ol style="list-style-type: none"> 1. Dispenses and issues prescriptions; undertakes duties in relation to the manufacture of pharmacy products 2. Provides straightforward advice to patients/carers on pharmaceutical products and further supplies 3. Supervises, trains, coaches pharmacy support workers, student technicians

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information, barriers to understanding</p> <p>Communicates information to patients/carers regarding prescribed medicines, prescription payments, exemptions and further supplies; there may be communication difficulties</p>	3a	21
2.	Knowledge, Training & Experience	<p>Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge</p> <p>Knowledge of pharmaceutical technical procedures acquired through training, NVQ3, BTEC in pharmaceutical science or equivalent level</p>	4	88
3.	Analytical & Judgemental Skills	<p>Judgements involving facts or situations some requiring analysis</p> <p>Assesses situations concerning availability of prescribed medicines and refers non-standard prescriptions to relevant authority</p>	2	15
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing</p> <p>Implements the rota for the technical pharmacy team; organises supervision of pharmacy support workers</p>	2	15
5.	Physical Skills	<p>Highly developed physical skills, accuracy important; manipulation of fine tools, materials</p> <p>Weighs and measures raw materials for pharmaceutical preparations, prepares cytotoxic products and intravenous injection, using aseptic technique, prepares products inside fume cupboards, laminar airflow cabinets and isolators</p>	3b	27
6.	Patient/Client Care	<p>Provide clinical technical services</p> <p>Provides pharmacy service including dispensing drugs to patients and providing information on common drug dosage and use</p>	4b	22
7.	Policy/Service Development	<p>Implement policies and proposes changes to practices, procedures for own area</p> <p>Implements SOPs within the pharmacy technician teams and suggests changes to dispensing, formulary policies</p>	2	12
8.	Financial & Physical Resources	<p>Handle cash; maintain security of stock</p> <p>Collects prescription charges; ensures security of stocks of drugs and materials for production of pharmaceutical products</p>	2 a, c	12
9.	Human Resources	<p>Day to day supervision, undertake basic workplace assessments</p> <p>Allocates and checks work of pharmacy support workers and less experienced technicians</p>	2a	12
10.	Information Resources	<p>Data entry, text processing, storage of data</p> <p>Enters patient details on computerised record system from prescriptions prepared by others</p>	2a	9



11.	Research & Development	Occasionally participates in research and development activity/undertakes research and development; clinical trials Participates in clinical trials; undertakes research activities	1-2(a) (b)	5-12
12.	Freedom to Act	Standard operating procedures, supervision available Follows SOPs, relevant regulations, works independently, work is checked by pharmacist, designated staff	2	12
13.	Physical Effort	Frequent sitting, standing in restricted position; frequent light effort for several short/long periods during a shift/ occasional moderate effort for several short periods Sitting when using isolator; pushes, carries and packs pharmaceutical supplies / moves pharmaceutical goods	2ab-3c	7-12
14.	Mental Effort	Frequent concentration work pattern predictable Concentrates while checking prescriptions, batch, stock details	2a	7
15.	Emotional Effort	Rare/occasional exposure to distressing or emotional circumstances Supplies prescribed pharmaceutical products to terminally ill, distressed patients	1-2(a)	5-11
16.	Working Conditions	Occasional/frequent exposure to unpleasant conditions Handles contained chemicals, exposure to verbal aggression	2(a)- 3(a)	7-12
JE Score 276-299			Band 4	



Profile Suite and Label	Pharmacy - Pharmacy Technician Higher Level (Pharmacy or Primary Care)
Job Statement	<ol style="list-style-type: none"> 1. Dispenses and issues prescriptions 2. Provides straight forward advice to patients/carers on pharmaceutical products and further supplies 3. Undertakes day to day supervision of pharmacy technicians, support workers 4. May hold accreditation for checking dispensed prescriptions of others OR (Primary Care) 5. Works as peripatetic technician to provide prescribing support to GP practices 6. Provides advice and training in changes to prescribing to GP practice staff, patients; may recommend changes to prescribing practices 7. Trains less experienced PCT staff to deliver prescribing support

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information; barriers to understanding; complex or sensitive information</p> <p>Communicates information to patients/ carers regarding prescribed medicines, prescription payments, exemptions and further supplies, there may be communication difficulties; communicates medicines management or other technical information to GP Practice staff or other clinicians</p>	3(a)(b)	21
2.	Knowledge, Training & Experience	<p>Expertise within specialism, underpinned by theory</p> <p>Knowledge of pharmaceutical technical procedures acquired through training, NVQ3, BTEC in pharmaceutical science or equivalent plus other additional training for checking dispensed prescriptions, supervising a technical area within the pharmacy to degree or equivalent level or Knowledge of medicines management, including relevant legislation and policies acquired through NVQ3 or BTEC equivalent level qualification plus specialist training and experience to degree or equivalent level</p>	5	120
3.	Analytical & Judgemental Skills	<p>Range of facts or situations requiring analysis</p> <p>Judgements on how to fulfil urgent orders, where there are a range of options; analysis of patient and prescribing activity data</p>	3	27
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing/ Plan and organise complex activities or programmes requiring formulation, adjustment</p> <p>Plans the rota for the technical pharmacy team, organises supervision of support workers/ Plans implementation of medicines change management programme within GP locality</p>	2-3	15-27
5.	Physical Skills	<p>Physical skills obtained through practice/ Highly developed physical skills, accuracy important; manipulation of fine tools, materials</p> <p>Skills for standard keyboard use, driving/ Weighs and measures raw materials for pharmaceutical preparations, prepares cytotoxic products and intravenous injection, using aseptic technique, prepares products inside fume cupboards, laminar airflow cabinets and isolators</p>	2-3b	15-27



