

## Inspector

**Location:** Homebased (covering pharmacies primarily in Norfolk, Suffolk, parts of Havering, and North East, South West and Mid Essex). You will be required to live in or, close to this area and the nature of the work may require occasional overnight stays.)

**Reports to:** Regional Manager/Deputy Regional Manager

**Grade:** B (Rest of the UK)

### Job purpose

To assess the performance of registered pharmacy premises against the standards for registered pharmacies through a programme of inspections in line with our approach to inspections of pharmacies. Take action as appropriate to ensure that pharmacies make the improvements necessary to meet the standards including statutory enforcement action where appropriate. Identify, recognise, and support good and innovative practice from services delivered from registered pharmacies through the generation of notable practice case examples published on the knowledge hub. Provide recommendations to the Registrar on the suitability for registration of new pharmacy premises. Work collaboratively with the Fitness to Practise Directorate to provide advice on pharmacy practice to inform investigations of allegations into pharmacy professional's fitness to practise. Working with other directorates and teams across the organisation to engage and maintain effective relationships with Registrants and other external stakeholders to promote good pharmacy practice.

### Main accountabilities

- Schedule and deliver a programme of monitoring and inspection of registered pharmacies in accordance with the policies and procedures of the GPhC. Ensure outcomes of inspections are consistently in line with the inspection decision-making framework, ensuring that all judgements are auditable and that published inspection reports meet quality and in-house style standards and requirements.
- Make professional evidence-based judgements on whether a pharmacy is meeting the standards. Where pharmacies are not meeting the standards, ensure that improvements are made through continued engagement with the pharmacy using non-statutory and where appropriate, statutory enforcement action.
- Undertake visits to pharmacy premises applying to join the register to check their ability to be able to meet the premises standards at opening. Make evidence-based recommendations to the

Registrar in line with policy and procedures on suitability to register, including whether any conditions should be considered.

- Establish and sustain effective working relationships with registrants, healthcare providers and other relevant stakeholders and where appropriate to undertake joint working with other inspectorates.
- Work collaboratively with the Fitness to Practise Directorate to help inform their investigations into registrant’s fitness to practise in line with policies and procedures. Work collaboratively with the Concerns team, to provide advice on pharmacy practice to inform the assessment of new concerns into allegations of impaired fitness to practise of pharmacy professional registrants.
- Identify, recognise, and support good and innovative practice in registered pharmacy premises through the generation of notable practice case studies published on the knowledge hub.
- Working with other directorates and teams across the GPhC as appropriate, for example the Policy and Standards and Communications teams. Identify opportunities for promoting the work of the GPhC and provide advice and secure assurance with standards of good practice through presentations and other engagement with Registrants and stakeholders within the allocated portfolio.
- Collect and report all information and intelligence effectively and accurately using the appropriate data management systems so that it may be accessed and utilised across the organisation
- Maintain skills and competencies in pharmacy, medicine management, and the regulatory process by participating in appropriate training.

**Table 1: Knowledge and skills for this job**

<b>Knowledge and skills for this job</b>	<b>Essential</b>	<b>Desirable</b>
Registered Pharmacist or Pharmacy Technician with substantial recent experience of delivery of pharmacy services, preferably in a community or hospital environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A solid understanding of the GPhC’s statutory responsibilities, relevant legislative frameworks, and operational standards and a good understanding of the challenges facing retail community pharmacies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to carry out professional inspections and provide advice or take enforcement action where appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written and verbal communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to work independently with little day to day supervision as well as building collaborative partnership with teams, stakeholders, and partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to juggle competing priorities and operational pressures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
IT competency in standard Microsoft Office packages (or equivalent) and ability to quickly understand and use other IT systems (e.g., databases).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Knowledge and skills for this job	Essential	Desirable
Able to apply the relevant management systems, procedures and policies relating to risk management, health and safety, information security and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
To be aware of the EDI Strategy and the impacts to the role, and to undertake all EDI mandatory training as necessary.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Full UK driving licence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Independent prescribing qualification and/or experience in the provision of clinical services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience in the use of technology in the provision of pharmacy services including hub and spoke dispensing, robotic dispensing, and/or advanced Patient Medication Record systems.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.