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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

Quality Assurance Pharmacist

Manchester, M20 4BX

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

The Christie NHS FT

Apply now on NHS Jobs for Quality Assurance Pharmacist 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]

Senior Quality Assurance Technician

Stoke Mandeville, HP218AL

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Buckinghamshire Healthcare NHS Trust

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

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) [11]

o 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]

Quality Governance & Risk Management Lead – Child Health & CAMHS

Calow, Chesterfield, S44 5BL

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Chesterfield Royal Hospital NHS Foundation Trust

Apply now on NHS Jobs for Quality Governance & Risk Management Lead – Child Health & CAMHS job (opens in a new window) [14]

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) [15]

NHS Pensions Performance Manager

Blackpool, FY7 8LG

Salary:

£64455.00 to £74896.00

Type:

Fixed-Term

Employer:

NHS Business Services Authority

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

Clinical Risk Specialist Midwife

London, N19 5NF

Salary:

£51883.00 to £58544.00

Type:

Secondment

Employer:

Whittington Hospital NHS Trust

Apply now on NHS Jobs for Clinical Risk Specialist Midwife job (opens in a new window) [17]

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) [18]

Quality & Governance Manager

Manchester, M13 9WL

Salary:

£54416.00 to £64485.00

Type:

Secondment

Employer:

UK Health Security Agency

Apply now on NHS Jobs for Quality & Governance Manager job (opens in a new window) [19]

Assurance Manager and social value Lead

Bedford, MK40 1HG

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Northamptonshire Healthcare Foundation Trust

Apply now on NHS Jobs for Assurance Manager and social value Lead job (opens in a new window) [20]

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) [21]

Pathology Quality Manager (Biochemistry)

Colchester and Ipswich, CO4 5JL

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

East Suffolk and North Essex NHS Foundation Trust

Apply now on NHS Jobs for Pathology Quality Manager (Biochemistry) job (opens in a new window) [22]

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) [23]

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) [24]

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) [25]

Head of Quality Management & Validation (SQCL)

Stockton on Tees, TS19 8PE

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

North Tees & Hartlepool NHS Foundation Trust

Apply now on NHS Jobs for Head of Quality Management & Validation (SQCL) job (opens in a new window) [26]

Risk Support Officer

Dorchester, DT1 2JY

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Dorset County Hospital NHS Foundation Trust

Apply now on NHS Jobs for Risk Support Officer job (opens in a new window) [27]

Risk Support Officer

Dorchester, DT1 2JY

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Dorset County Hospital NHS Foundation Trust

Apply now on NHS Jobs for Risk Support Officer job (opens in a new window) [27]

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</u>
window) [28]

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) [29]

Clinical Quality and Safety Lead Nurse (Neonatal)

Salisbury, SP2 8BJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Salisbury NHS Foundation Trust

Apply now on NHS Jobs for Clinical Quality and Safety Lead Nurse (Neonatal) job (opens in a new window) [30]

Revenue Assurance Administrator (Maternity Cover)

Borehamwood, WD6 1JN

Salary:

£30000.00

Type:

Permanent

Employer:

Elysium Healthcare

Apply now on NHS Jobs for Revenue Assurance Administrator (Maternity Cover) job (opens in a new window) [31]

Analytical Assurance & Data Ethics Lead

Newcastle Upon Tyne, NE15 8NY

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Analytical Assurance & Data Ethics Lead job (opens in a new window) [32]

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) [33]

Health Safety and Risk Lead

317 02 Royal Victoria Infirmary, NE1 4LP

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust Apply now on NHS Jobs for Health Safety and Risk Lead job (opens in a new window) [34]

Clinical Quality Lead (Home Based with National Travel)

Gateshead, NE8 1NS

Salary:

£53755.00 to £56454.00

Type:

Permanent

Employer:

Shaftesbury

Apply now on NHS Jobs for Clinical Quality Lead (Home Based with National Travel) job (opens in a new window) [35]