6.	Patient/Client Care	Provide clinical technical services; Provide advice in relation to care Provides pharmacy service including dispensing drugs to patients and providing information on common drug dosage and use; Advises patients, carers, GP staff on issues relating to medication regimes and changes to prescribing	4bc	22
7.	Policy/Service Development	Implement policies and propose changes to practices, procedures for own area/ propose policy or service changes, impact beyond own area Implements SOPs within pharmacy technician teams, implements medicines management policies/ Contributes to wider policies e.g. GP Prescribing policies	2-3	12-21
8.	Financial & Physical Resources	Handle cash, valuables; maintain stock control/ authorised signatory Collects prescription charges; ensures security of drugs and materials for production of pharmaceutical products/ authorises invoices for supplies	2ac-3a	12-21
9.	Human Resources	Day to day supervision; Professional/ clinical supervision; undertake basic workplace assessments Supervises, trains less experienced technicians, students, other staff; basic work based assessments	2abc	12
10.	Information Resources	Data entry, text processing, storage of data; Occasional/ regular requirement to develop or create reports, documents, drawings; responsible for maintaining one or more information systems, significant job responsibility Enters patient details on computerised records system from prescriptions prepared by others/ Creates prescribing activity spreadsheets; maintains prescribing activity database	2ab/3bc	9-16
11.	Research & Development	Occasional/ regularly undertakes R&D activity; regularly undertake clinical trials Participates in clinical trials led by pharmacists; undertakes research activities e.g. audit	1-2ab	5-12
12.	Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Follows SOPs, relevant regulations, works independently, accredited to check dispensed prescriptions of others or works within Medicines Management Action Plan protocols	3	21
13.	Physical Effort	Combination of sitting, standing walking/ Frequent sitting standing in a restricted position; frequent light effort for several short periods/ frequent moderate effort for several short periods Little physical effort required/ sitting for production activities; pushes, carries and packs pharmaceutical supplies/ moves pharmaceutical goods	1-2ab-3c	3-7-12
14.	Mental Effort	Frequent concentration; work pattern predictable/ Frequent concentration; work pattern unpredictable Concentration required for e.g. calculations, report-writing, record-checking/ concentration for checking prescriptions, batch, stock details/ interruptions to give advice	2a-3a	7-12
15.	Emotional Effort	Exposure to distressing or emotional circumstances is rare /occasional distressing or emotional circumstances Little exposure to distressing circumstances/ supplies prescribed pharmaceutical products or gives prescription advice to terminally ill, distressed patients	1-2a	5-11



16.	Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously/ frequent unpleasant conditions VDU use for input and analysis of data/ Handles contained chemicals, exposure to verbal aggression	2ae-3a	7-12
JE Score 313-394			Band 5*	

*Generic job grade boundary provisions apply – see cover page note



Profile Suite and Label	Pharmacy – Pharmacist Entry Level / Pre-registration Pharmacist
Job Statement	<ol style="list-style-type: none"> 1. As part of structured rotational training programme, undertakes dispensing and supply of medicines; technical and aseptic preparation of drugs; provision of medicines advice; ward based pharmacy services 2. Attends study sessions towards registration

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive information; barriers to understanding</p> <p>Communicates drug or medicine related information to patients and relatives, prescribers: patients may have language difficulties, physical or mental disabilities</p>	4 (a)	32
2.	Knowledge, Training & Experience	<p>Specialist knowledge across range of procedures underpinned by theory</p> <p>Professional knowledge acquired through vocational master's degree in pharmacy, preparation and study for professional registration including clinical placements</p>	6	156
3.	Analytical & Judgemental Skills	<p>Range of facts or situations requiring comparison of a range of options</p> <p>How to answer patient queries, check stocks/ skills for analysing drug charts and patient information in order to provide advice on medicines, dosages, production requirements, medicines information.</p>	3	27
4.	Planning & Organisational Skills	<p>Organise own day to day work tasks or activities</p> <p>Plans own work</p>	1	6
5.	Physical Skills	<p>Physical skills obtained through practice/Highly developed physical skills, accuracy important; manipulation of fine tools, materials</p> <p>Keyboard skills, skills for use of pharmacy equipment/skills for use of isolators, syringes, preparation of cytotoxic drugs.</p>	2-3(b)	15-27
6.	Patient/Client Care	<p>Provide clinical technical services; provide advice in relation to care</p> <p>Reviews prescriptions, dispenses and supplies drugs for and to patients; undertakes preparation of sterile and aseptic products; provides advice to patients on doses, possible side effects; ensures compliance with Medicines legislation</p>	4 (b) (c)	22
7.	Policy/Service Development	<p>Follow policies in own role, may be required to comment</p> <p>Follows departmental policies, comments on proposed changes to policies & current practices</p>	1	5
8.	Financial & Physical Resources	<p>Handle cash, valuables; maintain security of stock</p> <p>Takes cash for prescriptions; responsible for security of drugs</p>	2(a)(c)	12
9.	Human Resources	<p>Demonstrate own duties to new or less experienced employees</p> <p>May demonstrate own duties to others, including students</p>	1	5



