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Performance and quality management

Our performance and quality managers make sure that our patients receive the best possible care by identifying high quality performance. They will also identify any risks and issues that may affect the standards expected and work with healthcare professionals to ensure our patients are protected.

As a manager of performance and quality, you will work with clinicians and other staff groups to set standards for the provision of services which are both ambitious and achievable.



Working life

There are a variety of job roles and job titles in performance and quality management. Examples include:

- Clinical risk manager
- Head of performance management
- Quality assurance manager

Clinical risk manager

Apprenticeships logo

You could report to the director of clinical governance, learning and development. You'll work closely with the risk manager and executive nurse. You'll be responsible for all aspects of clinical risk management.

Head of performance management

You could be instrumental in the continuous improvement of performance reporting and management in a clinical commissioning group [1] (CCG). You'd work in the finance, performance and project management office and have specific responsibilities for developing, implementing and embedding performance management systems.

You'll be involved in areas such as managing risk and monitoring performance

You'd need a comprehensive understanding of national and local performance standards and be capable of developing and implementing a range of performance reports and solutions to help improve quality.

Quality assurance manager

As a quality assurance [2] manager, you could be involved in working in education. You would make sure that effective arrangements are in place to ensure that our students and trainees' education is continuously improving and of the highest standard.

You'd work with a range of organisations including universities to make sure this happens.

Want to learn more?

- Find out more about the entry requirements, skills and interests required to enter a career in performance and quality management [3]
- Find out more about the training you'll receive for a career in performance and quality management management [4]

Pay and conditions

Most jobs in the NHS are covered by the <u>Agenda for Change (AfC)</u> [5] pay scales. This pay system covers all staff except doctors, dentists and the most senior managers. If you work in performance and quality management, your salary will depend on your role. This could be anywhere between <u>AfC</u> [6] bands 5 and 9 depending on the precise role and level of responsibility.

NHS staff will usually work a standard 37.5 hours per week. They may work a shift pattern.

Terms and conditions of service can vary for employers outside the NHS.

Where the role can lead

With further training and/or experience, you may be able to develop your career further and apply for more senior managerial roles. Relocation for promotion is common.

More diverse routes are now opening up, for example, jointly-funded posts between health and social services.

Management qualifications, such as an MBA (Master of Business of Administration) or DMS (Diploma in Management Studies) may be an advantage for some posts.

Job market and vacancies

When you're looking for managerial jobs or apprenticeship vacancies, there are a number of sources you can use, depending on the type of and level of work you're seeking. However, most vacancies in NHS organisations can be found on the NHS Jobs website [7].

Some of the current vacanices are below.

Find a vacancy

Enter your location or postcode

Show results within

Search

Clinical Engineer Quality Assurance

Sheffield, S5 7AU

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Clinical Engineer Quality Assurance job (opens in a new window) [8]

Quality and Risk Manager (South)

Warwick, CV34 5AH

Salary:

Negotiable

Type:

Permanent

Employer:

Alliance Medical Ltd

Apply now on NHS Jobs for Quality and Risk Manager (South) job (opens in a new window) [9]

Research Quality Assurance Facilitator

Doncaster, DN2 5LT

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Doncaster & Bassetlaw Teaching Hospitals NHS FT

Apply now on NHS Jobs for Research Quality Assurance Facilitator job (opens in a new window) [10]

Clinical governance Quality and Assurance Facilitator

Rotherham, S60 2SW

Salary:

£33223.68

Type:

Permanent

Employer:

The Rotherham Hospice

Apply now on NHS Jobs for Clinical governance Quality and Assurance Facilitator job (opens in a new window) [11]

Senior Technician, Pharmacy Aseptic Quality Assurance

Coventry, CV2 2DX

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

Apply now on NHS Jobs for Senior Technician, Pharmacy Aseptic Quality

Assurance job (opens in a new window) [12]

Quality and Assurance Lead

Exeter, EX2 4QD

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Devon County Council

Apply now on NHS Jobs for Quality and Assurance Lead job (opens in a new window) [13]

Regional Performance Management Analyst

Cwmbran, NP44 3HR

Salary:

£37898.00 to £45637.00

Type:

Fixed-Term

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Regional Performance Management Analyst job (opens in a new window) [14]

Assistant Cancer Performance Manager

Redhill, RH1 5RH

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Surrey and Sussex Healthcare NHS Trust

Apply now on NHS Jobs for Assistant Cancer Performance Manager job (opens in a new window) [15]

Band 8B Pharmaceutical Quality Assurance Specialist (Radiopharmacy)

London, NW3 2QG

Salary:

£62215.00 to £72293.00

Type:

Permanent

Employer:

Royal Free London NHS Foundation Trust

Apply now on NHS Jobs for Band 8B Pharmaceutical Quality Assurance Specialist (Radiopharmacy) job (opens in a new window) [16]

Interventional Radiology Operational & Performance Manager (& IGIS)

Gloucestershire, GL1 3NN

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Interventional Radiology Operational & Performance Manager (& IGIS) job (opens in a new window) [17]

Risk & Governance Manager

Bulwell, NG6 8WR

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Nottingham CityCare Partnership CIC

Apply now on NHS Jobs for Risk & Governance Manager job (opens in a new window) [18]

Head of Soft FM Performance and Quality

Oxford, OX3 9DU

Salary:

£62215.00 to £72293.00

Type:

Fixed-Term

Employer:

Oxford University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Head of Soft FM Performance and Quality job (opens in a new window) [19]

Data Assurance Manager

Sutton, SM2 5PT

Salary:

£59490.00 to £66239.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

Apply now on NHS Jobs for Data Assurance Manager job (opens in a new window)

Lead Midwife for Quality Risk & Safety (QRS)

Chesterfield, S44 5BL

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Chesterfield Royal Hospital NHS Foundation Trust

<u>Apply now on NHS Jobs for Lead Midwife for Quality Risk & Safety (QRS) job</u>

<u>(opens in a new window)</u> [21]

Corporate Governance and Risk Manager

Peterborough, PE2 8AL

Salary:

£45000.00

Type:

Permanent

Employer:

Greater Peterborough Network

Apply now on NHS Jobs for Corporate Governance and Risk Manager job (opens in a new window) [22]

MH&LD Clinical Risk Lead

To be confirmed on appointment, LL33 0HH

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for MH&LD Clinical Risk Lead job (opens in a new window) [23]

Clinical Quality and Safety Manager (Midwifery)

Sunderland, SR5 3XB

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

North East & North Cumbria ICB

Apply now on NHS Jobs for Clinical Quality and Safety Manager (Midwifery) job (opens in a new window) [24]

Decontamination Quality Manager

Walsall, WS2 9PS

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Walsall Healthcare NHS Trust

Apply now on NHS Jobs for Decontamination Quality Manager job (opens in a new window) [25]

Divisional Quality & Safety Manager

Brighton, Haywards Heath, Chichester & Worthing, BN11 2DH

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Divisional Quality & Safety Manager job (opens in a new window) [26]

Quality Improvement Nurse Manager

Swansea, SA2 0GH

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

Apply now on NHS Jobs for Quality Improvement Nurse Manager job (opens in a new window) [27]

Quality & Patient Engagement Manager

Derby, DE23 8RJ

Salary:

Negotiable

Type:

Permanent

Employer:

Lister House Surgery

Apply now on NHS Jobs for Quality & Patient Engagement Manager job (opens in a new window) [28]

Quality Manager - Blood Sciences

Hemel Hempstead, HP2 4AD

Salary:

Negotiable

Type:

Permanent

Employer:

Health Services Laboratories

Apply now on NHS Jobs for Quality Manager - Blood Sciences job (opens in a new window) [29]

Senior Quality Manager - Region 3

Widnes, WA8 7SP

Salary:

£45000.00 to £50000.00

Type:

Permanent

Employer:

Community Integrated Care

Apply now on NHS Jobs for Senior Quality Manager - Region 3 job (opens in a new window) [30]

Quality Systems Manager Pharmacy Technician

Bristol, BS10 5NB

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

North Bristol NHS Trust

Apply now on NHS Jobs for Quality Systems Manager Pharmacy Technician job (opens in a new window) [31]

