

POSITION DESCRIPTION

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

September 2025

Health New Zealand (Health NZ) Waitaha Canterbury are committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Pharmacy Technician (Purchasing) – Pharmacy Services	
Reports to:	Chief Pharmacist, Pharmacy (Line manager) Service Manager, Pharmacy (Line manager) Technician Supervisor, Pharmacy (Support)	
Key Relationships:	Internal: <ul style="list-style-type: none"> Pharmacy Staff, including: Pharmacy Leadership Team (all sites), Medication Safety Pharmacist, ePharmacy Clinical Application support pharmacist, Incoming Goods assistant, Pharmacy Administrators; Other Health NZ Waitaha Canterbury Staff, including: Finance, Supply, Nursing and Medical 	External: <ul style="list-style-type: none"> Pharmaceutical suppliers/wholesalers within NZ and internationally; Transport/courier services, including specialist cold chain providers; NZ Customs, including brokers; Community Pharmacies; general practitioners; other community-based health providers, Canterbury Immunisations; and Education Providers Pharmac; Ministry of Health (MoH), including but not limited to Medicines Control, Medsafe, Recalls
About Us:	<p>The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.</p> <p>We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:</p> <ol style="list-style-type: none"> 1. The health system will reinforce Te Tiriti principles and obligations. 2. All people will be able to access a comprehensive range of support in their local communities to help them stay well. 3. Everyone will have equal access to high quality emergency and specialist care when they need it. 4. Digital services will provide more people the care they need in their homes and communities. 5. Health and care workers will be valued and well-trained for the future health system. 	

Te Mauri o Rongo – The New Zealand Health Charter:	<p>Te Mauri o Rongo provides an overview of the intent of the charter. In order to guide the culture, values, and behaviour expected of the health sector, Health NZ Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.</p> <p>The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.</p> <p>It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.</p> <table><tr><td>Wairuatanga</td><td>The ability to work with heart</td><td><i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i></td></tr><tr><td>Rangatiratanga</td><td>Ensuring that the health system has leaders at all levels who are here to serve</td><td><i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i></td></tr><tr><td>Whanaungatanga</td><td>We are a team, and together a team of teams</td><td><i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i></td></tr><tr><td>Te Korowai Manaaki</td><td>Seeks to embrace and protect the workforce</td><td><i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i></td></tr></table>	Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>	Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>	Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>	Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>
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About the team:	<p>We are: patient centred; medicines focused te manawanui he kaupapa; he rongoā e arotahi ana.</p> <p>As a member of the Pharmacy Services team, this role has shared accountability for our vision:</p> <ul style="list-style-type: none">• To provide a smart pharmacy service optimizing medication use and empowering people in our community to achieve wellness.												
Principle Objectives:	<p>Contributes to the safe, cost-effective, and compliant management of the medicines supply chain within Health NZ Waitaha Canterbury through:</p> <ul style="list-style-type: none">• adherence to relevant standard operating procedures (SOPs), rules, standards, and regulations.• demand forecasting and inventory management.• communication with multiple agencies and people.• responding and reporting to relevant regulatory bodies.• training of Pharmacy staff.• maintenance of documentation, SOPs, and inventory management systems.												

Key performance objectives:

Task:

The Pharmacy Technician (Purchasing) is responsible for using demand forecasting to raise daily orders for routine consumable and pharmaceutical products via ePharmacy and Oracle systems, and for complying with legislative, funding, documentation and financial rules related to procurement of pharmaceuticals.

Expected results:

- All routine requirements are fulfilled in a timely manner and stock outages are minimised.
- Communication with stakeholders is maintained if stock is unavailable.
- PHARMAC funding rules (Pharmaceutical Schedule and Hospital Medicines List (HML)) and medicines regulations are adhered to.
- Purchase orders raised from all Canterbury hospital pharmacy sites are promptly reviewed and approved if appropriate via ePharmacy for purchasing within financial delegations.
- Purchase orders outside of delegated financial authority (see below) are approved by Service Manager (Pharmacy).
- Processing and filing of purchase orders and documentation is maintained as per financial standards and SOPs.
- Adherence to the immunisation Handbook and Cold Chain (Vaccine Handling) policy for purchasing, handling and disposal of vaccines.

Task:

The Pharmacy Technician (Purchasing) is responsible for responding to non-routine and/or urgent requests for consumable and pharmaceutical products, for raising orders as appropriate via ePharmacy and Oracle systems, and for complying with legislative, funding, documentation and financial rules related to procurement of pharmaceuticals.

