

**Pharmaceutical Technician, Senior**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Pharmaceutical Technician, Senior*(Grade Code: 3021)* |
| **Campaign Reference** | NRS14836 |
| **Closing Date** | Thursday, 26th June 2025 12:00pm |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is one permanent whole-time vacancy available in the NAS Clinical Directorate currently located in Dooradoyle House, Dooradoyle Road, Limerick or Tullamore, Co. Offaly. The Line Manager is open to engagement as regards the expected level of on-site attendance at one of the above bases in the context of the requirements of this role and the HSE’s Blended Working Policy, with a minimum level of availability in Limerick (to be agreed with the successful candidate).The successful candidate will be required as part of this role to attend meetings throughout the HSE.A panel may be formed as a result of this campaign for **Pharmaceutical Technician Senior, National Ambulance Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | **Name:** Regina Lee, Senior Pharmacist, National Ambulance Service**Email:** regina.lee@hse.ie **Mobile:** 087 3629990 |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory Pre-Hospital urgent, emergency and critical care and retrieval provider for the State. The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department. Serving a population of over 5 million people, the NAS responds to over 400,000 ambulance calls each year, employs over 2400 staff across 118 locations and has a fleet of more than 620 vehicles. In conjunction with its partners the NAS transports approximately 33,000 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 Aero Medical / Air Ambulance calls, completes 600 paediatric and neonatal transfers and supports Community First Responder Schemes.In 2025, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy 2025 to 2034, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element to the implementation of this plan is the transferring of models of care that will see the service utilise other alternative services for our patients, other than the emergency department.  |
| **Reporting Relationship** | The post holder will report to the Senior Pharmacist, NAS or other nominated manager. |
| **Key Working Relationships** | The key working relationships associated with this role are to manage and develop the current pharmacy service. Work with colleagues across all our sites to improve the service provided. |
| **Purpose of the Post**  | The Pharmaceutical Technician, Senior will work as part of the NAS Pharmacy Team to to assist with the provision of an excellent comprehensive pharmacy service and assist with the future development of the pharmacy in the National Ambulance Service. |
| **Principal Duties and Responsibilities** | The Pharmaceutical Technician, Senior will:**Professional / Clinical*** Ensure the purchase, storage and supply of all items is operated on the most economical lines, consistent with the NAS Medicines Management Policy and with reference to legal requirements, transit, security, and conditions of physical and chemical stability.
* Check shelves for expired stock and ensure stock rotation.
* Be responsible for stock control.
* Carry out the ordering of medicines, pharmaceuticals and other related items to ensure adequate stock levels available to patient facing services.
* Maintain stocks of non-medicinal items ordered from central stores.
* Maintain records of purchasing, quality control, and dispensing to the standards required.
* Ensure the receipt, checking and storage of goods received.
* Carry out the assembly of requisitions for NAS services where appropriate.
* Carry out the pre-packaging of bulk preparations and refill of drug bags.
* Be involved in checking processes in accordance with NAS protocols and procedures.
* Liaise with management and staff in matters of NAS procedure and as and when issues arise.
* Observe and report to the supervisor any unusual situations, occurrences, conditions or complaints including those related to drugs, drug requests, drug usage or security within any NAS location.
* Make recommendations on how methods and procedures can be improved.
* Support the review and improvement of the implementation of the NAS Medicines Management Policy, controlled drugs processes and maintenance of records.
* Carry out general administrative and financial duties including recording keeping and drug use monitoring.
* Support the work programme of the Drugs and Therapeutics Committee
* Participate in the audit, quality improvement and medication use review activities of the department. Collect data and maintain logs, records and other documentation as assigned.
* Contribute to the procurement and supply of drugs, pharmaceuticals and other related items and to identify and accelerate strategies that generate cost efficiencies.
* Develop and maintain good working relationships with colleagues and key stakeholders across the organisation
* Prepare responses and briefings on behalf of the Senior Pharmacist as required.

**Health and Safety*** Ensure that work is carried out in a safe manner in accordance with the provisions of Health, Safety and Welfare at Work Act, the Pharmaceutical Society of Ireland (PSI) requirements and/or other relevant legislation or advice.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Advise the supervisor of malfunctioning or unsafe equipment in the pharmacy.
* Ensure the maintenance of standards of clinical hygiene within the pharmacy.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education and Training** * Participate in continuing education and activities consistent with the post.
* Participate and/or assist in the teaching and training (including in-service training) of pharmacy, paramedicine, medical, nursing and other staff as may be required.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Personnel / Administration** * Carry out general administrative and financial duties including record keeping and medication use monitoring.
* Ensure invoices are processed promptly including following up on problems if necessary.
* Maximise the use of technology as it relates to the role and operate computers as required.
* Co-operate and assist line management in the performance of his / her duties and responsibilities as required.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **1.Professional Qualifications, Experience, etc.**(a) Eligible applicants will be those who on the closing date for the competition:1. Possess the Pharmaceutical Technicians Diploma awarded by the University of Dublin.

