PHARMACY

Pharmacy Technician

Join the growing team at Welbeck's new centre at Unity Campus, Cambridge, opening in 2027 — consultant-led specialist care and a premium, personalised patient experience.

LOCATION
Welbeck Cambridge, Unity Campus

REPORTING TO
Pharmacy Manager

CONTRACT
Permanent

About Welbeck Cambridge

Welbeck Cambridge is opening at Unity Campus in 2027. The transformation of the Orion Building will bring outpatient, diagnostic and surgical services together under one roof, with advanced imaging, modern operating theatres and specialist services designed around high standards of care. The new Cambridge Centre builds on Welbeck's established London model of consultant-led specialist care and a premium, personalised patient experience. Welbeck Cambridge is based at Unity Campus, just south of Cambridge, with access to the M11, Whittlesford Parkway station and the Cambridge Biomedical Campus. On-site parking will also be available.

Welbeck Regional Centre was established by a group of leading clinicians with a shared vision to create a state-of-the-art private day-case centre serving the local geographical.

The centre provides a comprehensive range of outpatient diagnostic, procedural, and day-case interventions within a modern, purpose-built environment. Services include specialties such as Ear, Nose & Throat, Cardiology, Respiratory, Orthopaedics, Gynaecology, Dermatology, Ophthalmology, and Gastroenterology.

Welbeck Regional Centre forms part of Welbeck Health Partners, a growing network of innovative healthcare centres across the UK, including the flagship facility at London Welbeck. Additional centres are also planned both nationally and internationally.

Our values

Collaboration by harnessing strength in difference	**Ambition** by seeing beyond the now	**Kindness** in supporting others	**Empowerment** by unleashing potential

The role

The post holder will support safe, efficient dispensary and clinic-based services within a busy private hospital, working both independently and as a key member of a multidisciplinary team. The post holder will accurately dispense and manage medicines, maintain stock control, liaise with clinicians and patients, and uphold rigorous governance and confidentiality standards. Success in this role requires excellent time management, the ability to prioritize competing demands, and calm, professional performance under pressure. We’re seeking a proactive, detail-focused technician who communicates clearly, takes initiative to resolve issues, and contributes to continuous service improvement. The ideal candidate will be confident in a patient facing role with excellent interpersonal skills, and a genuine desire to provide a high-quality service.

Aim of the role

The post holder will be expected to support the Pharmacy Manager and team at Welbeck Regional Centre, maintaining the Welbeck values in their day-to-day work. These are:

The post holder will support the pharmacists in preparing, dispensing, distributing and managing medications within a clinical setting. Operating under the supervision of a registered pharmacist, they will

handle both technical dispensing tasks and direct patient interactions to ensure the safe and efficient operation of the pharmacy services.

As a Pharmacy Technician, you'll play a vital role in ensuring every patient receives safe, timely, and compassionate care. Working within your scope of practice and in line with our local policies and procedures, you'll be a trusted member of the team—confident in knowing when to act independently and when to seek guidance from the pharmacist and/or line manager.

Key Relationships & Stakeholders

The role will require multidisciplinary collaboration with consultants, nurses and the pharmacy team. Daily interaction with patients and their relatives/carers. The role will also require developing relationships with suppliers and manufacturers to source medication.

Main Duties and Responsibilities

- Supporting an efficient ordering and stock control system in the pharmacy, ensuring system stock levels are correct and orders are processed in line with local procedures.
- Supporting specialist clinics with medication management, stock control and the preparation and supply of medicines
- Dispense and supply medicines accurately in accordance with legal, professional and organisational requirements
- Support and supervise dispensing assistants and other pharmacy support staff, providing guidance and training as required
- Provide patients with counselling, support and information regarding their medications
- Work collaboratively with pharmacists, nurses and consultants to ensure timely access to medicines and optimal patient care through day surgery medications to take-home medications.
- Managing pharmaceutical stock levels throughout the hospital, ensuring adequate availability whilst minimising excess stock and wastage
- Operate and maintain the pharmacy robotic dispensing system
- Investigate and source specialist, high cost and non-formulary medications from approved suppliers to meet patient and clinical needs
- Support the manager in monitoring medicine expenditure and contribute to pharmacy budget management through cost-effective purchasing and stock control practices.
- Manage and monitor medication waste, including the safe disposal of expired of unusable medicines
- Maintain accurate records of stock movements, controlled drugs and pharmacy transactions in accordance with regulatory requirements
- Use electronic prescribing and medicines management systems effectively to support prescribing, dispensing, stock control and audit processes.
- Participate in audits and quality assurance activities to support governance and regulatory compliance
- Contribute to the continuous improvement of pharmacy services through service development initiatives, audits and implementation of best practice.
- Maintain professional knowledge and competence
- Deliver exceptional level of customer service that exceeds patient expectations
- Coordinate and facilitate medication delivery services for patients where appropriate, ensuring medications are received safely, securely and in a timely manner
- Maintain up-to-date understanding of medication acquisition costs and supplier pricing
- Calculate and apply approved medication mark-ups, ensuring consistency, transparency and compliance with organisational pricing structures. This includes monitoring high-cost medicines.