10.	Information Resources	Record personally generated information/data entry, text processing, storage of data Inputs prescription information/from others	1-2(a)	4-9
11.	Research & Development	Undertake surveys or audits, as necessary to own work Undertakes audits, may participate in clinical trials	1	5
12.	Freedom to Act	Standard operating procedures, someone available for reference/Clearly defined occupational policies, work is managed, rather than supervised Undertakes clinical technical procedures under clinical supervision/works on own initiative	2-3	12-21
13.	Physical Effort	Occasional moderate effort for several short periods Lifts, moves pharmacy boxes, fluids, enteral nutrition	2(d)	7
14.	Mental Effort	Frequent concentration; work pattern predictable Daily concentration on for reviewing prescriptions, calculations, statistics; generally predictable work pattern	2(a)	7
15.	Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional Work with terminally ill, distressed patients	1-2(a)	5-11
16.	Working Conditions	Occasional unpleasant conditions Odours from aseptic, cytotoxic production.	2(a)	7
JE Score 327-359			Band 5	



Profile Suite and Label	Pharmacy – Pharmacy Technician Specialist
Job Statement	<ol style="list-style-type: none"> 1. Provides and co-ordinates technical pharmacy services to a specialist area or service 2. Trains and assesses technical support staff; may manage team or service 3. Checks dispensed prescriptions, pharmaceutical production

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide or receive complex, sensitive information, requiring tact or persuasive skills, barriers to understanding Communicates information to patients/clients/carers regarding medicines, there may be communication difficulties	4(a)	32
2.	Knowledge, Training & Experience	Expertise within specialism underpinned by theory Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in pharmaceutical science or equivalent	5	120
3.	Analytical & Judgemental Skills	Range of facts requiring analysis, comparison of a range of options Analyses, interprets prescription information or requirements for pharmaceutical production in specialist field, may resolve service provision problems	3	27
4.	Planning & Organisational Skills	Plan, organise complex activities or programmes requiring formulation, adjustment Co-ordinates the day to day provision of technical pharmacy service, plans ongoing training and assessment in technical pharmacy procedures	3	27
5.	Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Weighs and measures raw materials for pharmaceutical preparations, prepares cytotoxic products and intravenous injection, using aseptic technique, prepares products inside fume cupboards, laminar airflow cabinets and isolators	3b	27
6.	Patient/Client Care	Provide specialist clinical technical services/specialist advice Dispenses drugs for patients, clients in specialist area; provides advice to patients, carers or those involved in manufacture of pharmaceutical products: ensures compliance with Medicines legislation	5b/c	30
7.	Policy/Service Development	Implement policies, propose changes to working practices, procedures, impact on other areas Develops and implements SOPs within own area and suggests changes to policies that impact beyond own area	3	21
8.	Financial & Physical Resources	Purchase of some supplies Purchases supplies of medicines, equipment and resources	3b	21
9.	Human Resources	Day to day management; teach/deliver specialist training Provides day to day management for a group of pharmacy technical staff including recruitment and selection, performance issues; organises delivery of specialist training	3ac	21
10.	Information Resources	Records personally generated information/ data entry, text processing, storage of data	1-2a	4-9



		Records personally generated clinical details/enters patient details on pharmacy computerised data record system from prescriptions written by others		
11.	Research & Development	Undertake research and development; participate in regular clinical trials Undertakes research activities; dispenses, manufactures clinical trial drugs	2ab	12
12.	Freedom to Act	Clearly defined occupational polices, work is managed rather than supervised Works within range of technical pharmacy codes and procedures, work is managed and assessed	3	21
13.	Physical Effort	Sitting, standing in restricted position; frequent light physical effort for several short periods/ occasional moderate effort for several short periods during a shift Sitting for production activities; pushes, carries and packs pharmaceutical supplies/ Moves pharmaceutical goods	2ab-3c	7-12
14.	Mental Effort	Frequent concentration, workload unpredictable Concentration for dispensing prescriptions, calculating doses and quantities for supply, interruptions to provide advice to other staff	3a	12
15.	Emotional Effort	Occasional distressing or emotional circumstances Dispenses medicines to terminally ill, distressed patients	2(a)	11
16.	Working Conditions	Occasional/frequent unpleasant conditions Handles contained chemicals, exposure to verbal aggression, noxious fumes	2(a) – 3(a)	7-12
JE Score 400-415			Band 6	



