

POSITION DESCRIPTION

Position Title:	Pharmacy Purchasing Officer
Business Unit/Department:	Pharmacy
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	Pharmacy Procurement Manager
Direct Reports:	N/A
Date Prepared/Updated:	3 August 2026

Position Purpose

The Pharmacy Purchasing Officer is responsible for coordinating the timely, accurate and cost-effective procurement of medicines, pharmacy products and related goods to support safe and continuous patient care across Western Health.

As a key member of the Pharmacy Purchasing and Stores team, this role will work collaboratively with pharmacy, finance, suppliers and HealthShare Victoria, to support inventory management, medication supply continuity, contract compliance and procurement best practice while contributing to efficient pharmacy operations and the quality use of medicines.

The role will require staff to be flexible with their working hours to meet the changing operations demands and can include being on call, working early start or after hours shifts, on weekends and public holidays. Staff may be required to travel and work across the various Western Health campuses, programs, and partner organisations. Compliance with mandatory training as per Western Health Policy is a requirement of this role. Failure to complete this training within required timeframes may result in a suspension of duties until training is completed.

Business Unit Overview

The Western Health Pharmacy Service provides a comprehensive, professional pharmacy service to the wards and departments of Sunshine (including Joan Kirner Women's and Children's Hospital), Sunbury, Footscray and Williamstown Hospitals as well as Melton and Bacchus Marsh campuses and Dame Phyllis Frost Centre.

The objectives of the service are:

- To ensure safe, rational and cost-effective use of medicines.
- To provide up to date information and advice on medicines and medication therapy to patients and staff of Western Health.

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- To offer effective and efficient procurement and distribution of medications.
- To provide support for education and research.

Key Responsibilities

Medication Procurement & Supply Management:

- Coordinate the timely procurement of medicines, pharmacy products, consumables and equipment across multiple Western Health pharmacy locations.
- Ensure timely ordering within supplier cut-off times.
- Manage medicine shortages, backorders and product substitutions in collaboration with the Medicines Governance team, Pharmacy Procurement Manager and suppliers.
- Coordinate borrowing, lending and emergency supply arrangements where required.
- Support Special Access Scheme and compassionate access procurement.
- Support compliance with HealthShare Victoria contracts.

Inventory Management:

- Maintain accurate inventory records within pharmacy inventory systems.
- Monitor inventory levels across pharmacy stores and satellite locations (includes regular review of minimum and maximum re-order levels).
- Maintain product stock card data: purchase data, HSV and other suppliers' contract lines and supplier information
- Optimise stock holdings through regular review of minimum and maximum stock levels.
- Coordinate cycle counts and annual stocktakes.
- Monitor expiry dates, stock rotation and storage requirements.
- Liaise with store person for monthly expiry removal process for store and sub-store
- Assist with inventory discrepancy investigations.
- Participate in pharmacy recall procedures and return/quarantine of recalled stock

Financial & Invoice Reconciliation:

- Process purchase orders, goods receipting and invoice reconciliation in a timely manner.
- Maintain procurement records and supporting documentation (i.e. invoices, delivery dockets, credit notes etc).
- Purchase invoice entry and batch reconciliation in line with Western Health delegation of authority procedure
- Liaise with the accounts department for any invoice discrepancies or requests for batch reconciliation
- Process credits, returns and supplier reconciliations.
- Raise sundry debtor invoices to relevant parties in Western health business management software
- Monitor purchasing expenditure and identify cost-saving opportunities.
- Liaise with suppliers and manufacturers in relation to purchase orders, stock availability, substitution, price match, invoice/stock discrepancies, returns and credits
- Assume financial responsibility within the role expectations of the Pharmacy Purchasing Officer position.

Communication & Collaboration:

- Coordinate purchasing, product and inventory management activities to support the efficient operation of the Pharmacy Procurement and Stores Team.
- Develop and maintain effective working relationships with suppliers, pharmacists, pharmacy technicians, stores staff and other stakeholders to facilitate the timely procurement and supply of medicines and pharmacy products.
- Provide professional, accurate and responsive verbal and written communication to internal and external stakeholders, ensuring a high standard of customer service.
- Manage procurement-related enquiries received via telephone and email, responding in a timely or escalating issues where appropriate.
- Proactively communicate medication shortages, supply disruptions and product availability issues to pharmacists and relevant stakeholders.
- Work and liaise with pharmacy stores staff and other stakeholders to review and manage any stock discrepancies

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- In conjunction with the pharmacy procurement manager assist in compliance with the Health Share Victoria Pharmaceutical and other supplier contractual obligations
- Assist the Pharmacy Procurement Manager in second sourcing for direct ships from manufacturers, alternative pharmaceuticals and Special Access Scheme medications
- Provide cross-coverage within the Pharmacy Procurement and Stores Team during periods of planned and unplanned leave, where appropriately trained and authorised.
- Perform other duties as requested by the Pharmacy Procurement Manager, Pharmacy Senior Leadership Team, Deputy Director(s) of Pharmacy or Director of Pharmacy.

Quality & Continuous Improvement:

- Promote best practice procurement and inventory management.
- Contribute to procurement process improvement initiatives.
- Support implementation of new procurement technologies and digital inventory systems.
- Ensure compliance with procurement policies and legislative requirements.
- Maintain accurate procurement data to support reporting and audit activities.
- Maintain professional knowledge and skills relevant to procurement and inventory management.
- Contribute to a culture of continuous learning and improvement.
- Participate in education, training and professional development activities to maintain and enhance knowledge, skills and competency.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Pharmacy staff
- Finance staff
- Information Management Staff

External:

- Pharmaceutical wholesalers
- Pharmaceutical companies/suppliers
- Other health organisations
- HealthShare Victoria
- Department of Health

Selection Criteria

Essential:

- Minimum 2 - 3 years purchasing or stores experience in community, private or public hospital pharmacy
- Demonstrate competency (as determined by the pharmacy procurement manager) in the following tasks:
 - Procurement processes (ordering, receiving, backorders, outstanding orders/overdue invoice management, invoice batching, resolution of issues, ordering of special drugs, credits, recall and other procurement related activities, FMIS ordering, Sundry debtor Invoices, Health share Victoria contracts and requirement, borrowing/lending with external hospitals, SAS & compassionate products receiving, consumables and stationary orders, vaccines orders)
 - Inventory management for respective site
- Knowledge and experience in a purchasing/inventory control role.
- Knowledge and experience with processing of invoices
- Pro-active in continuous improvement
- Flexible and pragmatic approach
- High problem-solving skills
- Experience with Microsoft Office and inventory software

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- Excellent written, verbal and virtual communication and interpersonal skills.
- Be flexible to work across different Western health site(s) as per Business needs.
- Capacity to assign priority to responsibilities and to meet time constraints.
- Demonstrated understanding of customer service of internal and external customers and is committed to effectively meet their needs in a helpful and professional manner.
- Demonstrated the ability to promote teamwork and relate effectively to all persons within the organisation and associated organisations

Knowledge & Skills:

- High level communication, both written and verbal, demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy and embracing of health technologies and informatics.

Desirable:

- Formal qualification in purchasing and supply (Certificate/Diploma)
- Previous experience or demonstrated understanding of the Healthcare industry.
- Proficiency with Merlin pharmacy stock management system

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence

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- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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