

# 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](#) <sup>[1]</sup> (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 <sup>[2]</sup> 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 <sup>[3]</sup>
- Find out more about the training you'll receive for a career in performance and quality management management <sup>[4]</sup>

### **• Pay and conditions**

Most jobs in the NHS are covered by the Agenda for Change (AfC) <sup>[5]</sup> 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 AfC <sup>[6]</sup> 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](#) <sup>[7]</sup>.

Some of the current vacancies are below.

## Find a vacancy

Enter your location or postcode

Show results within

Search

### ◦ Quality Assurance Lead

Leatherhead, KT227ET

Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Surrey and Borders Partnership NHS Foundation Trust

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

<sup>[8]</sup>

### ◦ 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 \(opens in a new window\)](#) <sup>[9]</sup>

- **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 \(opens in a new window\)](#) <sup>[10]</sup>

- **Quality Assurance / Quality Control Specialist Technician**

Exeter, EX2 5DW

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Quality Assurance / Quality Control Specialist Technician job \(opens in a new window\)](#) <sup>[11]</sup>

- **Risk, Assurance and Compliance Officer**

Exeter, EX2 7HY

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

South Western Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Risk, Assurance and Compliance Officer job \(opens in a new window\)](#) <sup>[12]</sup>

- **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 \(opens in a new window\)](#) <sup>[13]</sup>

- **Data Quality/Failsafe Assurance Administrator**

Stratford Upon Avon, CV37 9NW

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

South Warwickshire University NHS Foundation Trust

[Apply now on NHS Jobs for Data Quality/Failsafe Assurance Administrator job \(opens in a new window\)](#) <sup>[14]</sup>

- **Performance Manager**

Cottingham, HU16 5JQ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Hull University Teaching Hospitals NHS Trust

[Apply now on NHS Jobs for Performance Manager job \(opens in a new window\)](#) <sup>[15]</sup>

- **Head of Quality Compliance and Risk**

Scunthorpe or Grimsby, DN33 2BA

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

[Apply now on NHS Jobs for Head of Quality Compliance and Risk job \(opens in a new window\)](#) <sup>[16]</sup>

- **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 \(opens in a new window\)](#) <sup>[17]</sup>

- **Senior Performance Management Analyst & Service Improvement Manager**

Newport, NP18 3XQ

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

[Apply now on NHS Jobs for Senior Performance Management Analyst & Service Improvement Manager job \(opens in a new window\)](#) <sup>[18]</sup>

- **Contract and Assurance Manager**

Exeter, EX2 7JQ

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Contract and Assurance Manager job \(opens in a new window\)](#) <sup>[19]</sup>

- **Assistant Clinical Laboratory Quality Manager**

London, WC1N 3BG

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

University College London Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Assistant Clinical Laboratory Quality Manager job \(opens in a new window\)](#) <sup>[20]</sup>

- **Quality manager and Clinical scientist**

Salisbury, SP2 8BJ

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Salisbury NHS Foundation Trust

[Apply now on NHS Jobs for Quality manager and Clinical scientist job \(opens in a new window\)](#) <sup>[21]</sup>

- **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 \(opens in a new window\)](#) <sup>[22]</sup>

- **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 \(opens in a new window\)](#) <sup>[23]</sup>

- **Head of Risk Management**

Maidstone, ME16 9QQ

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

Maidstone and Tunbridge Wells NHS Trust

[Apply now on NHS Jobs for Head of Risk Management job \(opens in a new window\)](#) <sup>[24]</sup>

- **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 \(opens in a new window\)](#) <sup>[25]</sup>

- **Quality Manager**

Porton Down, SP4 0JG

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

UK Health Security Agency

[Apply now on NHS Jobs for Quality Manager job \(opens in a new window\)](#) <sup>[26]</sup>

- **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 \(opens in a new window\)](#) <sup>[27]</sup>

- **Performance and Business Manager**

Oxford, OX4 4XN

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Oxford Health NHS Trust

[Apply now on NHS Jobs for Performance and Business Manager job \(opens in a](#)



[new window](#)) [28]

- **Clinical Governance and Risk Midwife**

Cwmbran, NP448YN

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

[Apply now on NHS Jobs for Clinical Governance and Risk Midwife job \(opens in a new window\)](#) [29]

- **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 \(opens in a new window\)](#) [30]

- **Risk Midwife**

Upton, CH49 5PE

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Wirral University Teaching Hospitals NHS Trust