Profile Suite and Label	Pharmacy – Pharmacist
Job Statement	<ol style="list-style-type: none"> 1. Provides pharmacy services (e.g. clinical pharmacy, production, medicines information/management) in hospital or primary care setting; undertakes risk management and ensures compliance with medicines legislation 2. Supervises less experienced pharmacists, technicians 3. Advises junior medical staff, nurses on pharmacy matters, may provide emergency services (out of hours)

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive complex or sensitive information/barriers to understanding Communicates drug or medicine related information to prescribers, clinicians, suppliers/patients and carers, patients may have language difficulties, physical or mental disabilities	3(b)– 4(a)	21-32
2.	Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through vocational master’s degree in pharmacy (4 years) plus 1 year pre-registration training and experience	7	196
3.	Analytical & Judgemental Skills	Range of facts or situations requiring comparison of a range of options Skills for analysing drug charts & patient information in order to provide advice on medicines, dosages, production requirements, medicines information	3	27
4.	Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans own workload to ensure high priority patients or other issues dealt with first; may organise training sessions, audit, project work	2	15
5.	Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Skills for use of isolators, syringes, preparation of cytotoxic drugs	3(b)	27
6.	Patient/Client Care	Provide specialist clinical technical services; provides specialised advice in relation to care Provides pharmacy services e.g. production, medicines information, reviews prescriptions, dispenses & supplies drugs for and to patients; provides advice to patients, prescribers on doses, possible side effects, undertakes risk management and ensures compliance with medicines legislation	5(b)(c)	30
7.	Policy/Service Development	Follow policies in own role, may be required to comment/implement policies and propose changes to practices, procedures for own area Comments on proposed changes to policies and current practices/reviews protocols	1–2	5-12
8.	Financial & Physical Resources	Handle cash, valuables; maintain security of stock Takes cash for prescriptions, responsible for security of drugs, stocks	2(a)(c)	12
9.	Human Resources	Day to day supervision; professional/clinical supervision Supervises junior pharmacy staff, technicians, students	2(a)(b)	12



10.	Information Resources	Record personally generated information/responsible for maintaining one or more information systems, significant job responsibility Inputs prescription information, summarises drugs information, writes information leaflets, maintains production records/responsible for maintaining medicines information system	1, 3(c)	4-16
11.	Research & Development	Occasionally participate in clinical trials/regularly undertake clinical trials Participates in clinical trials/audits	1-2(b)	5-12
12.	Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Accountable for own professional actions: guided by national protocols, legislation, hospital formularies, can seek advice from senior pharmacist, including on call	3	21
13.	Physical Effort	Combination of sitting, standing, walking/occasional moderate effort for several short periods Light physical effort; occasional restricted position/lifts, moves pharmacy boxes, fluids, enteral nutrition packs, supplies	1-2(d)	3-7
14.	Mental Effort	Frequent concentration, work pattern predictable/unpredictable; occasional prolonged concentration Concentration for reviewing prescriptions, calculations, statistics, generally predictable work pattern, may be interrupted by urgent requests for advice; prolonged concentration for preparation of cytotoxic drugs	2(a)- 3(a)(b)	7-12
15.	Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional May work with terminally ill, distressed patients	1-2(a)	5-11
16.	Working Conditions	Occasional unpleasant conditions Smells from aseptic, cytotoxic production	2(a)	7
JE Score 397-449			Band 6	



Profile Suite and Label	Pharmacy – Pharmacy Technician Team Manager
Job Statement	<ol style="list-style-type: none"> 1. Manages the provision of a technical pharmacy service 2. Manages staff, resources, activity and information 3. May develop specialist technical services within the pharmacy department

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide or receive complex, sensitive information, barriers to understanding</p> <p>Communicates with patients/clients and other staff regarding medicines, there may be communication difficulties; negotiates with pharmaceutical suppliers</p>	4(a)	32
2.	Knowledge, Training & Experience	<p>Specialist knowledge across range of procedures underpinned by theory</p> <p>Knowledge of pharmaceutical service procedures obtained through NVQ3, BTEC in pharmaceutical science plus theoretical study and practical experience of managing staff, resources and additional knowledge to post-graduate diploma or equivalent level</p>	6	156
3.	Analytical & Judgemental Skills	<p>Complex facts or situations which require analysis, interpretation, comparison of range of options</p> <p>Analyses, interprets requirements for the pharmaceutical technical service, including staffing, service issues</p>	4	42
4.	Planning & Organisational Skills	<p>Plan and organise complex activities or programmes requiring formulation, adjustment/ broad range of complex activities or programmes, formulate, adjust plans, strategies</p> <p>Organises service provision/ strategic planning across technical pharmacy service</p>	3-4	27-42
5.	Physical Skills	<p>Highly developed physical skills, accuracy important; manipulation of fine tools, materials</p> <p>Weighs and measures raw materials for pharmaceutical preparations, prepares cytotoxic products and intravenous injection, using aseptic technique, prepares products inside fume cupboards, laminar airflow cabinets and isolators</p>	3(b)	27
6.	Patient/Client Care	<p>Provide specialist clinical technical services/provide specialised advice</p> <p>Dispenses drugs for patients, clients in specialist area; provides advice to patients, carers or those involved in manufacture of pharmaceutical products: ensures compliance with Medicines legislation</p>	5bc	30
7.	Policy/Service Development	<p>Implement policies and proposes policy, service changes, impact beyond own area</p> <p>Develops and implements policies and procedures relating to technical pharmacy services, proposes changes which impact outside the pharmacy department</p>	3	21
8.	Financial & Physical Resources	<p>Authorised signatory; responsible for purchase of supplies</p> <p>Authorises payments; purchases supplies of medicines, equipment and resources</p>	3a/b	21
9.	Human Resources	<p>Line manager for single function</p> <p>Line manager for pharmacy technical staff, including workload allocation, performance, chairs recruitment and selection of staff, career development, sickness absence management</p>	4a	32