Quality and Patient Safety Manager

Shifnal, TF11 8UR

Salary:

£45000.00

Type:

Permanent

Employer:

Midlands Air Ambulance Charity

Apply now on NHS Jobs for Quality and Patient Safety Manager job (opens in a new window) [32]

Haematology and Phlebotomy Quality Manager

Cardiff, CF14 4XW

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Haematology and Phlebotomy Quality Manager job (opens in a new window) [33]

Quality and Patient Safety Manager

London, E9 6SR

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Homerton Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Quality and Patient Safety Manager job (opens in a new window) [34]

Governance & Risk Officer

Preston, PR2 9HT

Salary:

£29970.00 to £36483.00

Type:

Secondment

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Governance & Risk Officer job (opens in a new window)</u> [35]

Clinical Quality Practitioner (XR07)

Leeds, LS1 3EX

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Clinical Quality Practitioner (XR07) job (opens in a new window) [36]

Advanced Biomedical Scientist Training and Quality Management

Salford, M6 8HD

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

Apply now on NHS Jobs for Advanced Biomedical Scientist Training and Quality Management job (opens in a new window) [37]

Information Manager (Data Quality and Data Standards)

Cwmbran, NP44 3HR

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Information Manager (Data Quality and Data Standards) job (opens in a new window) [38]

Governance & Risk Co-ordinator (INTERNAL)

Hereford, HR1 2BN

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Wye Valley NHS Trust

Apply now on NHS Jobs for Governance & Risk Co-ordinator (INTERNAL) job (opens in a new window) [39]

o Diagnostic Operational Performance & Improvement Lead

Blackburn, BB2 3HH

Salary:

£74290.00 to £85601.00

Type:

Fixed-Term

Employer:

East Lancashire Hospitals NHS Trust

Apply now on NHS Jobs for Diagnostic Operational Performance & Improvement Lead job (opens in a new window) [40]

Senior Community Grants & Performance Officer

Manchester, M13 9LL

Liverpool, L24 8RB

Newcastle, NE2 4NQ

Birmingham, B15 2SG

Colindale, NW9 5BG

Basildon, SS14 3EZ

Barnsley, S75 3FG

Bristol, BS34 7QH

Southampton, SO16 5AF

Tooting, SW17 0RB

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

NHS Blood and Transplant

Apply now on NHS Jobs for Senior Community Grants & Performance Officer job (opens in a new window) [41]

Associate Director of Clinical Quality and Regulation

Prestwich, Manchester, M25 3BL

Salary:

£88168.00 to £101677.00

Type:

Fixed-Term

Employer:

Greater Manchester Mental Health NHSFT

Apply now on NHS Jobs for Associate Director of Clinical Quality and Regulation job (opens in a new window) [42]

Clinical Quality Lead (Home Based with National Travel)

Gateshead, Ne8 1NS

Salary:

Negotiable

Type:

Permanent

Employer:

Livability

Apply now on NHS Jobs for Clinical Quality Lead (Home Based with National Travel) job (opens in a new window) [43]

Quality and Patient Safety Facilitator, Quality Governance

Bradford, BD9 6RJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Quality and Patient Safety Facilitator, Quality

Governance job (opens in a new window) [44]

Quality Administrator

Blackburn, BB1 1LX

Salary:

Negotiable

Type:

Permanent

Employer:

William Hopwood Surgery

Apply now on NHS Jobs for Quality Administrator job (opens in a new window) [45]

Quality Lead

Bedfordshire, MK44 2FQ

Salary:

Negotiable

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

Apply now on NHS Jobs for Quality Lead job (opens in a new window) [46]

Clinical Manager

Bristol, BS1 2AG

Salary:

£45500.00

Type:

Permanent

Employer:

Brook

Apply now on NHS Jobs for Clinical Manager job (opens in a new window) [47]

Initial Needs Assessor - Neurodevelopment Triage and Risk Clinician

London, WC1X 0ND

Salary:

£37000.00

Type:

Permanent

Employer:

