THE ASSOCIATION OF PHARMACY TECHNICIANS UK

Member Observer
Job Description

Role status:	Voluntary, non-elected observer role. The Member Observer is not a director, officer, employee or voting member of the Executive Committee.
Purpose:	To bring an informed and constructive member perspective to the APTUK Executive Committee, contributing to assurance that its decisions remain member-focused and helping to ensure that its discussions, priorities and decisions reflect the experiences and needs of APTUK members and the wider pharmacy technician profession.
Work base:	Home-based, with online meetings and occasional attendance at external venues.
Accountable to:	APTUK Board of Directors and Executive Committee.
Representing:	The perspectives and experiences of APTUK members.
Approximate time commitment:	Approximately 2–3 hours per week, including two 60-minute evening Executive Committee meetings per month, preparation, correspondence, preparation of the monthly newsletter and agreed activities. Occasional full-day activities may require additional time, agreed in advance.
Term of office:	12-month fixed term during 2027.

Key responsibilities

- Bring members' perspectives into Executive Committee discussions and provide relevant context, constructive feedback and challenge.
- Consider how proposed actions and decisions may affect different membership groups, including potential barriers, enablers and financial implications for members.
- Seek assurance about progress against APTUK's agreed priorities from a member perspective distinct from that of Executive Committee decision-makers. This is a constructive contribution to discussion, not a formal independent audit or assurance function.
- Draw on available member feedback and agreed engagement channels to inform contributions. Gather further members' views when requested and appropriately supported by the Executive Committee, without claiming to speak for all members.

- Share learning from the Member Observer experience with pharmacy technicians and pre-registration trainee pharmacy technicians through agreed communications, presentations or events.
- Coordinate and prepare the monthly APTUK newsletter, gathering agreed contributions and working with the designated APTUK lead to secure approval before publication.
- Contribute to the APTUK annual report and provide members with an end-of-term summary in an accessible format.
- Monitor the Member Observer inbox regularly and acknowledge or respond to correspondence within an agreed timeframe, normally within five working days, escalating sensitive or complex matters appropriately.

Role requirements and expectations

The Member Observer is expected to participate actively and constructively while remaining clear about the boundaries of the role.

APTUK values and behaviours

The Member Observer is expected to demonstrate APTUK's values—Professional, Committed, Integrity, Collaborative, Visionary and Inclusive—in all aspects of the role. This includes listening to different member perspectives, communicating respectfully, offering constructive challenge, acting openly and reliably, and contributing to member-focused discussions while respecting the boundaries of the Observer role. In this non-clinical role, professional behaviour includes accurate communications, sound judgement and responsible use of information.

- Attend Executive Committee meetings regularly and prepare sufficiently to contribute to discussions.
- Maintain the professional registration, trainee status and eligibility requirements applicable to them throughout the term of office.
- Maintain APTUK membership throughout the term.
- Act in accordance with APTUK's values, behaviours, policies and procedures.
- Declare any actual, potential or perceived conflict of interest promptly and follow the direction of the President, Vice President or Corporate Services Director.
- Send apologies to the secretariat when unable to attend. Attendance is personal to the post holder and cannot be delegated.
- Identify themselves as an observer, rather than an authorised APTUK representative, when speaking on issues and clearly state when expressing a personal view.
- Complete agreed actions arising from meetings within the required timeframe.
- Submit proposed agenda items at least 72 hours before the meeting.

Role boundaries: The Member Observer may contribute to discussion and provide constructive challenge but is not entitled to adopt resolutions, vote or hold a proxy vote. The post holder is not collectively responsible for Executive Committee decisions and must not make commitments or speak on behalf of APTUK unless specifically authorised to do so.

Executive Committee meeting minutes will record the Member Observer's attendance and apologies, key comments, observations and assigned actions.

Governance, conduct and communication

Communication

- Communicate respectfully and constructively with members of the Board, Executive Committee, APTUK members and other stakeholders.

- Keep the Board and Executive Committee informed of significant matters relating to the role and provide proportionate updates on agreed activities.

Governance

- Follow APTUK's Memorandum and Articles of Association, standing orders, policies, procedures and relevant role guidance.
- Maintain confidentiality, act with integrity and use information only for authorised APTUK purposes.
- Act within the scope of the authority given to the role and do not make commitments on behalf of APTUK without specific authorisation.
- Use APTUK systems and records securely, including ensuring that any personal device used to access APTUK information has appropriate security protection.
- Store, file and archive APTUK records promptly within the approved secure systems and structure.

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

Time commitment

The expected routine commitment is approximately 2–3 hours per week. This includes preparation for and attendance at two 60-minute online Executive Committee meetings per month, held in the evening; regular email activity; coordination and preparation of the monthly newsletter; and completion of agreed actions. Some weeks may require less time and others more, depending on planned activities. The newsletter workflow and workload will be agreed at induction and reviewed during the introductory review period to check that the overall commitment remains realistic.

Occasional activities may require additional time beyond the routine weekly commitment, including full-day attendance. Participation and the associated time commitment will be agreed in advance. These activities may include:

- Occasional external meetings to contribute a member perspective, where requested and authorised.
- APTUK Executive Committee away days, normally around twice each year.
- The annual APTUK Professional Conference & Exhibition.

