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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

HR, Compliance and Quality Assurance Manager

Leicester, LE5 0PR

Salary:

Negotiable

Type:

Permanent

Employer:

Humberstone Medical Centre

Apply now on NHS Jobs for HR, Compliance and Quality Assurance Manager job (opens in a new window) [8]

Deputy Quality Assurance Manager: Aseptic Services

London, SE1 9RT

Salary:

£72921.00 to £83362.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

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

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) [10]

Quality Assurance Support Officer

Newport, NP10 8BE

Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

NHS Wales Shared Services Partnership

Apply now on NHS Jobs for Quality Assurance Support Officer job (opens in a new window) [11]

Senior Technician, Pharmacy Aseptic Quality Assurance

Coventry, CV2 2DX

Salary:

£38682.00 to £46580.00

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]

Specialist Quality Assurance Technician - Aseptic Services

Carlisle, CA2 7AG

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

Apply now on NHS Jobs for Specialist Quality Assurance Technician - Aseptic

Services job (opens in a new window) [13]

Performance Manager

Rotherham, S60 5ND

Salary:

£19344.00 to £21216.00

Type:

Permanent

Employer:

Brinsworth and Whiston Medical Centre

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

Quality Assurance/Quality Control Assistant Technical Officer (QA/QC)

Colchester, CO4 5JL

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

East Suffolk and North Essex NHS Foundation Trust

<u>Apply now on NHS Jobs for Quality Assurance/Quality Control Assistant Technical</u>

Officer (QA/QC) job (opens in a new window) [15]

Assistant Cancer Performance Manager

London, W6 8RF

Salary:

£46419.00 to £55046.00

Type:

Permanent

Employer:

Imperial College Healthcare NHS Trust

Apply now on NHS Jobs for Assistant Cancer Performance Manager job (opens in a new window) [16]

Quality Support Manager - Clinical

Sutton, SM2 6ND

Salary:

£50000.00 to £60000.00

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Quality Support Manager - Clinical job (opens in a new window) [17]

Finance and Performance Manager, Private Patient and Overseas Services

Oxford, OX4 2PG

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Finance and Performance Manager, Private Patient and Overseas Services job (opens in a new window) [18]

Quality & Safety Manager

London, W2 1NY

Salary:

£56276.00 to £63176.00

Type:

Permanent

Employer:

Imperial College Healthcare NHS Trust

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

Pathology Quality Manager

Huddersfield, HD3 3EA

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

Calderdale and Huddersfield NHS Foundation Trust

Apply now on NHS Jobs for Pathology Quality Manager job (opens in a new window) [20]

o Band 8a Senior Performance Information Manager

Romford, RM7 0AG

Salary:

£61631.00 to £68623.00

Type:

Permanent

Employer:

Barking, Havering and Redbridge University Hospitals NHS Trust Apply now on NHS Jobs for Band 8a Senior Performance Information Manager job (opens in a new window) [21]

Managing Director, NHS Wales Performance & Improvement

Bridgend/Cardiff, CF35 5LJ

Salary:

£155992.00 to £167111.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Managing Director, NHS Wales Performance & Improvement job (opens in a new window) [22]

High Risk Foot Clinical lead

Oldham, OL1 1NL

Salary:

£55690.00 to £62682.00

Type:

Secondment

Employer:

Northern Care Alliance NHS Foundation Trust

Apply now on NHS Jobs for High Risk Foot Clinical lead job (opens in a new window) [23]

Quality & Patient Experience Manager

Newcastle, NE15 8NY

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

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

Senior Quality Manager (Transformation)

London, N19 5NF

Salary:

Negotiable

Type:

Permanent

Employer:

Health Services Laboratories

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

Blood Transfusion Quality Manager

Cardiff, CF14 4XW

Salary:

£48527.00 to £55532.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Blood Transfusion Quality Manager job (opens in a new window) [26]

Radiology Governance and Quality Manager

Basingstoke, RG24 9NQ

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Hampshire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Radiology Governance and Quality Manager job (opens in a new window) [27]

Senior Transformation & Quality Project Manager

Woolwich, SE18 3RG

Salary:

£61631.00 to £68623.00

Type:

Fixed-Term

Employer:

Oxleas NHS Foundation Trust

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

Paediatric Governance and Quality Manager

Walsall, WS2 9PS

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Walsall Healthcare NHS Trust

Apply now on NHS Jobs for Paediatric Governance and Quality Manager job (opens in a new window) [29]

Imaging Quality and Governance Manager

Bournemouth, BH7 7DW

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

University Hospitals Dorset NHS Foundation Trust

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

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) [31]

Performance Analyst

Newcastle upon Tyne, NE15 8NY

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Performance Analyst job (opens in a new window) [32]

Risk Support Officer

Dorchester, DT1 2JY

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Dorset County Hospital NHS Foundation Trust

Apply now on NHS Jobs for Risk Support Officer job (opens in a new window) [33]

Clinical Pathway and Quality Lead

Nottingham, NG1 5DU

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Clinical Pathway and Quality Lead job (opens in a new window) [34]

Advanced Biomedical Scientist Training and Quality Management

Salford, M6 8HD

Salary:

£47810.00 to £54710.00

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) [35]

Maternity Quality Improvement and Patient Safety Manager

London, SE1 7EH

Salary:

£56276.00 to £63176.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Maternity Quality Improvement and Patient Safety

Manager job (opens in a new window) [36]

Compliance and Assurance Analyst

Preston, PR2 8DY

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Compliance and Assurance Analyst job (opens in a new window) [37]