ProblemShared

Apply now on NHS Jobs for Initial Needs Assessor - Neurodevelopment Triage and Risk Clinician job (opens in a new window) [48]

Quality & Safety Administrator

Brighton, BN2 5BE

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Quality & Safety Administrator job (opens in a new window) [49]

Data Quality Coordinator

Derby, DE24 8HY

Salary:

£24071.00

Type:

Permanent

Employer:

DHU Healthcare

Apply now on NHS Jobs for Data Quality Coordinator job (opens in a new window)
[50]

Data Quality Administrator

Thornbury, BS35 1DP

Salary:

£12.21

Type:

Permanent

Employer:

Severn View Family Practice

Apply now on NHS Jobs for Data Quality Administrator job (opens in a new window) [51]

Quality & Governance Assistant

Loughborough, LE11 2HS

Salary:

£14286.00

Type:

Permanent

Employer:

Rainbows Hospice for Children and Young People

Apply now on NHS Jobs for Quality & Governance Assistant job (opens in a new window) [52]

Quality Governance Facilitator

Guildford, GU2 7XX

Salary:

£48270.00 to £54931.00

Type:

Fixed-Term

Employer:

Royal Surrey NHS Foundation Trust

Apply now on NHS Jobs for Quality Governance Facilitator job (opens in a new window) [53]

Clinical Deputy Manager

Kidderminster, DY10 3DJ

Salary:

£52700.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Clinical Deputy Manager job (opens in a new window)

Senior Clinical Manager

Crowthorne, RG45 7ET

Salary:

£64337.00 to £74415.00

Type:

Permanent

Employer:

West London NHS Trust

Apply now on NHS Jobs for Senior Clinical Manager job (opens in a new window)

[55]

Clinical Site Manager

Harlow, CM20 1QX

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Princess Alexandra Hospital NHS Trust

Apply now on NHS Jobs for Clinical Site Manager job (opens in a new window) [56]

Clinical Trials Manager

Derby, DE22 3NE

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

University Hospitals of Derby and Burton NHS Foundation Trust

Apply now on NHS Jobs for Clinical Trials Manager job (opens in a new window)

[57]

Clinical Speciality Manager

Wolverhampton, WV10 0QP

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Royal Wolverhampton NHS Trust

Apply now on NHS Jobs for Clinical Speciality Manager job (opens in a new window) [58]

Clinical Service Manager

Bournemouth, BH7 7DW

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

University Hospitals Dorset NHS Foundation Trust

Apply now on NHS Jobs for Clinical Service Manager job (opens in a new window)

[59]

Clinical Night Manager

Leeds, LS15 9HH

Salary:

£20.89 to £21.89

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Night Manager job (opens in a new window)

[60]

Clinical Services Manager

Coventry, CV6 7ED

Salary:

£22.14 to £23.14

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new

window) [61]

Deputy Clinic Manager

Lytham St Annes, FY8 1PB

Salary:

£42596.00 to £43668.00

Type:

Permanent

Employer:

Diaverum

Apply now on NHS Jobs for Deputy Clinic Manager job (opens in a new window)
[62]

Clinical Pharmacist Manager

Witney, OX28 6JS

Salary:

Negotiable

Type:

Permanent

Employer:

Windrush Medical Practice

Apply now on NHS Jobs for Clinical Pharmacist Manager job (opens in a new window) [63]

Clinical Team Manager

Hull, HU3 2RW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window)
[64]

Clinical Team Manager

Torquay, TQ2 7BA Totnes, TQ9 6JE

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Devon Partnership NHS Trust

Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window)
[65]

Clinical Night Manager

Darlington, DL3 6AH

Salary:

£25.18

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Night Manager job (opens in a new window)

Clinical Services Manager

Keele, ST5 5NT

Salary:

£60000.00 to £63000.00

Type:

Permanent

Employer:

Caudwell Children

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [67]

Further information

For further information about a career in performance and quality management, please contact

- Association of Litigation and Risk Managers [68]
- o The Institute of Healthcare Management [69]

Other roles that may interest you

- Strategic management [70]
- Knowledge and library services [71]
- Experienced paramedic [72]
- Emergency care assistant [73]

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