Governance

- Patient safety and confidentiality - Ensure all patient information is handled in accordance with GDPR, information governance policies, and local procedures, maintaining confidentiality and discretion at all times
- Regulatory compliance - Adhere to all centre policies, procedures, and statutory requirements, supporting compliance with CQC standards and other regulatory frameworks
- Incident reporting and escalation - Identify, report, and escalate complaints, concerns, incidents, or near-misses promptly, ensuring accurate documentation in line with centre governance processes
- Audit and quality assurance - Participate in audits, checks, and quality improvement initiatives
- Continuous improvement - Support a culture of learning and development, proactively suggesting and implementing improvements to patient pathways, and service delivery
- Professional accountability - Act with integrity, discretion, and professionalism at all times, representing the centre positively to patients, colleagues, and external stakeholders

Person specification

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education/Professional Qualifications			
Registered Pharmacy Technician (GPHC Registration)	✓		A
BTEC/NVQ Level 3 in pharmacy services or equivalent recognised pharmacy technician qualification	✓		A/I
Evidence of continuous professional development (CPD)	✓		A/I
Experience			
Previous experience working as a Pharmacy Technician within a hospital, private healthcare or community pharmacy setting	✓		A
Previous experience working as a Pharmacy Technician within a hospital	✓		A/I
Experience of managing staff/Supervision of junior staff		✓	A/I
Ability to prioritise workload	✓		I
Ability to demonstrate good levels of organisation, planning and evaluation of care	✓		I
Experience of effective team working across settings	✓		I
Knowledge and Skills			
Strong organisational and time-management skills	✓		I
Computer skills for the use of electronic prescribing, electronic PMR systems, robot dispensing and TITAN (or willingness to undertake training)	✓		I
Effective verbal, written, and non-verbal communication skills, adaptable to a range of audiences	✓		I
Ability to work autonomously and collaboratively across functions	✓		I

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Experience supporting audits	✓		I
Understanding of medication pricing, charging processes and cost-effective purchasing practices	✓		I
Personal Abilities			
Demonstrates Welbeck values	✓		I
Calm and professional under pressure; able to prioritise and problem-solve effectively	✓		I
Excellent communication and interpersonal skills	✓		I
Strong patient focused approach	✓		I
High Level of accuracy and attention to detail	✓		I
Enthusiastic, motivated and passionate to delivering high quality care	✓		I

Evidence key: A = application I = interview T = test

Working at Welbeck

The following apply to all Welbeck roles.

Infection Prevention & Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in providing healthcare so far as is necessary to enable the business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Safeguarding Child and Adult at Risks Policies and Procedures.

Employees must ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis under the responsibilities of the Welbeck Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the business. As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the business, following the business policy and training. Identify and report actual or potential hazards/ risks in the work environment per business policies and take immediate action to minimise risks where it is reasonably practicable to do so. Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow Welbeck Health Partners policy on the use of Personal Protective Equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality & Diversity

The business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminating all forms of unlawful discrimination.

The business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Welbeck Equality and Diversity policy and individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practices.

Health and Safety at Work

In addition to the business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to cooperate with your employer in the discharge of its statutory duties. You must adhere strictly to the business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy, and you will be required to sign up and maintain your subscription to the DBS Update Service.

This job description outlines the main areas of responsibility and is not exhaustive. It may be reviewed by agreement between the post holder and their manager according to the changing needs of the service.

How to apply

Castlefield Recruitment is managing recruitment for this role exclusively. To apply, submit your CV via the advert below or email Stephen directly.

https://www.castlefieldrecruitment.com/jobs/pharmacy-technician-skw-20887

Stephen Warne

Manager – Healthcare Division, Castlefield Recruitment

M: 07570 721 519 | T: 0161 938 7234

stephen.warne@castlefieldrecruitment.com