**OR**1. Possess a Pharmacy Technicians qualification at QQI Level 6 awarded by the Dublin Institute of Technology, Athlone Institute of Technology, Letterkenny Institute of Technology or Carlow Institute of Technology.

**OR**1. Possess the Pharmacy Services Certificate (NVQ 3) offered by the Irish Pharmaceutical Union.

**OR**1. Are currently employed as a Pharmacy Technician in the publicly funded Irish health service.

**OR**1. Possess a relevant qualification at least equivalent to (ii) or (iii) above

**AND**(b) have at least three years fulltime satisfactory post qualification hospital experience **AND**(c) Candidates must possess the requisite knowledge and ability (including a high standard of suitability, professional knowledge and management ability) for the proper discharge of the duties of the office.**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.**Character**Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Demonstrate depth and breadth of experience in the pharmaceutical field as relevant to the role |
| **Other requirements specific to the post** | * This role is not in the Operations Directorate and hence, this is not a uniform role in NAS
* The role will require monthly site visits to specified locations relating to the role
* Access to appropriate transport to fulfil the requirements of the role as the post will involve travel to locations around the country including possible overnight stays
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrates:*** Sufficient clinical and professional knowledge to carry out the duties and responsibilities of the role.
* An excellent understanding of the needs of patients and of other staff to ensure pharmacy services meet these needs as fully as possible.
* Knowledge and understanding of medication safety improvement programmes.
* Knowledge of anaesthesia and critical care drugs
* Knowledge of pharmacy informatics
* Excellent IT skills including Microsoft Office Suite, Social Media and Digital Media experience.
* Evidence of up-to-date pharmaceutical knowledge in the field.
* Self-awareness, a commitment to continuous professional development and a willingness to learn.

**Planning and Managing Resources**  * Demonstrates the ability to plan and organise in an effective and resourceful manner.
* Demonstrates the ability to multitask and work under pressure.
* Ability to manage self in a busy and changing working environment.
* Demonstrates flexibility and adaptability in ensuring work is delivered.
* Demonstrates awareness of the importance of value for money.
* Demonstrates involvement in the planning and establishment of new services

**Managing and Developing (Self and Others)*** Demonstrate leadership and team skills including the ability to work independently and effectively in a multidisciplinary environment.
* Demonstrate the ability to manage and develop self and others.
* Delegates appropriately.
* Demonstrate willingness to share knowledge and/or new ideas with staff and colleagues
* Demonstrates an ability to work individually and as part of a multi-disciplinary team.
* Seeks to establish co-operative working relationships, sharing information and knowledge, as appropriate.
* Understands own role in the team, making every effort to play their part.

**Commitment to providing a Quality Service*** Demonstrates a commitment to providing a quality service.
* Demonstrates initiative and innovation in identifying areas for service improvement and an openness to change.
* Demonstrates awareness and appreciation of the service user; treats service users with dignity and respect.
* Demonstrates awareness of the security considerations / confidentiality involved in working in a hospital pharmacy.

**Evaluating Information and Judging Situations** * Demonstrates the ability to evaluate information, solve problems and make effective recommendations in relation to service user care.
* Demonstrates the ability to use skills in a range of routine situations requiring analysis or comparison of a range of options.
* Demonstrates attention to detail, particularly in relation to record keeping.
* Demonstrates the ability to impart information and advice regarding the safe, appropriate, and cost-effective use of medications.

**Communications and Interpersonal Skills*** Demonstrate effective communication skills both verbal and in writing.
* Demonstrates strong interpersonal skills including the ability to interact directly with service users and members of a multidisciplinary team.
* Is respectful, courteous and professional, remaining composed, even in challenging circumstances.
* Actively listens to others and tries to understand their perspectives / requirements / needs.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Pharmaceutical Technician, Senior**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post as of the 1st March 2025 is:€54,333 - €55,469 - €56,615 - €57,761 - €58,912 - €60,072 The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including qualification allowance, or payments are payable.New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)