



THE ASSOCIATION OF PHARMACY TECHNICIANS UK

Member Observer Job Description

Purpose:	To share the member's perspective with the Executive Committee, by providing relevant background information and comment.
Work base:	Home and external venues
Accountable to:	APTUK Board of Directors and Executive Committee
Representing:	Member's perspective
Approximate time commitment:	2-3 hours per week to fulfil the duties of the role
Term of office	12 months fixed term

Key responsibilities:

- Provide a member's perspective through input to discussion from the members point of view, engaging where necessary, contributing with constructive actions and direction for the committee
- Provide a member's perspective regarding actions/decisions taken by the executive committee (honest and constructive feedback) including providing a view on financial income and spending linked to members priorities
- Respond to questions from the executive committee regarding potential impact, barriers, enablers for members
- Hold the executive committee to account regarding progress on work, strategy setting etc as an independent member's voice
- Seek views from members if requested by the executive committee
- Share experience of Member Observer role with other pharmacy technicians/pre-registration trainee pharmacy technicians; this may include presentations/talks at conferences/branch meetings, or creating occasional Mailjet communications
- Contribute to the APTUK annual report
- Provide a feedback summary to members at the end of the term of office as a minimum. Format could be written piece by Mailjet, in PTJ or a video
- Manage the memberobserver@aptuk.org email inbox and respond to emails within 2 working days

Role requirements and expectations

While member observers are not an elected representative of the APTUK committee, their role is not a passive one. Working with the executive committee and APTUK members they should ensure that they:

- Regularly attend Executive Committee meetings
- Maintain their registration with the GPhC as a Pharmacy Technician
- Maintain membership of APTUK

- Abide by the APTUK values and behaviours
- Clearly declare any potential conflicts of interest at the start of the relevant Executive Committee meeting. If a conflict of interest, or the appearance of a conflict of interest, with APTUK arises, the Member Observer should take action, as appropriate, to address the conflict. The Member Observer should inform the President, Vice President or Operations Lead, who may, if appropriate, raise the matter with the Executive Committee
- Prepare for meetings to enable constructive participation in the debates
- Send apologies to the secretariat when unable to attend a meeting. Attendance is for the holder of that post and cannot be deferred to another member to attend
- Identify as an observer not an APTUK representative when speaking on issues
- Explicitly state when speaking in a personal capacity
- Take assigned action arising from the meeting, by providing information, advice or written text
- Take into account the interests of APTUK to the best of their ability and judgment, and to the exclusion of any personal advantage
- Strive to avoid actions which would have a negative impact on the interests of APTUK.
- Submit requests for agenda items for future meetings to the Operations Lead at least 72 hours in advance of the meeting

Note, the Member Observer is not entitled to formally participate in the adoption of resolutions or to vote and cannot be given proxy from other Executive Committee members to vote on their behalf. Executive Committee meeting minutes will record the member observer attendance / apologies, key comments, observations and assigned actions.

Other duties (all Executive Committee members):

Communication

- Provide feedback, advice, and support as needed to other members of executive committee to help them work effectively and promote a positive work environment
- Maintain continuous lines of communication, keeping the Board and Executive Committee informed of all critical issues
- Provide regular updates on your activities to include both internal (to the Board) or external (to members and/or interested parties) as needed

Governance

- Adhere to APTUK internal governance arrangements as set out in the Memorandum and Articles of the Association, standing orders and officers handbook
- Work within APTUKs policy and procedures
- Champion high standards of conduct in line with APTUK's values and behaviours

Information management

- Maintain computer systems including user IT accounts and all computer hardware e.g. desktops, cabling, servers, printers etc. (where required) essential to the role
- Ensure any personal devices used to access APTUK IT systems comply with malware virus protection requirements
- File or archive/ all APTUK documents and records using APTUKs secure storage and agreed structure in a timely manner

Any other duty as agreed with the post holder and Board of Directors which may arise periodically.

Executive Committee member obligations

- Provide a commitment to the values and objectives of APTUK including equal opportunities
- Declare relevant interests, including matters to be discussed at Board meetings and not put themselves in a position where their personal interest or a duty owed to others conflicts with the duties owed to the company
- Keep confidential the affairs of the Board
- Act in the best interests of the company (APTUK)
- Secure the proper and effective use of the Company's property
- Act within the scope of any authority given

Time commitment:

The Member Observer role will require approximately 2-3 hours per week to fulfil the duties, including frequent email activity, Executive Committee meeting (90 mins monthly evening online meeting) as well as occasional attendance to face-to-face meetings.

