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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

Data Quality & Assurance Manager

Northampton, NN1 5BD

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Northampton General Hospital

Apply now on NHS Jobs for Data Quality & Assurance Manager job (opens in a new window) [8]

Quality Assurance Manager – Technical Services

Nottingham, NG7 2UH

Salary:

£53755.00 to £60504.00

Type:

Secondment

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Quality Assurance Manager – Technical Services job (opens in a new window) [9]

Band 8c Quality Assurance Manager

Birmingham, B15 2TH

Salary:

£74290.00 to £85601.00

Type:

Permanent

Employer:

University Hospitals Birmingham NHS Foundation Trust

Apply now on NHS Jobs for Band 8c Quality Assurance Manager job (opens in a new window) [10]

Supplier Performance Manager

Home Based, NE15 8NY

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Supplier Performance Manager job (opens in a new window) [11]

Quality Assurance Research monitor

Stoke on Trent, ST4 6QG

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

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

Senior Pharmacy Technician Clinical Governance and Quality Assurance

Scarborough, YO12 6QL

Salary:

£26530.00 to £36483.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Senior Pharmacy Technician Clinical Governance and Quality Assurance job (opens in a new window) [13]

Senior Pharmacy Assistant - Quality Assurance

Bradford, BD9 6RJ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Senior Pharmacy Assistant - Quality Assurance job

(opens in a new window) [14]

Quality Assurance Scientist - Aseptic Services

Carlisle, CA2 7AG

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

<u>Apply now on NHS Jobs for Quality Assurance Scientist - Aseptic Services job</u>

<u>(opens in a new window)</u>

[15]

o Band 5 Quality Assurance Practitioner - Cellular Pathology

Birmingham, B15 2TH

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Birmingham NHS Foundation Trust

Apply now on NHS Jobs for Band 5 Quality Assurance Practitioner - Cellular

Pathology job (opens in a new window) [16]

Clinical Quality Manager

Norwich, NR2 3TU

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Norfolk Community Health and Care NHS Trust

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

[17]

o Principal Pharmacist, Quality Control and Assurance

Newport, NP20 2UB

Salary:

£63150.00 to £73379.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Principal Pharmacist, Quality Control and Assurance job (opens in a new window) [18]

Security & Risk Manager

Blackburn, BB2 3HH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

East Lancashire Hospitals NHS Trust

Apply now on NHS Jobs for Security & Risk Manager job (opens in a new window)

[19]

Governance Manager Clinical Quality & Safety

Fareham, PO15 5TD

West Bromwich, B70 0BF

Salary:

£50000.00 to £55000.00

Type:

Permanent

Employer:

Partnering Health Ltd

Apply now on NHS Jobs for Governance Manager Clinical Quality & Safety job (opens in a new window) [20]

Head of Risk Management

Maidstone, ME16 9QQ

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Maidstone and Tunbridge Wells NHS Trust

Apply now on NHS Jobs for Head of Risk Management job (opens in a new window) [21]

Audit and Assurance Manager

Exeter, EX2 7JQ

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

<u>Apply now on NHS Jobs for Audit and Assurance Manager job (opens in a new window)</u>

[22]

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) [23]

Haematology Quality Manager

Bath, BA1 3NG

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Royal United Hospitals Bath NHS Foundation Trust

Apply now on NHS Jobs for Haematology Quality Manager job (opens in a new window) [24]

Quality & Compliance Manager

Shrewsbury, SY3 6DU

Salary:

Negotiable

Type:

Permanent

Employer:

Radbrook Green Surgery

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

Senior Biomedical Scientist/Clinical Scientist and Quality Manager

Manchester, M13 9WL

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Manchester University NHS Foundation Trust

Apply now on NHS Jobs for Senior Biomedical Scientist/Clinical Scientist and Quality Manager job (opens in a new window) [26]

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) [27]

Quality Manager/Deputy Laboratory Manager - Microbiology Speciality

Stanley, AA1 1AA

Salary:

£42000.00 to £52000.00

Type:

Fixed-Term

Employer:

Falkland Islands Government

<u>Apply now on NHS Jobs for Quality Manager/Deputy Laboratory Manager - Microbiology Speciality job (opens in a new window) [28]</u>

Associate Director - Performance and BI

Newcastle upon Tyne, NE3 3XT

Salary:

£84602.00 to £102204.00

Type:

Permanent

Employer:

Cumbria, Northumberland, Tyne and wear (CNTW) NHS Foundation Trust Apply now on NHS Jobs for Associate Director - Performance and BI job (opens in a new window) [29]

Quality Improvement and Regulation Manager

Basingstoke, RG24 9UL

Salary:

£50000.00 to £60000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Quality Improvement and Regulation Manager job (opens in a new window) [30]

Quality Improvement and Regulation Manager

Wokingham, RG41 2TA

Salary:

Negotiable

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Quality Improvement and Regulation Manager job (opens in a new window) [31]

IMPACT Quality / Associate Case Manager

Mapperley, NG3 3AA

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

<u>Apply now on NHS Jobs for IMPACT Quality / Associate Case Manager job (opens in a new window)</u>

[32]

Quality and Governance Manager FTC

Chatham, ME5 9PG

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Spire Healthcare Ltd

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

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) [34]

PFI Performance Monitoring Officer (Hard FM)