10.	Information Resources	Record personally generated information/ data entry, text processing, storage of data Records personally generated clinical details/enters patient details on pharmacy computerised data record system from prescriptions written by others	1-2a	4-9
11.	Research & Development	Undertakes research and development activity; clinical trials Undertakes research; participates in clinical trials	2ab	12
12.	Freedom to Act	Broad occupational polices Works within technical pharmacy codes and procedures, manages technical pharmacy service	4	32
13.	Physical Effort	Frequent light effort for several short periods Bending, stretching, and lifting of objects in the pharmacy store, carrying order boxes between the pharmacy and wards, pushing trolleys	2b	7
14.	Mental Effort	Frequent concentration, work pattern unpredictable Concentration for dispensing prescriptions, calculating doses, interruptions to provide advice to staff, problem solve staffing, service provision issues	3a	12
15.	Emotional Effort	Occasional distressing or emotional circumstances Dispenses medicines to terminally ill, distressed patients, staffing problems	2(a)	11
16.	Working Conditions	Occasional/ frequent unpleasant conditions Handles contained chemicals, exposure to verbal aggression, noxious fumes	2(a)- 3(a)	7-12
JE Score 473-498			Band 7	



Profile Suite and Label	Pharmacy – Pharmacist Specialist
Job Statement	<ol style="list-style-type: none"> 1. Provides specialist pharmacy services in hospital or primary care setting in e.g. production, critical care or oncology clinical pharmacy, medicines information or medicines management; undertakes risk management and ensures compliance with medicines legislation 2. Undertakes teaching, supervision of less experienced pharmacists, technicians, students

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive complex information; barriers to understanding Communicates drug or medicine related information to prescribers, patients and carers; persuasive skills required; patients may have language difficulties, physical or mental disabilities	4(a)	32
2.	Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through vocational master's degree in pharmacy degree (4 years) plus 1 year pre-registration training plus experience	7	196
3.	Analytical & Judgemental Skills	Complex facts or situations requiring analysis. interpretation, comparison of a range of options Skills for analysing interpreting medicines information, production issues drug charts and patient information in specialist field	4	42
4.	Planning & Organisational Skills	Plan and organise straightforward activities, some on-going Plans own workload, organise training sessions; audit, project work	2	15
5.	Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Skills for preparation of injections and infusions	3(b)	27
6.	Patient/Client Care	Provide highly specialist clinical technical services; provide highly specialised advice concerning care Provides specialist pharmacy services e.g. production, medicines information, reviews prescriptions, dispenses and supplies drugs for and to patients; provides specialised advice to patients on doses, possible side effects of drugs, undertakes risk management and ensures compliance with medicines legislation	6(b)(c)	39
7.	Policy/Service Development	Propose policy or service changes, impact beyond own area Proposes & implements changes for own clinical area: impact on other disciplines	3	21
8.	Financial & Physical Resources	Handle cash, valuables; maintain security of stock Handles prescription charges; responsible for security of drugs, supplies	2 (a) (c)	12
9.	Human Resources	Day to day supervision; clinical/professional supervision Supervises, teaches: assesses junior pharmacy staff, technicians, students	2(a) (b)	12
10.	Information Resources	Record personally generated information/ responsible for maintaining one or more information systems Inputs prescription information, summarises drugs information, maintains production or other records/ responsible for maintaining medicines information systems	1, 3(c)	4-16



11.	Research & Development	Regularly undertake clinical trials Participates in clinical trials	2(b)	12
12.	Freedom to Act	Broad occupational policies Discretion to work within defined parameters, lead specialist in own area	4	32
13.	Physical Effort	Combination of sitting, standing, walking/ occasional moderate effort for several short periods Light physical effort; occasional restricted position / lifts, moves pharmacy boxes: fluids, enteral nutrition packs, supplies	1-2(d)	3-7
14.	Mental Effort	Frequent concentration, work pattern predictable/ unpredictable Concentration for reviewing prescriptions, calculations, statistics; predictable work pattern, may be interrupted by urgent requests for advice	2(a)- 3(a)	7-12
15.	Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional May work with distressed patients, relatives due to drug regime, drug misadventures	1-2(a)	5-11
16.	Working Conditions	Occasional unpleasant working conditions Odours from aseptic: cytotoxic drugs	2(a)	7
JE Score 466-493			Band 7	