Quality Auditor

Pan-Wales (Cwmbran, Swansea or Bangor), NP44 7HF

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

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

Quality Auditor

Pan-Wales (Cwmbran, Swansea or Bangor), NP44 7HF

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

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

Senior Patient Safety and Assurance Officer

Carmarthen, SA31 2AF

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Senior Patient Safety and Assurance Officer job (opens in a new window) [37]

Head of Risk Health and Safety

Southall, UB2 4SD

Salary:

£70396.00 to £80837.00

Type:

Permanent

Employer:

West London NHS Trust

Apply now on NHS Jobs for Head of Risk Health and Safety job (opens in a new window) [38]

Data Quality Assistant

Carlisle, CA3 0HA

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

North Cumbria Integrated Care NHS Foundation Trust

Apply now on NHS Jobs for Data Quality Assistant job (opens in a new window) [39]

○ Quality Officer - ATMPs

Birmingham, B15 2SG

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

NHS Blood and Transplant

Apply now on NHS Jobs for Quality Officer - ATMPs job (opens in a new window)

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)
[41]

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) [42]

Quality Lead Radiographer

London, SW10 9NH

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Chelsea and Westminster Hospital NHS Foundation Trust

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

Data Quality Assistant

Carlisle, CA3 0HA

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

North Cumbria Integrated Care NHS Foundation Trust
Apply now on NHS Jobs for Data Quality Assistant job (opens in a new window) [44]

Data Quality Care Coordinator

Burton-on-trent, DE13 0TE

Salary:

Negotiable

Type:

Permanent

Employer:

Carlton Group Practice

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

Lead Quality Governance Specialist

Chatham, Kent, ME5 9PG

Salary:

Negotiable

Type:

Permanent

Employer:

Spire Healthcare Ltd

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

Head of Quality Improvement

Prestwich, M25 3BL

Salary:

£62215.00 to £72293.00

Type:

Permanent

Employer:

Greater Manchester Mental Health NHSFT

Apply now on NHS Jobs for Head of Quality Improvement job (opens in a new window) [47]

Head of Quality Improvement

Kettering, NN16 8UZ

Salary:

£76965.00 to £88682.00

Type:

Permanent

Employer:

Kettering General Hospital NHS Foundation Trust

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

Director of Nursing & Quality

Middlesbrough, TS5 5NW

Salary:

Negotiable

Type:

Permanent

Employer:

Teesside Hospice

Apply now on NHS Jobs for Director of Nursing & Quality job (opens in a new window) [49]

o Director of Quality Governance

Salford, M6 8HD

Salary:

£109179.00 to £125637.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

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

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)

Clinical Pharmacist Manager

Retford, DN22 6FB

Salary:

Negotiable

Type:

Permanent

Employer:

Riverside Health Partnership

Apply now on NHS Jobs for Clinical Pharmacist Manager job (opens in a new window) [52]

Clinical Endoscopy 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 Clinical Endoscopy Manager job (opens in a new window) [53]

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)

[54]

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) [55]

Clinical Services Manager

Huddersfield, HD2 1GQ

Salary:

£61269.00

Type:

Permanent

Employer:

Local Care Direct

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

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)

[57]

Clinical Site Manager

Plymouth, PL6 8DH

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

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

Clinical Services Manager

Camberley, GU16 7ER

Salary:

£47758.00 to £54651.00

Type:

Permanent

Employer:

Surrey Heath Community Providers Ltd

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

Clinical Site Manager

Newcastle, ST6 4QG

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

Apply now on NHS Jobs for Clinical Site Manager job (opens in a new window) [60]

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) [61]

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)
[62]

General Manager - Clinical

Corby, NN17 1AD

Salary:

£60000.00

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

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) [64]

Clinical Unit Manager

Darlington, DL3 6AH

Salary:

£22.83 to £23.83

Type:

Permanent

Employer:

HC-One

Further information

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

- Association of Litigation and Risk Managers [66]
- o The Institute of Healthcare Management [67]

Other roles that may interest you

- Strategic management [68]
- Knowledge and library services [69]
- Experienced paramedic [70]
- Emergency care assistant [71]

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