London, E14 5HJ

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

Barts Health NHS Trust

Apply now on NHS Jobs for PFI Performance Monitoring Officer (Hard FM) job (opens in a new window) [35]

Corporate Assurance Officer

Doncaster, DN4 8QH

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Rotherham Doncaster and South Humber NHSFT

<u>Apply now on NHS Jobs for Corporate Assurance Officer job (opens in a new window)</u>

[36]

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) [37]

Project Manager in Quality improvement and Engagement

Cambridge, CB24 3BA Norwich, NR2 4SE

Salary:

Negotiable

Type:

Permanent

Employer:

Optimum Patient Care

Apply now on NHS Jobs for Project Manager in Quality improvement and Engagement job (opens in a new window) [38]

Head of Clinical Governance, Assurance & Compliance for Women's Health

London, SW17 0QT

Salary:

£70387.00 to £80465.00

Type:

Permanent

Employer:

St George's University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Head of Clinical Governance, Assurance &

Compliance for Women's Health job (opens in a new window) [39]

Business Continuity and Risk Administrator

Talbot Green, CF72 9WB

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Welsh Blood Service

Apply now on NHS Jobs for Business Continuity and Risk Administrator job (opens in a new window) [40]

Maternity Clinical Effectiveness and Quality Improvement Facilitator

Gloucester, GL1 3NN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Maternity Clinical Effectiveness and Quality Improvement Facilitator job (opens in a new window) [41]

Duty Risk and Mental Health Practitioner

Remote with occasional travel, EC4Y 8EN

Salary:

£37338.00 to £37338.00

Type:

Permanent

Employer:

Vita Health Group

Apply now on NHS Jobs for Duty Risk and Mental Health Practitioner job (opens in a new window) [42]

Project lead MO pharmacy technician clinical & quality portfolio

Manchester, M1 6EU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

NHS Greater Manchester Integrated Care

<u>Apply now on NHS Jobs for Project lead MO pharmacy technician clinical & quality</u>

portfolio job (opens in a new window) [43]

Risk, Health and Safety Advisor, Band 7

Gloucester, GL1 3NN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Risk, Health and Safety Advisor, Band 7 job (opens in a new window) [44]

Midwife Practitioner - High Risk Specialist Team (Tower)

London, SE1 7EH

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Midwife Practitioner - High Risk Specialist Team (Tower) job (opens in a new window) [45]

Risk, Health and Safety Advisor, Band 7

Gloucester, GL1 3NN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Risk, Health and Safety Advisor, Band 7 job (opens in a new window) [46]

Clinic Manager

Middlesbrough, TS3 6LB

Salary:

£50000.00 to £54000.00

Type:

Permanent
Employer:
Diaverum
Apply now on NHS Jobs for Clinic Manager job (opens in a new window) [47]

Midwife Practitioner - High Risk Specialist Team (Tower)

London, SE1 7EH

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

<u>Apply now on NHS Jobs for Midwife Practitioner - High Risk Specialist Team</u>

(Tower) job (opens in a new window) [45]

Quality & Safety Midwife

London, N18 1QX

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

Royal Free London NHS Foundation Trust

Apply now on NHS Jobs for Quality & Safety Midwife job (opens in a new window)

[48]

Pathology Quality Lead

Dartford, DA2 8DA

Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Dartford and Gravesham NHS Trust

Apply now on NHS Jobs for Pathology Quality Lead job (opens in a new window)
[49]

Governance & Quality Administrator

Stevenage, SG1 2AD

Salary:

£28119.00 to £28119.00

Type:

Permanent

Employer:

Mountain Healthcare Ltd

Apply now on NHS Jobs for Governance & Quality Administrator job (opens in a new window) [50]

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) [51]

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) [52]

Consultant Obstetrician High-Risk Pregnancy and Recurrent Miscarriage

Liverpool, L8 7SS

Salary:

£105504.00 to £139882.00

Type:

Permanent

Employer:

Liverpool Women's NHS Foundation Trust

Apply now on NHS Jobs for Consultant Obstetrician High-Risk Pregnancy and Recurrent Miscarriage job (opens in a new window) [53]

Clinical Account Manager

Liverpool, L13 1FB

Salary:

£40000.00 to £45000.00

Type:

Permanent

Employer:

Gray Healthcare

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

[54]

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)

[55]

Clinical Nurse Manager

Harrow, HA1 3UJ

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

London North West University Healthcare NHS Trust

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

[56]

Clinical Team Manager

Sheffield, S9 1TP

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Leeds Community Healthcare NHS Trust

Clinical Team Manager

Leeds, LS9 7TA

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Leeds Community Healthcare NHS Trust

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

[58]

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

Birmingham, B19 1LS

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Birmingham Women's and Children's NHS Foundation Trust

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

160

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)

[61

Clinical Services Manager

Hornchurch, RM12 6RJ

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) [62]

Clinical Team Manager

Barnstaple, EX31 3UD

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)

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)

[64]

Antenatal Clinic Manager

Stoke-on-Trent, ST4 6QG

Salary:

Negotiable

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

Apply now on NHS Jobs for Antenatal Clinic Manager job (opens in a new window)

[65]

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)

[66]

Further information

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

- Association of Litigation and Risk Managers [67]
- o The Institute of Healthcare Management [68]

Other roles that may interest you

- Strategic management [69]
- Knowledge and library services [70]
- Experienced paramedic [71]
- Emergency care assistant [72]

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