Expected results:

- All non-routine queries are responded to within the requested time frame, maintaining communication with the requestor regarding progress.
- PHARMAC funding rules and medicines regulations are adhered to.
- Reputable suppliers are canvassed to fulfil requests for new pharmaceuticals, quotes and product information obtained, and presented to the Chief Pharmacist (Professional Lead) for approval to procure.
- Requests for new non-HML, imported or compassionate access pharmaceuticals are presented to the Chief Pharmacist (Professional Lead) for approval to procure.
- Certificates of Analysis for each batch of imported pharmaceuticals and all raw materials, as well as any other required documentation (e.g., datasheets, material safety datasheets) are available for the Medication Safety pharmacist to review as per legislative requirements and for the Chief Pharmacist (Professional Lead) to approve.
- All requests for compassionate supplies have the appropriate level of approval and associated documentation prior to procurement.
- Purchase orders outside of delegated financial authority (see below) are approved by Service Manager (Pharmacy).
- Processing and filing of Purchase orders and documentation is maintained as per financial standards and SOPs.

<p>Task:</p> <p>The Pharmacy Technician (Purchasing) is responsible for monitoring and adjusting stock holding of pharmaceuticals.</p>
<p>Expected results:</p> <ul style="list-style-type: none"> • Recommended stock holding in ePharmacy is adjusted to demand, taking into account seasonal and other variations in use, pharmaceutical budget expectations, and to avoid waste. • Stock levels are checked for correct rotation practice to ensure latest expiry is used last. • MoH supplied pandemic pharmaceuticals are monitored for correct rotation and issues notified to Chief Pharmacist (Professional Lead). • Obsolete stock is removed from use, quarantined, and blocked from ordering in ePharmacy system. • Expired or obsolete stock, including specific requirements around vaccines, is disposed of appropriately to ensure stock in system accurately reflects availability and appropriate legislation or policy is adhered to, e.g., Misuse of Drugs Act/Regulations, Cold Chain (Vaccine Handling) Policy.
<p>Task:</p> <p>The Pharmacy Technician (Purchasing) is responsible for monitoring outstanding orders, variance reports and taking appropriate action.</p>
<ul style="list-style-type: none"> • Liaises with suppliers to ensure that outstanding orders are followed up. • Documentation and communication on progress and outcomes is maintained with appropriate stakeholders.
<p>Task:</p> <p>The Pharmacy Technician (Purchasing) is responsible for communicating relevant information on products to pharmacy staff and liaising with external agencies to facilitate timely efficient delivery of consumables and pharmaceuticals.</p>
<ul style="list-style-type: none"> • Pharmacy staff and external requestors are kept informed of new products, products changes, availability, discontinuations, out-of-stock, etc in collaboration with the Medication Safety Pharmacist. • External requestors are kept informed of progress on supply and stock outages. • Professional communication with pharmaceutical suppliers, nationally and internationally, couriers and freight companies, NZ customs, Medicines Control is maintained and documented as needed to ensure pharmaceuticals arrive in appropriate time frames and in the appropriate storage conditions. • All issues and concerns are investigated to reach resolution efficiently and with diplomacy, which may include refusing products on delivery, seeking credits for product issues, arranging returns, and escalating as appropriate. • Confidentiality of Health NZ and external agency commercial information is maintained.
<p>Task:</p> <p>The Pharmacy Technician (Purchasing) is responsible for activating new products and maintaining PHARMAC's HML status on the ePharmacy system.</p>
<ul style="list-style-type: none"> • Liaises with Chief Pharmacist (Professional Lead), ePharmacy Application Support Pharmacist, Medication Safety Pharmacist, as appropriate. • ePharmacy system is kept up to date with HML changes released each month to ensure Health NZ Waitaha Canterbury is not penalised for procuring pharmaceuticals not contracted by PHARMAC.

Task:

The Pharmacy Technician (Purchasing) is responsible for collating regulatory information, preparing the monthly Section 29 declaration to Medsafe compliance (MoH) and assisting in official recalls of medicines.

- All prescriber and patient details for unlicensed pharmaceuticals are obtained and collated from wards/areas and reconciled against quantity supplies for submission to Medsafe or the wholesaler.
- The monthly Section 29 report is prepared for the Chief Pharmacist (Professional Lead) to check and send to Medsafe.
- Recall notices are escalated to Chief Pharmacist (Professional Lead) and Medication Safety Pharmacist immediately and assistance provided as directed.
- Recalled medicines are quarantined promptly, return paperwork completed, and collection arranged as notified to minimise risk of patient harm.

