

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Pharmacy Technician (Trainee)
Reports to	Line manager: Technician Supervisor Reports to on a daily basis, rotation dependent: Christchurch: Area Supervisor Other Sites: Senior Pharmacist Pharmacy Service Leadership: Chief Pharmacist, Pharmacy Service Manager, Pharmacy
Location	Christchurch
Department	Pharmacy
Date	July 2026
Salary band (indicative)ⁱ	PSA AHS&T or APEX Pharmacy, Pharmacy Assistant and Trainee Technician Scale, Steps 1 to 5
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

- To successfully complete the training course for the New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice (Level 3) and Pharmacy Technician - Core (Level 4)) within a two-year period.
- To carry out various rostered duties, maintaining an efficient pharmaceutical service which meets the needs of the patient and other health professionals.
- This role is for the purposes of training pharmacy technicians and does not guarantee a position once the qualification is attained.

Key Result Area	Expected Outcomes / Performance Indicators
Completion of Course Work and Inhouse Training	• Meet the course requirements for the New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice (Level3) and Pharmacy Technician - Core (Level 4)) • Meet expectations as set by course, preceptor, and supervisors, keeping up to date with course work, maintaining good reflective practice and prioritising meetings with preceptors • This qualification is attained within a two-year period
Dispensing and medicines supply	• Inpatient and outpatient medicines dispensed accurately and efficiently within scope, in keeping with all applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice • Clinical trials and controlled drug processes supported appropriately • Administrative tasks associated with dispensing and distribution completed, including supporting assistant as necessary • Enquiries handled in an accurate and in a timely manner, with all clinical decisions referred to a pharmacist • Accurate and appropriate documentation and computer records maintained
Production & Compounding	• Repacking is carried out in accordance with applicable legislation, New Zealand Pharmacy Standards, SOPs and accepted good practice • Satisfactory stock levels of repacking products are maintained • Cytotoxic and sterile product preparation completed as rostered • Required audits completed • Cytotoxic and other waste is disposed of according to guidelines • Accurate and appropriate documentation and computer records maintained • All clinical issues and formulation queries are referred to a pharmacist • All requests for compounding are referred to an appropriately trained Pharmacy Technician or Pharmacist unless trainee is enrolled in the Pharmacy Technician - Advanced (level 5) course and has commenced the compounding module. In this case, all compounding is completed in line with standards and Standard Operating Procedures (SOPs)
Medicines safety and Inventory	• Pharmaceutical requirements communicated to inventory teams appropriately • Medication safety and stock issues identified and responded to promptly
Quality, Professional, and Pharmacy	• Participation in late-night pharmacy services once validations have been completed or knowledge sufficient to perform the tasks required

Service Contribution	• Participation in education, training, and knowledge sharing • Orientation, training, and validations completed in each rotation within expected timeframes • Pharmacy environment and equipment maintained in a clean and safe condition • Consumables maintained at required levels • Contribution to quality improvement activities • Completes incident reporting and undertakes effective self-reflection practices • Undertake any other duties or activities consistent with those expected to be carried out in a pharmacy, as per the Pharmacy Service Standards, scopes of practice and/or competency standards which may be operationally required and requested by the Pharmacy leadership team.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Operational issues
- Performance or competence concerns
- Situations that place patients, staff, or yourself at risk
- Professional issues
- Competence concerns
- Workforce issues
- Fitness to practice issues
- Health & Safety concerns

Relationships

External	Internal
• As required with Clients/Patients • Community Pharmacies; other community-based health providers • Pharmac; Ministry of Health, including but not limited to Sector Operations, Auditors, Medicines Control; Medsafe • Pharmaceutical Society of New Zealand; Pharmacy Council of New Zealand • Pharmacy training organisation	• Pharmacist Preceptor • Pharmacy management team (all sites); all other Pharmacy staff • Medical, Nursing and Allied Health staff • Other Te Whatu Ora staff

About you – to succeed in this role

You will have

Essential:

- Must meet the entry requirements for the New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice (Level3) and Pharmacy Technician - Core (level 4)) training courses.
- Must be client focused and committed to providing a high-quality service.
- Competency in using IT tools and the ability to learn new programmes.
- Effective communication (written and oral) skills, sharing knowledge as appropriate.
- Must be committed to continuing education
- Good literacy and numeracy skills.
- Good organisation and time management skill
- Ability to identify and utilise strategies for problem solving
- Effective interpersonal skills and be able to work as part of a team

- Be in good physical health and possess normal manual dexterity

Desired:

- Have previous pharmacy assistant experience
- Have previous experience in a hospital setting

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.