[Apply now on NHS Jobs for Risk Midwife job \(opens in a new window\)](#) [31]

- **Quality Manager/Deputy Laboratory Manager - Microbiology Speciality**

Stanley, AA1 1AA

Salary:

£42000.00 to £52000.00

Type:

Fixed-Term

Employer:

Falkland Islands Government  
[Apply now on NHS Jobs for Quality Manager/Deputy Laboratory Manager - Microbiology Speciality job \(opens in a new window\)](#) <sup>[32]</sup>

- **Hard FM Quality & Compliance Manager**

London, W2 1NY

Salary:

£54320.00 to £60981.00

Type:

Fixed-Term

Employer:

Imperial College Healthcare NHS Trust

[Apply now on NHS Jobs for Hard FM Quality & Compliance Manager job \(opens in a new window\)](#) <sup>[33]</sup>

- **Biomedical Scientist Microbiology Quality Manager**

Worcester, WR5 1DD

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Worcestershire Acute Hospitals NHS Trust

[Apply now on NHS Jobs for Biomedical Scientist Microbiology Quality Manager job \(opens in a new window\)](#) <sup>[34]</sup>

- **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 \(opens in a new window\)](#) <sup>[35]</sup>

- **PCR - Business Improvement, Performance, Strategy & Planning Manager**

Llantrisant, CF72 8XR

Salary:

£75405.00 to £86885.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for PCR - Business Improvement, Performance, Strategy & Planning Manager job \(opens in a new window\)](#) <sup>[36]</sup>

- **Clinical Genomics Quality Officer**

Sutton, SM2 5PT

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Genomics Quality Officer job \(opens in a new window\)](#) <sup>[37]</sup>

- **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 \(opens in a new window\)](#) <sup>[38]</sup>

- **Band 6 Research Assistant Quality Manager**

London, NW3 2QG

Salary:

£44806.00 to £53134.00

Type:

Fixed-Term

Employer:

Royal Free London NHS Foundation Trust

[Apply now on NHS Jobs for Band 6 Research Assistant Quality Manager job \(opens in a new window\)](#) <sup>[39]</sup>

- **High Risk Podiatrist**

Chelmsford, CM1 7HZ

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Provide CIC

[Apply now on NHS Jobs for High Risk Podiatrist job \(opens in a new window\)](#) <sup>[40]</sup>

- **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 \(opens in a new window\)](#) <sup>[41]</sup>

- **VDPS Medical Assessment Assurance Lead**

Newcastle-upon-Tyne, NE1 6SN

Salary:

£74290.00 to £85601.00

Type:

Fixed-Term

Employer:

NHS Business Services Authority

[Apply now on NHS Jobs for VDPS Medical Assessment Assurance Lead job \(opens in a new window\)](#) <sup>[42]</sup>

- **Performance Improvement Lead**

Bradford, BD9 6RJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Performance Improvement Lead job \(opens in a new window\)](#) <sup>[43]</sup>

- **Director of Performance**

London, W2 1NY

Salary:

£135000.00

Type:

Fixed-Term

Employer:

Imperial College Healthcare NHS Trust

[Apply now on NHS Jobs for Director of Performance job \(opens in a new window\)](#)

[44]

- **Directors of Performance & Operations - CSS & LCO/UDHM Clinical Groups**

Manchester, M13 9WL

Salary:

Negotiable

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

[Apply now on NHS Jobs for Directors of Performance & Operations - CSS & LCO/UDHM Clinical Groups job \(opens in a new window\)](#) [45]

- **\*\*INTERNAL MPFT APPLICANTS ONLY\*\* Clinical Quality Practitioner**

Meir, ST3 6AB

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Midlands Partnership NHS Foundation Trust

[Apply now on NHS Jobs for \\*\\*INTERNAL MPFT APPLICANTS ONLY\\*\\* Clinical Quality Practitioner job \(opens in a new window\)](#) [46]

- **Cancer Performance & Information Officer**

Port Talbot, SA12 7BX

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

[Apply now on NHS Jobs for Cancer Performance & Information Officer job \(opens](#)

[in a new window](#)) <sup>[47]</sup>

- **Children's Strategic Performance Lead**

Northallerton, DL7 8AE

Salary:

£49764.00 to £53817.00

Type:

Permanent

Employer:

North Yorkshire Council

[Apply now on NHS Jobs for Children's Strategic Performance Lead job \(opens in a new window\)](#) <sup>[48]</sup>

- **Quality Administrator**

Blackburn, BB1 1LX

Salary:

Negotiable

Type:

Permanent

Employer:

William Hopwood Surgery

[Apply now on NHS Jobs for Quality Administrator job \(opens in a new window\)](#) <sup>[49]</sup>

- **Quality Lead**

Bedfordshire, MK44 2FQ

Salary:

Negotiable

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

[Apply now on NHS Jobs for Quality Lead job \(opens in a new window\)](#) <sup>[50]</sup>

- **Head of Mental Health, Learning Disabilities Nursing, Clinical Quality**

Gloucester, GL3 4AW

Salary:

£62215.00 to £72293.00

Type:

Permanent

Employer:

Gloucestershire Health and Care NHS Foundation Trust

[Apply now on NHS Jobs for Head of Mental Health, Learning Disabilities Nursing, Clinical Quality job \(opens in a new window\)](#) <sup>[51]</sup>

- **Principal Clinical Scientist - Lead for Dosimetry and Quality Control**

Preston, PR2 9HT

Salary:

£62215.00 to £72293.00

Type:

Permanent

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Principal Clinical Scientist - Lead for Dosimetry and Quality Control job \(opens in a new window\)](#) <sup>[52]</sup>

- **Clinical Manager**

Bristol, BS1 2AG

Salary:

£45500.00

Type:

Permanent

Employer:

Brook

[Apply now on NHS Jobs for Clinical Manager job \(opens in a new window\)](#) <sup>[53]</sup>

- **Quality Improvement Fellow**

Exeter, EX2 5DW

Salary:

£42008.00 to £49909.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Quality Improvement Fellow job \(opens in a new window\)](#) <sup>[54]</sup>

- **Quality & Governance Administrator**

Blackburn, BB2 3NY

Salary:

£11758.00 to £14742.00

Type:

Permanent

Employer:

East Lancashire Hospice

[Apply now on NHS Jobs for Quality & Governance Administrator job \(opens in a new window\)](#) <sup>[55]</sup>

- **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 \(opens in a new window\)](#)  
<sup>[56]</sup>

- **Clinical Deputy Manager**

Kidderminster, DY10 3DJ

Salary:

£52700.00

Type:

Permanent

Employer:

Aria Care

[Apply now on NHS Jobs for Clinical Deputy Manager job \(opens in a new window\)](#)  
<sup>[57]</sup>

- **Clinical Deputy Manager**

Bristol, BS5 7PD

Salary:

£53560.00

Type:

Permanent

Employer:

Aria Care

[Apply now on NHS Jobs for Clinical Deputy Manager job \(opens in a new window\)](#)  
<sup>[58]</sup>

- **Clinical Care Manager**

Plymouth, PL3 6HG

Plymouth, PL4 9BL

Salary:



£19.00

Type:

Permanent

Employer:

Pathfields Medical Group

[Apply now on NHS Jobs for Clinical Care Manager job \(opens in a new window\)](#) <sup>[59]</sup>

- **Clinical Services Manager**

Waterlooville, PO8 8DL

Salary:

Negotiable

Type:

Permanent

Employer:

Oaks Healthcare

[Apply now on NHS Jobs for Clinical Services Manager job \(opens in a new window\)](#) <sup>[60]</sup>

- **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 \(opens in a new window\)](#) <sup>[61]</sup>

- **Clinical Site Manager**

Brighton, BN2 5BE

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

[Apply now on NHS Jobs for Clinical Site Manager job \(opens in a new window\)](#) <sup>[62]</sup>

- **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 \(opens in a new window\)](#)

[63]

- **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 \(opens in a new window\)](#)

[64]

- **Clinical Site Manager**

Bolton, BL4 0JR

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Bolton NHS Foundation Trust

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

- **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 \(opens in a new window\)](#)

[66]

- **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 \(opens in a new window\)](#) <sup>[67]</sup>

## • Further information

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

- [Association of Litigation and Risk Managers](#) <sup>[68]</sup>
- [The Institute of Healthcare Management](#) <sup>[69]</sup>

## Other roles that may interest you

- [Strategic management](#) <sup>[70]</sup>
- [Knowledge and library services](#) <sup>[71]</sup>
- [Experienced paramedic](#) <sup>[72]</sup>
- [Emergency care assistant](#) <sup>[73]</sup>

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### Links

[1] [https://www.healthcareers.nhs.uk/glossary#Clinical\\_commissioning\\_group](https://www.healthcareers.nhs.uk/glossary#Clinical_commissioning_group) [2]  
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