Profile Suite and Label	Pharmacy – Pharmacist Advanced
Job Statement	<ol style="list-style-type: none"> 1. Responsible for leading and delivering specialist pharmacy service to a directorate or equivalent area or in the community 2. Provide expert advice on pharmaceutical matters in specialist field 3. Leads and develops clinical audit; undertakes research

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive highly complex information, barriers to understanding</p> <p>Communicates highly complex drug or medicine related information to prescribers, clinicians, patients, relatives: patients may have language difficulties, physical or mental disabilities, other professionals may challenge advice</p>	5(a)	45
2.	Knowledge, Training & Experience	<p>Advanced theoretical and practical knowledge</p> <p>Professional knowledge acquired through vocational master's degree in pharmacy (4 years) plus 1 year pre-registration training plus specialist knowledge acquired through diploma level, experience</p>	8(a)	240
3.	Analytical & Judgemental Skills	<p>Complex/highly complex facts, requiring analysis, interpretation, comparison of options</p> <p>Skills for analysing drug, patient intimation in specialist field in order to provide advice on medicines, dosages, production issues/ in areas where information is lacking and medical or other opinion differs</p>	4–5	42-60
4.	Planning & Organisational Skills	<p>Plan and organise complex activities, requiring formulation, adjustment</p> <p>Plans and organises provision of specialist service, plans and organises research; audit activities</p>	3	27
5.	Physical Skills	<p>Highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Skills for preparation of injections and infusions</p>	3(b)	27
6.	Patient/Client Care	<p>Provide specialised clinical technical services; highly specialised advice</p> <p>Provides specialised pharmacy service, reviews prescriptions, dispenses and supplies drugs for and to patients in own area of expertise; provides highly specialised advice to medical: other clinical staff, patients on doses: possible side effects of drugs in critical areas; undertakes risk management and ensures compliance with medicines legislation</p>	6(b)(c)	39
7.	Policy/Service Development	<p>Propose policy or service changes, impact on other areas</p> <p>Proposes changes for own specialist area, impact on other disciplines</p>	3	21
8.	Financial & Physical Resources	<p>Maintain security of stock/monitors budgets</p> <p>Responsible for security of drugs: supplies/monitors drugs expenditure for area</p>	2(c)–3(c)	12-21
9.	Human Resources	<p>Provide day to day, clinical supervision/management</p> <p>Supervises/ manages pharmacy staff, technicians</p>	2(a)(b)–3(a)	12-21
10.	Information Resources	<p>Record personally generated information/ responsible for maintaining one or more information systems</p>	1, 3(c)	4-16



		Inputs prescription information, summarises drugs info: maintains production or other records/ responsible for maintaining medicines information system		
11.	Research & Development	Regularly participate in clinical trials, specific clinical audits, research Undertakes research in own area	2(a)	12
12.	Freedom to Act	Broad occupational policies Accountable for own professional actions: guided by national protocols, legislation, hospital formularies; lead specialist in own area	4	32
13.	Physical Effort	Combination of sitting, standing, walking/ occasional moderate physical effort Walking between locations; occasional restricted position /lifts: moves pharmacy boxes, fluids, enteral nutrition, supplies	1-2(d)	3-7
14.	Mental Effort	Frequent concentration, unpredictable work pattern Concentration for reviewing prescriptions, calculations, statistics, reports, policy documents: interrupted by urgent requests 'or advice	3(a)	12
15.	Emotional Effort	Occasional exposure to distressing or emotional situations Works with distressed patients/ relatives due to drug regime: drug misadventures	2(a)	11
16.	Working Conditions	Occasional unpleasant working conditions Odours from aseptic, cytotoxic drugs	2(a)	7
JE Score 546-598			Band 8a-b	



Profile Suite and Label	Pharmacy – Pharmacist Team Manager
Job Statement	<ol style="list-style-type: none"> 1. Responsible for delivering, managing and developing a component of a pharmacy service or equivalent in a hospital or primary care setting 2. Provides expert advice on pharmaceutical matters in own specialist area; undertakes risk management and ensures compliance with medicines legislation 3. Leads and develops clinical audit; undertakes or co-ordinates research