Task:

The Pharmacy Technician (Purchasing) is responsible for ensuring the Purchasing Protocol and training manual are updated as changes of practice are required.

- Purchasing documentation is updated as processes change, for review by appropriate pharmacy staff and the Service Manager (Pharmacy), then authorisation by the Chief Pharmacist (Professional Lead).

Task:

The Pharmacy Technician (Purchasing) is responsible for ensuring training is provided to any Pharmacy staff covering the role during their absence and for any Pharmacy staff undertaking routine procurement at any Waitaha Canterbury hospital campus.

- All staff covering the procurement role are trained to ensure continuity of the consumable and pharmaceutical supplies, both routine and non-routine requests, to the organisation. This includes training in relevant SOPs, related ePharmacy use, funding rules, financial standards and delegations, medicines regulations, and escalations.

Task:

The Pharmacy Technician (Purchasing) is responsible for dispensing and supplying inpatient and outpatient medication and attending to administrative tasks associated with the dispensing, repacking, manufacturing, and distribution of medicines, including controlled drugs; and for dealing with non-clinical enquiries.

Expected results:

- Pharmacy practices are efficient and in keeping with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice.
- Day-to-day dispensing and distribution activities occur in a timely manner as per SOPs which includes but is not limited to leave medications, blister packing, ward technician visits, medication returns and destruction, 6 monthly template updates, ward imprests, controlled drug orders.
- Clients of the service receive effective pharmaceutical services in a timely and prioritised fashion.
- Accurate and appropriate documentation and computer records are maintained.
- Non-clinical enquiries are answered in an accurate and timely manner, with all clinical enquiries being referred to a pharmacist.
- Participation in the late-night dispensary roster each week.

Task:

The Pharmacy Technician (Purchasing) will participate in the department's quality activities.

Expected results:

- All quality activities and audits specified in the Health NZ Waitaha Canterbury Pharmacy Service quality plan, or as otherwise requested, are actioned, further developed, and reviewed in conjunction with the Clinical Pharmacy Supervisor, Pharmacy Technician Supervisor and/or other senior Health NZ Waitaha Canterbury Pharmacy staff.
- All quality activities are consistent with other Health NZ Waitaha Canterbury Pharmacy sites to maintain standardisation across Health NZ Waitaha Canterbury Pharmacy services.

Task:

The Pharmacy Technician (Purchasing) will undertake any other duties consistent with the above position description which are operationally necessary and are requested by the Pharmacist Supervisor - Production, Technician Supervisor, Service manager, Pharmacy or Chief Pharmacist, Pharmacy.

Expected results:

- All duties undertaken in the best interest of Health NZ Waitaha Canterbury are carried out in a competent and efficient manner.

HEALTH & SAFETY:

- Observe all Health NZ Waitaha Canterbury safe work procedures and instructions.
- Ensure your own safety and that of others.
- Report any hazards or potential hazard immediately.
- Use all protective equipment and wear protective clothing provided.
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager.
- Co-operate with the monitoring of workplace hazards and employees' health.
- Ensure that all accidents or incidents are promptly reported to your manager.
- Report early any pain or discomfort.
- Take an active role in the Health NZ Waitaha Canterbury's rehabilitation plan, to ensure an early and durable return to work.
- Seek advice from your manager if you are unsure of any work practice.

QUALITY:

Every staff member within Health NZ Waitaha Canterbury is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:**Essential**

- Must have a NZ Pharmacy Technicians Certificate (Level 5)
- At least two year's hospital pharmacy experience

- Possess good computer skills including data entry and retrieval.
- Must have good attention to detail.
- Must be client focused and committed to providing a high-quality service.
- Must have good written and oral communication skills.
- Must have the ability to supervise and train staff.
- Must be committed to continuing education.
- Be in good physical health and possess normal manual dexterity.

PERSONAL ATTRIBUTES:

Essential

Key Behaviours:

- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.
- Possess effective interpersonal skills and be able to work as part of a team.
- Have good time management skills and be able to prioritise effectively.

LIMITATIONS ON AUTHORITY:

- Delegations, including financial, are as per Health NZ Waitaha Canterbury policy, and specifically for this role are \$250,000 per purchase order.