Benefits of the role

- A structured induction, a named point of contact for day-to-day support and escalation, and ongoing support from experienced APTUK colleagues. Induction will cover approved engagement channels, secure systems, the newsletter workflow and any training needed to use publication tools.
- Experience of national professional leadership, governance, member engagement and organisational decision-making.
- Opportunities to contribute to projects, events and communications that benefit members and the pharmacy technician profession.
- Development of listening, reflection, communication and constructive challenge skills.
- Opportunities to build professional networks and raise awareness of the Member Observer role.
- Reimbursement of reasonable travel and other agreed expenses in line with APTUK's expenses policy.
- A reference reflecting contribution to the role, where appropriate.

Additional information

Probationary period and early termination
The appointment is subject to a three-month probationary period to discuss how the Member Observer is settling into the role, the support available and their ability to meet the agreed expectations. The review will also consider workload, engagement and any adjustments needed.

The APTUK Board of Directors may end the appointment during or after the probationary period, and before the end of the 12-month term, where it considers this necessary. Reasons may include, but are not limited to, failure to meet the role requirements, repeated non-attendance or non-engagement, breach of confidentiality, misconduct, loss of eligibility or membership, an unmanaged conflict of interest, or conduct that may bring APTUK into disrepute.

Wherever reasonably practicable, concerns will be discussed with the Member Observer, and they will be given an opportunity to respond before a decision is made. The Member Observer may also end their appointment by giving written notice to the APTUK Board of Directors. The notice period and any handover arrangements will be agreed, taking account of individual circumstances. At the end of the appointment, the post holder will hand over agreed activities and ensure that APTUK records are transferred or returned securely in accordance with APTUK's information governance requirements. This is an unpaid voluntary appointment, intended to record agreed expectations and support rather than create an employment contract.

Flexibility statement
This role description provides a guide to the scope and responsibilities of the position. It is not exhaustive and may be reviewed in consultation with the post holder. Any additional activity will be proportionate to the role and agreed in advance.

Confidentiality and legislation
The Member Observer must protect the confidentiality of members, colleagues and APTUK business and follow APTUK's information governance requirements.

The Member Observer must comply with all legislation, regulatory requirements and APTUK policies relevant to the role, including requirements relating to equality, data protection, confidentiality, health and safety, safeguarding and the prevention of bribery.

Equality, diversity and reasonable adjustments
APTUK welcomes applications from members of all backgrounds, sectors, career stages and locations. Reasonable adjustments are available throughout the recruitment process and term of office. The Member Observer must treat others with dignity, value different perspectives and act in accordance with APTUK's equality, diversity and inclusion commitments.

Safety, safeguarding and disclosure
The post holder must report relevant safety or safeguarding concerns promptly and cooperate with any proportionate investigation. Any disclosure or vetting requirement will be applied only where it is lawful, necessary and relevant to the activities assigned to the role.

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.

Originally written by:	Vicky Hope, Operations Lead
Reviewed by:	Rebecca Bastable, Membership Director
Date	October 2026
Approved by:	APTUK Board of Directors
Date:	October 2026
Next review date:	October 2027

Signature of Post Holder: Date:

Signature of Director: Date:

Person specification: Member Observer

Requirements

Applicants must meet the following eligibility requirements:

- Be working or training in a pharmacy-related setting and have an interest in current issues affecting pharmacy technicians and their profession.
- Be registered as a pharmacy technician with the General Pharmaceutical Council, be a qualified pharmacy technician in Northern Ireland, or be currently undertaking an approved pre-registration trainee pharmacy technician programme.
- Be a current APTUK member and remain eligible for membership throughout the term.
- Be willing to uphold APTUK's values, behaviours and standards of conduct.

Area	Essential criteria	Desirable criteria	Evidence
Eligibility	• Meets the professional registration, qualification or trainee eligibility requirements stated above. • Current APTUK member.	Engagement with an APTUK Professional Practice Hub (previously branches), network, event or member activity.	Application and verification of APTUK membership; GPhC registration where applicable; or evidence of pharmacy technician qualification in Northern Ireland.
Communication and engagement	• Demonstrates ability to write clear, accurate and audience-appropriate communications, with attention to detail. Examples may come from work, training or volunteering. • Communicates clearly and respectfully in writing and discussion. • Listens to different viewpoints and can summarise members' experiences accurately. • Can distinguish between a personal view and a broader member perspective. • Awareness of current issues affecting pharmacy technicians and willingness to ask questions and seek clarification.	Previous experience preparing newsletters, articles, publications or reports. Experience presenting, facilitating discussion or gathering feedback.	Application, interview and presentation.
Judgement and contribution	• Experience contributing to a project, committee, network or improvement activity. Examples may come from training, workplace improvement, volunteering or other relevant activities; formal committee experience is not required. • Can review information, identify potential impacts for members and ask constructive questions. • Shows sound judgement, integrity and	Experience leading, co-ordinating or significantly influencing a project, committee or improvement initiative.	Application, interview and presentation.

	awareness of personal and professional limitations. • Can manage priorities, apply critical thinking and meet deadlines.		
Teamwork and values	• **Professional:** Uses knowledge, skills and judgement to deliver the highest standard of person-centred care. Applies this value to the Observer role through accurate communications, sound judgement and responsible use of information. • **Committed:** Dedicated to the profession, our members and the association. • **Demonstrates Integrity:** Behaves honestly, openly and reliably, and 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.	Experience working with volunteers or in a membership or not-for-profit organisation.	Application, interview, presentation and reference
Practical requirements	• Can commit approximately 2–3 hours per week, including two 60-minute evening Executive Committee meetings per month, and participate in other activities described in this document as agreed in advance. • Can use Microsoft 365 applications relevant to the role, including Word, Teams, email and secure shared files. Training and support for any specialist newsletter publication tools will be agreed at induction.	Availability to attend the annual conference and occasional face-to-face activities.	Application and interview.