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required Communicates medicines management information to decision makers e.g. drug and therapeutic committee, senior managers, advises clinicians on prescribing protocols, advice may be challenged	5(a)	45
2.	Knowledge, Training & Experience	Advanced theoretical and practical knowledge Professional knowledge acquired through vocational master's degree in pharmacy (4 years) plus 1 year pre-registration training plus experience plus further specialist knowledge through diploma level training and experience in area of practice	8(a)	240
3.	Analytical & Judgemental Skills	Highly complex facts or situations requiring analysis, interpretation, comparison of options Skills for analysing drug, patient information in specialist field to provide advice on medicines, dosages: production issues in areas where information is lacking and professional opinion differs	5	60
4.	Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans, strategies Plans and co-ordinates provision of pharmacy service, long term service planning	4	42
5.	Physical Skills	Physical skills obtained through practical highly developed physical skills. accuracy important, manipulation of fine tools, materials Keyboard skills/ skills for preparation of injections & infusions	2-3(b)	15-27
6.	Patient/Client Care	Provide highly specialist clinical technical services; provide highly specialised advice concerning care; accountable for delivery of sub-division of clinical technical service Provides highly specialist pharmacy service; provides highly specialised advice to patients, prescribers, clinicians on drugs, advice on drugs regimes; responsible for delivery of pharmacy service to trust & ensuring compliance with medicines legislation	6(b)(c)(d)	39
7.	Policy/Service Development	Responsible for policy implementation and development for a service Responsible for development of pharmacy policies and medicine management in own field: may contribute to organisation or local area policies through e.g. membership of drug and therapy committee	4	32
8.	Financial & Physical Resources	Monitor budget or financial incentives; hold delegated budget/ budget holder for department Monitors drugs expenditure/ holds budget for pharmacy service	3(c)(d) - 4(a)	21-32



9.	Human Resources	Line manager for single function, department Responsible for recruitment, development, workload allocation	4(a)	32
10.	Information Resources	Record personally generated information/responsible for maintaining one or more information systems Inputs prescription information, summarises drugs information/ responsible for maintaining medicines information system	1, 3(c)	4-16
11.	Research & Development	Regularly undertakes R&D activity; clinical trial & R&D activities as major job requirement/ co-ordinate, implement R&D activity as job requirement Undertakes research; clinical trials/ co-ordinates research programmes for own area	2(a)(b)– 3–4	12-21- 32
12.	Freedom to Act	Broad occupational policies Discretion to work within defined parameters, lead specialist, manager in own area	4	32
13.	Physical Effort	Combination of sitting, standing, walking Occasional light physical effort	1	3
14.	Mental Effort	Frequent concentration; work pattern unpredictable Concentration on for reviewing prescriptions, calculations, statistics, reports, policy documents interrupted by urgent requests for advice	3(a)	12
15.	Emotional Effort	Occasional distressing or emotional circumstances Distressed patients/carers, drug misadventures, complaints, staff issues	2(a)	11
16.	Working Conditions	Exposure to unpleasant conditions is rare/occasional unpleasant conditions Office conditions/odours from aseptic, cytotoxic drugs	1–2(a)	3-7
JE Score 603-662			Band 8b-c	



Profile Suite and Label	Pharmacy – Pharmacy Consultant
Job Statement	<ol style="list-style-type: none"> 1. Responsible for leading and delivering highly specialist pharmacy service; undertakes relevant risk management and ensures compliance with medicines legislation 2. Provides expert advice on pharmaceutical matters in specialist field 3. Leads and develops clinical audit; co-ordinates and undertakes research; provides specialist training

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive highly complex information, barriers to understanding</p> <p>Communicates highly complex drug or medicine related information to prescribers, clinicians, patients, relatives: patients may have language difficulties, physical or mental disabilities, other professionals may challenge advice</p>	5(a)	45
2.	Knowledge, Training & Experience	<p>Advanced theoretical and practical knowledge</p> <p>Professional knowledge acquired through vocational master's degree in pharmacy (4 years) + 1 year pre-registration training + specialist knowledge acquired through post-graduate diploma level or equivalent training, experience</p>	8(a)	240
3.	Analytical & Judgemental Skills	<p>Highly complex facts, requiring analysis, interpretation, comparison of options</p> <p>Skills for analysing drug, patient information in specialist field in order to provide advice on medicines, dosages, production issues in areas where information is lacking and medical or other opinion differs</p>	5	60
4.	Planning & Organisational Skills	<p>Plan and organise complex activities, requiring formulation, adjustment/ plan and organise broad range of complex activities, requiring formulation, adjustment</p> <p>Plans & organises provision of specialist service, plans & organises research, teaching, audit activities/ plans & organises service provision</p>	3-4	27-42
5.	Physical Skills	<p>Highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Skills for preparation of injections & infusions</p>	3(b)	27
6.	Patient/Client Care	<p>Provide specialised clinical technical services; highly specialised advice/ accountable for direct delivery of a clinical technical service</p> <p>Provides highly specialised pharmacy service, reviews prescriptions, dispenses & supplies drugs for & to patients in own area of expertise; provides highly specialised advice to medical, other clinical staff, patients on doses, possible side effects of drugs in critical areas; undertakes risk management & ensures compliance with medicines legislation/ accountable for delivery of e.g. regional service</p>	6(b) (c)-7	39-49
7.	Policy/Service Development	<p>Responsible for policy implementation and development for a service, more than one area of activity</p> <p>Responsible for policy, service development for specialist service or equivalent</p>	4	32
8.	Financial & Physical Resources	<p>Monitor budgets</p> <p>Monitors drugs expenditure for area</p>	3(c)	21



