



Pharmacy Technician

Team: Pharmacy

Reports to: Superintendent Pharmacist

Direct Reports: None - Individual Contributor

Place of Work: Office based (Norwich)

Ways of Working: Office

Position Purpose

Pharmacy Technicians sit within the pharmacy team and deliver NHS contraception consultations while supporting broader dispensing operations. The primary objective is to provide safe, timely contraception consultations to patients — ramping from 10-15 daily to approximately 35 consultations per day — while maintaining accuracy and patient confidentiality. This involves conducting consultations in line with service protocols, supporting medication dispensing and preparation, and collaborating with pharmacists and the wider team during high-volume periods. The role is central to scaling Evaro's NHS services — ensuring patients receive accessible, high-quality contraceptive care.

Key Activities

NHS contraception consultations (approximately 80% of time)

- Deliver NHS contraception consultations in line with service protocols, maintaining 24-hour turnaround standards
- Document consultations accurately, ensuring patient confidentiality and compliance with NHS requirements
- Escalate clinical queries appropriately to the pharmacist, operating confidently within scope of practice

- Build consultation volume progressively from 10-15 daily to approximately 35 consultations per day

Dispensing and pharmacy support (approximately 20% of time)

- Support safe and accurate dispensing of medication, ensuring prescriptions are prepared, labelled, and documented in compliance with SOPs
- Assist with medication preparation, workflow management, and operational prioritisation
- Contribute to efficient order fulfilment and timely dispatch while maintaining high accuracy
- Learn and consistently follow Evaro's systems, dispensing workflows, and internal SOPs

Collaboration and quality

- Collaborate closely with pharmacists and the wider multidisciplinary team to maintain smooth operations during high-volume periods
- Escalate clinical concerns appropriately and operate within defined scope of practice
- Maintain accurate patient documentation and confidentiality standards
- Support process improvements and embrace technology-enabled workflows

Technical and Professional Competencies

Essential:

- NVQ Level 3 Pharmacy Technician qualification (or equivalent) — fully qualified and registered
- Minimum 2 years' experience in a community pharmacy setting with hands-on dispensing and patient-facing responsibilities
- Strong communication skills with confidence to deliver sensitive NHS contraception consultations
- Ability to follow processes and maintain accuracy in routine tasks
- Basic IT skills to work with dispensing systems

Preferred:

- Previous experience delivering NHS clinical services (e.g., contraception consultations)
- CPPE Communication Training
- Accuracy Checking Technician (ACT) qualification or interest in progressing toward ACT status

Success Measures (KPIs)

First 90 days:

- Confidently delivering 10-15 NHS contraception consultations per day with full protocol adherence and accurate documentation
- Demonstrating safe dispensing practices with no major errors and consistent SOP compliance
- Built strong working relationships with supervising pharmacists and the wider team
- Fully embedded in Evaro's systems, workflows, and consultation processes

6 months:

- Consistently delivering 25-35 NHS contraception consultations per day while maintaining 24-hour turnaround standards
- Demonstrating high accuracy in dispensing and documentation with no recurring compliance issues
- Operating independently with minimal supervision, escalating appropriately when required

12 months:

- Consistently achieving full consultation capacity (~35 daily) with sustained quality, efficiency, and professionalism
- Recognised as a reliable core contributor to service delivery and operational stability
- Trusted by pharmacists and leadership as a dependable service operator

- Actively contributing to workflow improvements

Core Behavioural Competencies

- **We obsess over patient outcomes:** Every contraception consultation you deliver affects a patient's health and choices. Accuracy, empathy, and confidentiality aren't optional — they're the job. *Red flag: Rushing consultations to hit volume, or treating patients as transactions.*
- **We collaborate and are constantly curious:** You work alongside pharmacists, dispensers, and customer service. Asking questions when unsure and sharing context early prevents errors and builds trust. *Red flag: Working in isolation, not escalating when something feels off.*
- **We are precise where it matters:** NHS services are regulated. Following protocols exactly — even when busy — protects patients and the business. *Red flag: Cutting corners on documentation or skipping steps to save time.*
- **We take ownership and follow through:** If a patient has a query or a consultation needs follow-up, you own it until it's resolved or properly handed over. *Red flag: Leaving loose ends, assuming someone else will pick it up.*
- **We innovate and learn fast:** As consultation volume grows, spotting inefficiencies and suggesting improvements helps the whole service scale. *Red flag: Doing things the hard way because "that's how I was trained."*