Risk & Compliance Officer (XN05)

Leeds, LS9 7TF

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Risk & Compliance Officer (XN05) job (opens in a new window) [38]

Head of Performance Delivery

Ashford, TN24 0GP

Salary:

£60000.00 to £60000.00

Type:

Permanent

Employer:

Integrated Care 24 Ltd

Apply now on NHS Jobs for Head of Performance Delivery job (opens in a new window) [39]

Head of Operational Performance

Chertsey, KT16 0PZ

Salary:

£66653.00 to £77094.00

Type:

Fixed-Term

Employer:

Ashford & St. Peter's Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Head of Operational Performance job (opens in a new window) [40]

Patient Pathway Performance Validator

Carshalton, SM5 1AA

Salary:

£35763.00 to £43466.00

Type:

Permanent

Employer:

Epsom and St Helier University Hospitals NHS Trust

Apply now on NHS Jobs for Patient Pathway Performance Validator job (opens in a new window) [41]

Benefit Risk Evaluation Assessor - Software

London, E14 4PU

Salary:

£58983.00

Type:

Permanent

Employer:

Medicines and Healthcare Products Regulatory Agency

Apply now on NHS Jobs for Benefit Risk Evaluation Assessor - Software job (opens in a new window) [42]

Director of Risk and Compliance

Fulwood, Preston, PR2 9WT

Salary:

Negotiable

Type:

Permanent

Employer:

 CHEC

Apply now on NHS Jobs for Director of Risk and Compliance job (opens in a new window) [43]

Radiopharmacy Head of Quality/Quality Controller

Cambridge, CB2 0QQ

Salary:

Negotiable

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

Apply now on NHS Jobs for Radiopharmacy Head of Quality/Quality Controller job (opens in a new window) [44]

Director of Commissioning and Performance

Cardiff, CF14 4HH

Salary:

£105385.00 to £121271.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Director of Commissioning and Performance job (opens in a new window) [45]

Duty Risk and Mental Health Practitioner

Remote with occasional travel, EC4Y 8EN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Vita Health Group

Apply now on NHS Jobs for Duty Risk and Mental Health Practitioner job (opens in a new window) [46]

Specialist High Risk and Forensic Practitioner

Worcester, WR1 2AE Hereford, HR1 2PL

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust

<u>Apply now on NHS Jobs for Specialist High Risk and Forensic Practitioner job</u>

(opens in a new window) [47]

Head of Quality

Ashford, Norwich or Ipswich, TN24 0GP

Salary:

£55000.00 to £60000.00

Type:

Permanent

Employer:

Integrated Care 24 Ltd

Apply now on NHS Jobs for Head of Quality job (opens in a new window) [48]

Quality Investigations Officer

EXETER, EX2 7HY Bristol, BS32 4QJ

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

South Western Ambulance Service NHS Foundation Trust

<u>Apply now on NHS Jobs for Quality Investigations Officer job (opens in a new window)</u> [49]

Data Quality Coordinator

Frimley, GU16 7ER

Salary:

£28860.00 to £31671.00

Type:

Permanent

Employer:

Frimley Health NHS Foundation Trust

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

[50]

Head of Safeguarding Children/Child at Risk

To be confirmed, LL13 7TD

Salary:

£78120.00 to £90013.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Head of Safeguarding Children/Child at Risk job (opens in a new window) [51]

Highly Specialised Podiatrist MSK/High Risk Foot

Derby, DE238AL

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Derbyshire Community Health Services NHSFT

Apply now on NHS Jobs for Highly Specialised Podiatrist MSK/High Risk Foot job (opens in a new window) [52]

Clinical Team Manager

Torquay, TQ2 7BA

Salary:

£47810.00 to £54710.00

Type:

Secondment

Employer:

Torbay and South Devon NHS Foundation Trust

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

[53]

Clinical Night Manager

Darlington, DL3 6AH

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)

[54

Unit Manager - Clinical

Clevedon, BS21 6DY

Salary:

£23.75 to £24.50

Type:

Permanent

Employer:
Avery Healthcare Group Ltd.
Apply now on NHS Jobs for Unit Manager - Clinical job (opens in a new window)

Clinical Night Manager

Liverpool, L8 5XW

Salary:

£21.89

Type:

Permanent

Employer:

HC-One

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

Clinical Nurse Manager

Grimsby, DN37 0AA

Salary:

£47150.00

Type:

Permanent

Employer:

Elysium Healthcare

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

[57]

Clinical Unit Manager

Glasgow, G13 4DT

Salary:

£22.83 to £23.83

Type:

Permanent

Employer:

HC-One

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

Clinical Unit Manager

Darlington, DL3 6AH

Salary:

£20.89 to £21.89

Type:

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Permanent
Employer:
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HC-One

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

Unit Manager - Clinical

Kenton, HA3 9UY

Salary:

£23.50

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

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) [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 Pathway Manager

Oxford, OX4 2PG

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Buckinghamshire, Oxfordshire and Berkshire West ICB

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

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)

General Manager - Clinical

Corby, NN17 1AD

Salary:

£65000.00

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

Clinical Service Manager

Portsmouth, PO3 6AD

Salary:

Negotiable

Type:

Permanent

Employer:

Steeper Group

Apply now on NHS Jobs for Clinical Service Manager job (opens in a new window)
[66]

Deputy Clinic Manager

Eastbourne, BN26 6JF

Salary:

£43431.00 to £44524.00

Type:

Permanent

Employer:

Diaverum

Apply now on NHS Jobs for Deputy Clinic 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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