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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 <u>quality assurance</u> [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 <u>NHS Jobs</u> website [7].

Some of the current vacanices are below.

Find a vacancy

Enter your location or postcode

Show results within

Search

Assistant Quality Assurance Manager

Liverpool, L24 8RB Newcastle upon Tyne, NE2 4NQ Barnsley, S75 3FG

Salary: £46148.00 to £52809.00 Type: Fixed-Term Employer: NHS Blood and Transplant <u>Apply now on NHS Jobs for Assistant Quality Assurance Manager job (opens in a</u> new window) [8]

CRF Quality Assurance Manager

London, SE5 9RS

Salary: £54320.00 to £60981.00 Type: Permanent Employer:

King's College Hospital NHS Foundation Trust Apply now on NHS Jobs for CRF Quality Assurance Manager job (opens in a new window) [9]

• Governance, Risk and Assurance Lead

NEWCASTLE UPON TYNE, NE15 8NY

Salary: £62215.00 to £72293.00 Type: Permanent Employer: NHS Business Services Authority Apply now on NHS Jobs for Governance, Risk and Assurance Lead job (opens in a <u>new window)</u> [10]

Cancer Quality & Performance Manager **Internal HDFT Applicants Only**

Harrogate, HG2 7SX

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Harrogate and District NHS Foundation Trust <u>Apply now on NHS Jobs for Cancer Quality & Performance Manager **Internal</u> <u>HDFT Applicants Only** job (opens in a new window)</u> [11]

Quality Assurance Officer

London, E14 4PU

Salary:

£31997.00 to £43552.00

Type:

Permanent

Employer:

UK Health Security Agency

Apply now on NHS Jobs for Quality Assurance Officer job (opens in a new window)
[12]

Band 6 Quality Assurance Clinician - Hybrid Working

Birmingham, B13 8QY

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Birmingham and Solihull Mental Health NHS Foundation Trust Apply now on NHS Jobs for Band 6 Quality Assurance Clinician - Hybrid Working job (opens in a new window) [13]

• Soft FM Performance Manager

Oxford, OX3 9DU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust Apply now on NHS Jobs for Soft FM Performance Manager job (opens in a new window) [14]

Information Governance Assurance Manager

Norwich, NR1 1QQ Salary: £53755.00 to £60504.00 Type: Permanent Employer: Norfolk and Norwich University Hospital Apply now on NHS Jobs for Information Governance Assurance Manager job (opens in a new window) [15]

• Quality Improvement Manager

Leeds, LS9 7TF Salary: £53755.00 to £60504.00 Type: Fixed-Term Employer: Leeds Teaching Hospitals Apply now on NHS Jobs for Quality Improvement Manager job (opens in a new window) [16]

• Quality and Training Manager

London, SE18 4QH

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Lewisham and Greenwich NHS Trust

Apply now on NHS Jobs for Quality and Training Manager job (opens in a new window) [17]

Virology and Molecular Pathology Performance Section Manager / Trainee

Coventry, CV2 2DX

Salary:

£37338.00 to £52809.00

Type:

Permanent Employer:

University Hospitals Coventry and Warwickshire NHS Trust Apply now on NHS Jobs for Virology and Molecular Pathology Performance Section Manager / Trainee job (opens in a new window) [18]

Quality and Information Systems Manager

London, SE13 6LH Salary: £37338.00 to £44962.00 Type: Permanent

Employer:

Lewisham and Greenwich NHS Trust

Apply now on NHS Jobs for Quality and Information Systems Manager job (opens in a new window) [19]

• Chemistry Quality Control Laboratory Manager

Seaton Delaval, NE25 0QJ

Salary: £53755.00 to £60504.00 Type: Permanent Employer: Northumbria Healthcare NHS Foundation Trust Apply now on NHS Jobs for Chemistry Quality Control Laboratory Manager job (opens in a new window) [20]

Risk and Patient Safety Administrator

Salisbury, SP28BJ Salary: £24625.00 to £25674.00 Type: Fixed-Term Employer: Salisbury NHS Foundation Trust Apply now on NHS Jobs for Risk and Patient Safety Administrator job (opens in a new window) [21]

Quality & Clinical Governance Lead

Leeds, LS62AE Salary: £44465.00 to £50096.00 Type: Permanent Employer: Sue Ryder Apply now on NHS Jobs for Quality & Clinical Governance Lead job (opens in a new window) [22]

Business & Performance Administrator

317 01 Freeman Hospital, NE7 7DN

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust Apply now on NHS Jobs for Business & Performance Administrator job (opens in a <u>new window)</u> [23]

• Head of Performance

Cardiff, CF11 9AD Salary: £75405.00 to £86885.00 Type: Permanent Employer: Digital Health and Care Wales

• Assurance & IG Administrator

Manchester, M13 9WL Salary: £26530.00 to £29114.00 Type: Permanent Employer: Manchester University NHS Foundation Trust Apply now on NHS Jobs for Assurance & IG Administrator job (opens in a new window) [25]

Information Assurance Analyst

Huyton, Merseyside, Liverpool, L36 3SD

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust Apply now on NHS Jobs for Information Assurance Analyst job (opens in a new window) [26]

