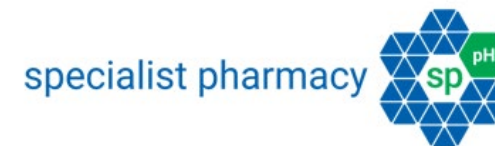


# Job Description



<b>Job title: Pharmacy Compounder</b>	<b>Function: Manufacturing and Operations</b>
<b>Reports to: Laboratory Manager/Supervisors</b>	<b>Sub Function: Regulatory and compliance</b>
	<b>Location: Dagenham East, RM10 7FN</b>

**Background:** The Specialist Pharmacy is the UK leader in BHRT compounding. It uses the highest quality standards to guarantee unrivalled customer satisfaction. The compounder is instrumental in the effective and efficient manufacturing of compounding medications while maintaining pharmaceutical industry excellence. The candidate shall guarantee compliance with regulatory standards while continuously improving processes, to in turn deliver continuous improvements in pharmaceutical outcomes, and patient and prescriber experience.

**Job Purpose: To compound a range of medications, ensuring compliance with all regulatory standards and good manufacturing practices. Work under the processes, practices and protocols established, in order to deliver high standard medication, meeting satisfactorily pharmaceutical, patient and prescriber experience.**

### Key accountabilities and decision ownership:

- Ensure correct formula preparation according to the prescription following quality assurance guidelines
- Follow all Standard Operating Procedures and processes for compounding, including respecting of the necessary approval points to ensure dosage accuracy and patient health and safety
- Ensure compounds are prepared in accordance to formulation and that all relevant compounding guidelines and quality standards are maintained;
- Weigh and measure suitable chemicals to prepare different kinds of compounds including lozenges, creams, solutions, ointments, capsules, and suppositories;
- Package and label prepared compounds with a suitable dispensing tool;
- Place and confirm that the beyond-use date on the patient's product label is correct;
- Send prepared compound and documentation to supervising pharmacist for verification and sign off;
- Complete the quality assurance procedures on assigned randomly sampled scripts and document results following standards;
- Daily cleaning and production logs in accordance with Standard Operating Processes
- Perform daily confirmation that all equipment is working well, including capsule machines, counters, and balances;
- Ensure equipment signals and readings, including freezer/fridge temperatures and weights on scales at work stations, are verified and maintained every morning;

### Skills, Know-How, Experience & Behaviours:

#### Must have:

- Knowledge of product preparation, compounding, packaging and labelling as well as quality assurance standards;
- Proficiency in computer usage;
- Effective oral and verbal communication, with co-staff and pharmacists;
- Strong ability to perform optimally in a team setting;
- Ability to work as a key member in a small business environment;
- Results oriented with strong time management skills, highly organised and driven to succeed;
- Ability to work in a dynamic environment under tight timelines.
- Be willing to undertake training for an NVQ level 2 qualification in Dispensing

#### Desirable: Technical / professional qualifications

- Understanding of Bio-identical Hormone Replacement therapy;
- Good Laboratory Practice knowledge;
- Completion of formal training in compounding pharmacy
- 1-3 years' experience in medicines handling/or production

<ul style="list-style-type: none"> <li>• Ensure that all relevant steps in each compound are verified with the supervising pharmacist;</li> <li>• Deliver special projects and perform other relevant duties that may be assigned.</li> <li>• Knowledge of Stock management and FIFO method.</li> </ul>	
<p><b>Key performance indicators:</b></p> <ul style="list-style-type: none"> <li>• Accuracy of final products and labels</li> <li>• Patient / customer delivery times and lead times</li> <li>• Patient and prescriber NPS</li> <li>• Number of complaints</li> <li>• Waste as % of total materials and labour</li> <li>• Process efficiency</li> </ul>	<p><b>Direct reports:</b></p> <ul style="list-style-type: none"> <li>• NA</li> </ul>
<p><b>Budget owned:</b> NA</p>	<p><b>Key stakeholders:</b></p> <ul style="list-style-type: none"> <li>• Pharmacy Director</li> <li>• Pharmacists</li> </ul>

*This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals. Updated March 2021*

## Competencies and Behaviours

Colleagues at Gluck Holdings should be:

- **Able to Institute leadership**, help people do a better job.
- **Customer Focused**, at the forefront of providing service excellence.
- **Action Oriented**, able to take on new challenges with enthusiasm.
- **Trustworthy**, able to gain the confidence and trust of others easily and honour commitments.
- **Innovative**, able to spot opportunities to do things better and share best practice.
- **Collaborative**, building and maintaining strong working relationships and working with colleagues to meet shared goals.
- **Cultivating Innovation**, embracing the concept that the business should never stand still, challenging the status quo and not settle for anything but #1.
- **Strategically Minded**, comfortable to shift their thinking between the short and long term to lead us towards future success.
- **Collaborative**, modelling collaboration at all levels and promoting high visibility of shared contributions to goals.

