**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Dispensary Technician | **Job ref no:** | CSS-0144-25 |
| **Grade:** | 3 | **Department:** | Clinical Science & Services, Beaumont Sainsbury Animal Hospital |
| **Accountable to:** | Senior Veterinary Nurse | **Responsible for:** | N/A |
| **PS created by/ or reviewed by:** | Olivia Wright | **Date PS created/ reviewed:** | 23/05/2025 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge and Experience** | Experience and proven competence in providing clinical support for patients in a veterinary practice, including:   * Animal care and handling including exotics. * Stock management * Medication handling and understanding of COSHH. * Attendance or willing to undertake an appropriate dispensing course * Infection control * Inhouse laboratory work; including quality control and completion of the Idexx laboratory technical course or willingness to undertake.   Experience problem solving for daily planning and operations. | Previous experience with RxWorks.  Experience working in an RCVS Practice Standards Scheme accredited Veterinary Hospital and detailed knowledge of the requirements.  Administrative experience with computer systems e.g. Practice Management Systems and stock control systems (such as Rx works).  Experience creating policies and procedures. |
| **Communication** | High standard communication skills and a growth mindset  Ability to remain calm and assertive under pressure, and to use tact and discretion  Ability to successfully liaise with external stakeholders. |  |
| **Teamwork and Motivation**  **Teamwork and Motivation** | Dynamic and positive attitude with the ability to promote by example, a culture of cooperation and teamwork to all.  Ability to liaise and work alongside all levels of staff and to demonstrate a punctual, flexible, and positive attitude to work and change.  Able to maintain a flexible approach to work in a changing environment. | Experience leading others or taking on an increased level of responsibility. |
| **Service Delivery** | Ability to set standards and deliver a high level of service to all stakeholders.  Experience of overseeing a particular area of responsibility. |  |
| **Planning and Organising** | Ability to prioritize appropriately and use available resources.  Experience ensuring that objectives are completed on a timely basis and to a high standard. | Experience sourcing and utilising resources for projects and new services. |
| **Initiative and Problem Solving** | Can demonstrate initiative and a strong ability to problem solve and resolve issues (with people and resources i.e. orders/equipment). | Experience managing equipment servicing and repair in line with allocated budgets. |
| **Teaching and learning support** | Ability to demonstrate experience training student nurses.  Experience supervising veterinary students |  |