This may include:

- Ad hoc external meetings representing APTUK members if requested as necessary
- APTUK Executive Committee "away days" (approx. twice a year)
- APTUK Professional Conference & Exhibition (once a year)

Benefits of the role:

- Opportunity to work with a wide range of stakeholders to benefit members and the pharmacy technician profession
- Increased awareness of APTUK and processes, general leadership styles and change processes
- Opportunity to be involved in national projects.
- Raise own profile within pharmacy network
- Opportunity to represent APTUK at events, e.g. promotion stands
- Opportunity to receive feedback and leadership advice from experienced pharmacy personnel
- Opportunity to practice listening and reflection skills
- Reimbursement of travelling and/or other expenses as indicated by LbG Articles and the APTUK expenses policy
- Career progression references as required

Additional information

Flexibility Statement

Please note: This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Confidentiality and legislation

All Directors and Executive Committee members of APTUK are required to maintain the confidentiality of members, colleagues and APTUK business and adhere to information governance in accordance with APTUK policy.

All Directors and Executive Committee members are required to have a personal awareness of the following legislation:

Companies Act 2013, Equality Act 2010, Data Protection Act 1998, Bribery Act 2010, Health & Safety Act 1974

Equality and Diversity

All Directors and Executive Committee members must at all times carry out their responsibilities with regard to APTUKs values. At all times it is required that responsibilities are carried out with due regard to colleagues and members to ensure all receive equal treatment.

Risk management

It is a responsibility to report all accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

You are obliged to inform the Association if at any time in the course of term of office you are the subject of a police investigation or are convicted of a criminal offence.

You must also inform APTUK immediately if at any time during your term of office you are the subject of an investigation by the Independent Safeguarding Authority or are barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

Written by: Vicky Hope, Operations Lead

Date: October 2025

Approved by: Amy Laflin, Acting President and Rebecca Bastable on behalf of the Board of Directors

Date: October 2025

Review Date: October 2026

Signature of Post Holder:

Date:

Signature of Director:

Date:

Person specification: Member Observer

Requirements:

The post holder must:

- Be employed in a pharmacy related field, with a current working knowledge of political and practical issues relating to pharmacy and pharmacy technicians
- Be registered as a pharmacy technician with the General Pharmaceutical Council (GPhC), OR a qualified pharmacy technician in Northern Ireland, OR be currently studying as a pre-registration trainee pharmacy technician.
- Hold APTUK membership, with a good current understanding of the workings and procedures of APTUK
- Demonstrate ability to champion APTUK's conduct, values and behaviour frameworks

Personal quality	Essential	Desirable	Evidence
Education / Qualifications / Training	<p>Registered as a pharmacy technician with the General Pharmaceutical Council (GPhC) OR a qualified pharmacy technician in Northern Ireland OR be currently studying as a pre-registration trainee pharmacy technician.</p> <ul style="list-style-type: none"> • Active member of APTUK for more than 2 years (pharmacy technician) OR 6 months (pre-registration trainee pharmacy technician) 	<ul style="list-style-type: none"> • Negotiation skills • Current branch member 	<ul style="list-style-type: none"> • GPhC registration (if applicable) • APTUK membership number • Relevant qualification certificates (if applicable) • Verified study details (if applicable)
Skills / Aptitude	<ul style="list-style-type: none"> • Excellent written, verbal, and interpersonal communications skills with attention to detail • Effective organisational skills (planning, problem solving and prioritising) • Effective motivational skills • IT skills • Presentation skills • Able to think creatively to provide a balanced viewpoint • Able to balance competing priorities, complex situations, and tight deadlines • 	<ul style="list-style-type: none"> • Proven leadership and consensus building skills 	<ul style="list-style-type: none"> • CV / Resume • Reference
Knowledge / Ability	<ul style="list-style-type: none"> • Up to date knowledge of pharmacy practice • Ability to meet deadlines • Able to work on own initiative and within a team • Awareness of personal and professional limitations • Awareness of APTUK company 	<ul style="list-style-type: none"> • Knowledge of developing policies and procedures • Knowledge of audit processes • Experience working with volunteers and knowledge of the 	<ul style="list-style-type: none"> • Certificates (if applicable) • CV / Resume • Reference

	<p>articles, policies, and procedures</p> <ul style="list-style-type: none"> • Ability to work under pressure • Report writing 	<p>not-for-profit sector are preferred</p> <ul style="list-style-type: none"> • Knowledge of Project Management 	
Values and Behaviours	<ul style="list-style-type: none"> • Professional: Uses knowledge, skills and judgement to deliver the highest standard of person-centred care • Committed: Dedicated to the profession, our members and the association • Demonstrates Integrity: Behaves honestly, openly, reliably and always takes responsibility • Collaborative: Works together and seeks involvement for the best outcomes • Visionary: Takes a proactive approach to lead and maximise the potential of the pharmacy technician profession for the future • Inclusive: Acts in an inclusive manner and encourages people to bring their whole selves to APTUK 		<ul style="list-style-type: none"> • CV / Resume • Interview • Reference
Other requirements	<ul style="list-style-type: none"> • Committed to attending Executive Committee meetings, Branch meetings, APTUK Conference(s) and other external meetings as required 		<ul style="list-style-type: none"> • Resume • Interview