9.	Human Resources	Day to day supervision/ management; provides specialist training Day to day supervision/ management of Pharmacy team; provides specialist training to others from own and other disciplines	2(a)- 3(a) (c)	12-21
10.	Information Resources	Record personally generated information/ responsible for maintaining one or more information systems Inputs prescription information, summarises drugs info, maintains production or other records/ responsible for maintaining medicines information system	1, 3(c)	4-16
11.	Research & Development	Research as major job responsibility/ co-ordinate research activities/ initiate R&D activities Undertakes research in own area as major job responsibility/ co-ordinates/ initiates specialist research	3-4-5	21-32- 45
12.	Freedom to Act	General policies, require interpretation Follows professional, general policies, need to interpret for specialist area	5	45
13.	Physical Effort	Combination of sitting, standing, walking/ occasional moderate physical effort Walking between locations; occasional restricted position / lifts, moves pharmacy boxes, fluids, enteral nutrition, supplies	1- 2(d)	3-7
14.	Mental Effort	Frequent concentration, unpredictable work pattern Concentration for reviewing prescriptions, calculations, statistics, reports, policy documents, interrupted by urgent requests for advice	3(a)	12
15.	Emotional Effort	Occasional/ frequent exposure to distressing or emotional situations Works with distressed patients/ relatives due to drug regime, drug misadventures	2(a)- 3(a)	11-18
16.	Working Conditions	Occasional unpleasant working conditions Odours from aseptic, cytotoxic drugs	2(a)	7
JE Score 606-687			Band 8b-d	



Profile Suite and Label	Pharmacy – Professional Manager Pharmaceutical Services
Job Statement	<ol style="list-style-type: none"> 1. Responsible for delivery of pharmacy services across the organisation, including financial, staff management 2. Provides expert advice on pharmaceutical matters to the organisation, senior managers, prescribers 3. Responsible for medicines management, pharmacy practice, risk management issues and other clinical governance matters 4. Leads and develops clinical audit; undertakes, may co-ordinate research

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive highly complex information, agreement or co-operation required</p> <p>Communicates service related information to decision makers e.g. drugs and therapy committee, senior managers and other staff at all levels, advice may be challenged</p>	5(a)	45
2.	Knowledge, Training & Experience	<p>Advanced theoretical and practical knowledge</p> <p>Professional knowledge acquired through pharmacy degree (4 years} plus 1 year pre-registration training and experience plus specialist knowledge acquired through diploma level training plus further specialist/management knowledge in area of practice</p>	8(a)	240
3.	Analytical & Judgemental Skills	<p>Highly complex facts or situations requiring analysis, interpretation, comparison of options</p> <p>Skills for analysing service related issues, clinical governance, medicines issues, dealing with complaints</p>	5	60
4.	Planning & Organisational Skills	<p>Plan and organise broad range of complex activities, formulate, adjust plans or strategies/ formulate long term, strategic plans involving uncertainty, may impact across whole organisation</p> <p>Service, business planning/long term planning, strategy for pharmacy services, medicines/drugs management across sector</p>	4–5	42-60
5.	Physical Skills	<p>Physical skills obtained through practice/ highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Keyboard skills/ skills for preparation of injections, infusions</p>	2–3(b)	15-27
6.	Patient/Client Care	<p>Corporate responsibility for delivery of clinical technical service</p> <p>Corporate responsibility for delivery of pharmacy services to organisation or defined health economy</p>	8	60
7.	Policy/Service Development	<p>Responsible for policy development and implementation for a directorate or equivalent</p> <p>Responsible for implementation and development of pharmacy policies, contributes to organisation medicines/drugs management policies</p>	5	45
8.	Financial & Physical Resources	<p>Budget holder for department/ budget holder for several services</p> <p>Holds budget for pharmacy service/pharmacy and drugs budget</p>	4(a)–5(a)	32-45
9.	Human Resources	<p>Line manager for department/ several departments</p> <p>Responsible for recruitment, development, workload allocation for department/several departments</p>	4(a)–5(a)	32-45
10.	Information Resources	<p>Record personally generated information</p> <p>Records clinical information, writes reports</p>	1	4



11.	Research & Development	Regularly undertakes R&D/ major job feature/co-ordinate, implement R&D as job requirement Undertakes research, clinical trials/responsible for co-ordination of clinical trials, audits, research for department	2-4	12-32
12.	Freedom to Act	General policies; need to establish interpretation Responsible for policy interpretation for department	5	45
13.	Physical Effort	Combination of sitting, standing, walking Occasional light physical effort	1	3
14.	Mental Effort	Frequent concentration, work pattern unpredictable Concentration for reports, policy documents. meetings, interrupted by urgent requests for advice, incidents	3(a)	12
15.	Emotional Effort	Occasional distressing or emotional circumstances Critical incidents involving medicines, dealing with complaints, giving unwelcome news to staff	2 (a)	11
16.	Working Conditions	Rare/ occasional exposure to unpleasant conditions Odours from aseptic, cytotoxic drugs	1-2(a)	3-7
JE Score 661-741			Band 8c-9	