

## Dispenser Person Specification

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE grade C/4 or above in English and Maths	X	
NVQ Level 2 in Pharmacy Services or equivalent	X	
Evidence of continuing professional development	X	
Additional pharmacy qualification		X

<b>Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience in a busy dispensary	X	
Experience in a GP practice		X
Experience in a hybrid pharmacy		X
Working knowledge of pharmacy/dispensing systems	X	
Knowledge of SystmOne		X
Maintaining stock levels and stock rotation	X	
Ordering stock		X
Selling over the counter medicines		X
Familiarity with dispensing robots		X

<b>Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
Sound knowledge of dispensing procedures and regulations	X	
Excellent attention to detail and accuracy	X	
Strong communication and interpersonal skills	X	
Excellent customer service skills	X	
Competent in using dispensary/pharmacy IT systems and willing to embrace new technologies	X	
Ability to work independently and as part of a team	X	
Ability to maintain strict confidentiality and adhere to data protection policies	X	

<b>Personal Qualities and Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Reliable, motivated, and proactive	X	
Adaptable and able to work under pressure in a fast-paced environment	X	
Positive attitude	X	
Committed to providing high-quality, patient-focused care	X	