Clinical Governance & Quality Injuries Lead

Leeds, LS7 2BQ Salary: £50719.50 Type: Permanent Employer: Local Care Direct Apply now on NHS Jobs for Clinical Governance & Quality Injuries Lead job (opens in a new window) [27]

• Project Manager in Quality improvement and Engagement

Cambridge, CB24 3BA Norwich, NR2 4SE

Salary: Negotiable Type: Permanent Employer: Optimum Patient Care <u>Apply now on NHS Jobs for Project Manager in Quality improvement and</u> Engagement job (opens in a new window) [28]

Quality & Governance Manager for Community Diagnostic Hub

Hereford, HR4 9SH

Salary: £46148.00 to £52809.00 Type: Fixed-Term Employer: Wye Valley NHS Trust <u>Apply now on NHS Jobs for Quality & Governance Manager for Community</u> Diagnostic Hub job (opens in a new window) [29]

Senior Performance & BI Adminstrator

Dartford, DA2 8DA

Salary:

£39205.00 to £47084.00

Type:

Permanent

Employer:

Dartford and Gravesham NHS Trust Apply now on NHS Jobs for Senior Performance & BI Adminstrator job (opens in a new window) [30]

• Clinical Lead - Quality Improvement and Training

Tarvin, CH3 8LY

Salary: £37338.00 to £44962.00 Type: Fixed-Term Employer: Cheshire and Wirral Partnership NHS Foundation Trust Apply now on NHS Jobs for Clinical Lead - Quality Improvement and Training job (opens in a new window) [31]

• Health Visitor and Clinical Quality Fellow

Teddington, TW11 0JR

Salary: £42939.00 to £50697.00 Type: Permanent Employer: Central London Community Health Trust <u>Apply now on NHS Jobs for Health Visitor and Clinical Quality Fellow job (opens in</u> <u>a new window)</u> [32]

Performance and Information Analyst AOS

Sheffield, S5 7AU

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Performance and Information Analyst AOS job (opens in a new window) [33]

• Senior Audit and Assurance Specialist

Bristol, BS1 3NU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) Apply now on NHS Jobs for Senior Audit and Assurance Specialist job (opens in a new window) [34]

Quality Matron

Walsall, WS2 9PS

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Walsall Healthcare NHS Trust

Apply now on NHS Jobs for Quality Matron job (opens in a new window) [35]

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) [36]

Quality Lead

Bridgnorth, WV16 4EN Salary: £46148.00 to £52809.00 Type: Permanent Employer: Midlands Partnership NHS Foundation Trust Apply now on NHS Jobs for Quality Lead job (opens in a new window) [37]

• Clinic Manager

Clacton-on-Sea, CO15 4AB Salary: £50000.00 to £54000.00 Type: Permanent Employer: Diaverum Apply now on NHS Jobs for Clinic Manager job (opens in a new window) [38]

• Clinical Manager

North West, M6 7WQ Salary: £55000.00 to £62000.00 Type: Permanent Employer: Cygnet Health Care Apply now on NHS Jobs for Clinical Manager job (opens in a new window) [39]

• Deputy Director of Finance – Performance and Reporting

Oxford, OX4 2PG

Salary: Negotiable Type: Permanent Employer: Oxford University Hospitals NHS Foundation Trust Apply now on NHS Jobs for Deputy Director of Finance – Performance and Reporting job (opens in a new window) [40]

Microbiology Quality Lead

Manchester, M13 9WZ

Salary: £40661.00 to £52809.00 Type: Permanent Employer: UK Health Security Agency <u>Apply now on NHS Jobs for Microbiology Quality Lead job (opens in a new window)</u> [41]

Quality & Training Officer

Luton, LU4 0DZ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Bedfordshire Hospitals NHS Foundation Trust Apply now on NHS Jobs for Quality & Training Officer job (opens in a new window) [42]

• Pathology Quality Clerk

Darlington, DL3 6HX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

Apply now on NHS Jobs for Pathology Quality Clerk job (opens in a new window) [43]

Quality administrator (XN03)

Leeds, LS9 7TF

Salary:

£24071.00 to £25674.00 Type: Permanent Employer: Leeds Teaching Hospitals <u>Apply now on NHS Jobs for Quality administrator (XN03) job (opens in a new</u> <u>window)</u> [44]

Quality Improvement Lead

Kingston upon Thames, KT2 7QB

Salary:

£59490.00 to £66239.00

Type:

Permanent

Employer:

Kingston and Richmond NHS Foundation Trust Apply now on NHS Jobs for Quality Improvement Lead job (opens in a new window) [45]

Band 6 Quality Improvement and Clinical Audit Faculty Lead -Bath

Bath, BA1 3QE

Salary: £37338.00 to £44962.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust Apply now on NHS Jobs for Band 6 Quality Improvement and Clinical Audit Faculty Lead - Bath job (opens in a new window) [46]

Band 8c - Head of Perinatal Governance and Assurance

Watford, WD18 0HB Salary:

£76412.00 to £87723.00

Type:

Permanent

Employer:

West Hertfordshire Teaching Hospitals NHS Trust Apply now on NHS Jobs for Band 8c - Head of Perinatal Governance and Assurance job (opens in a new window) [47]

Clinical Account Manager

Liverpool, L13 1FB

Salary: £40000.00 to £45000.00 Type: Permanent Employer: Gray Healthcare <u>Apply now on NHS Jobs for Clinical Account Manager job (opens in a new window)</u> [48]

• Clinical Deputy Manager

Sompting, BN15 0DA Salary: £53000.00 Type: Permanent Employer: Aria Care Apply now on NHS Jobs for Clinical Deputy Manager job (opens in a new window)

• Clinical Admin Manager

PLYMOUTH, PL6 8DH

Salary: £29970.00 to £36483.00 Type: Permanent Employer: University Hospitals Plymouth NHS Trust Apply now on NHS Jobs for Clinical Admin Manager job (opens in a new window)

• Clinical Services Manager

Oswestry, SY11 2HX Salary: £25.12 to £26.12 Type: Permanent Employer: HC-One Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [51]

• Clinical Team Manager

Sheffield, S9 1TP Salary: £46148.00 to £52809.00 Type: Permanent Employer: Leeds Community Healthcare NHS Trust Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window) [52]

• Clinical Nurse Manager

Tiverton, EX16 6NT

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust <u>Apply now on NHS Jobs for Clinical Nurse Manager job (opens in a new window)</u> ^[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) [54]

• Clinical Administration Manager

Leeds, LS17 6QD Salary: £30573.00 to £36903.00 Type: Permanent Employer: St Gemma's Hospice Apply now on NHS Jobs for Clinical Administration Manager job (opens in a new window) [55]

• Clinical Night Manager

Liverpool, L36 5XW Salary: £21.53 to £22.53 Type: Permanent Employer: HC-One Apply now on NHS Jobs for Clinical Night Manager job (opens in a new window)

• Clinical Home Manager

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Bristol, BS5 7PD
Salary:
	£90000.00 to £111230.00
Type:
	Permanent
Employer:
	Aria Care
Apply now on NHS Jobs for Clinical Home Manager job (opens in a new window)
[57]
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• Clinical Deputy Manager

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Bromley, BR1 3NG
Salary:
	£23.20
Type:
	Permanent
Employer:
	Aria Care
Apply now on NHS Jobs for Clinical Deputy Manager job (opens in a new window)
[58]
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• Clinical Team Manager

Hull, HU5 1SW Salary: £46148.00 to £52809.00 Type:

Permanent

Employer:

Leeds Community Healthcare NHS Trust

Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window) [59]

• 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) [60]

• Clinical Nurse Manager

Manchester, M13 0YL

Salary:

£45000.00 to £48000.00

Type:

Permanent

Employer:

Equilibrium Healthcare

Apply now on NHS Jobs for Clinical Nurse Manager job (opens in a new window) [61]

• 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) [62]

• Clinical Safety Manager

Kao Park, Harlow, CM17 9NF

Salary: £46148.00 to £52809.00 Type: Secondment Employer: The Princess Alexandra Hospital NHS Trust Apply now on NHS Jobs for Clinical Safety 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) [64]

• Clinical Services Manager

Huddersfield, HD2 1GQ Wakefield, WF1 2SN Leeds, LS7 2BQ Salary: £61269.00 Type: Permanent Employer: Local Care Direct Apply now on NHS Jobs for Clinical Services Manager job (opens in a new

window) [65]

• Clinical Coding Manager

East Grinstead, RH10 3DZ Salary: £37338.00 to £44962.00 Type: Permanent Employer: Queen Victoria Hospital NHS Foundation Trust Apply now on NHS Jobs for Clinical Coding Manager job (opens in a new window)

• Information Officer (Data Quality)

Location to be confirmed at interview, CF11 9AD

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Digital Health and Care Wales

Apply now on NHS Jobs for Information Officer (Data Quality) 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]
- The Institute of Healthcare Management [69]

Other roles that may interest you

- Strategic management [70]
- Experienced paramedic [71]
- Emergency care assistant [72]
- <u>Clinical informatics</u> [73]

Source URL:<u>https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/general-management/performance-and-quality-management?career=hcsw&page=8</u>

Links

[1] https://www.healthcareers.nhs.uk/glossary#Clinical commissioning group [2] https://www.healthcareers.nhs.uk/glossary#Quality_assurance [3] https://www.healthcareers.nhs.uk/explore-roles/general-management/performance-and-gualitymanagement/entry-requirements-skills-and [4] https://www.healthcareers.nhs.uk/explore-roles/generalmanagement/performance-and-quality-management/training-and-development [5] https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates [6] https://www.healthcareers.nhs.uk/glossary#AfC [7] http://www.jobs.nhs.uk [8] https://beta.jobs.nhs.uk/candidate/jobadvert/M0048-25-0253 [9] https://beta.jobs.nhs.uk/candidate/jobadvert/C9213-25-0486 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/G9914-25-0081 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/C9421-25-0338 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/K9919-25-0152 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/C9436-25-0308 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/C9321-25-0540 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/C9234-25-0281 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/C9298-TEX-0079 [17]

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