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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]

Advanced Therapy Quality Assurance Assistant

London, SE1 9RT

Salary:

£42471.00 to £50364.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Advanced Therapy Quality Assurance Assistant job (opens in a new window) [11]

Quality Assurance Pharmacist in Primary Care

Leeds, LS21 1PY

Salary:

£40000.00 to £50000.00

Type:

Permanent

Employer:

OneMedicalGroup

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

NHS 111 Non-Clinical Performance Manager

Oldbury, B69 2AQ

Salary:

£29970.00

Type:

Fixed-Term

Employer:

DHU Healthcare

Apply now on NHS Jobs for NHS 111 Non-Clinical Performance Manager job (opens in a new window) [13]

Senior Quality Assurance/Training Officer - Aseptic Services

Wednesfield, WV10 0QP

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

The Royal Wolverhampton NHS Trust

Apply now on NHS Jobs for Senior Quality Assurance/Training Officer - Aseptic Services job (opens in a new window) [14]

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) [15]

Cancer Performance Manager

Redhill, RH1 5RH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Surrey and Sussex Healthcare NHS Trust

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

Quality, Risk and Safety Midwife

Nottingham, NG51PB

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Quality, Risk and Safety Midwife job (opens in a new window) [17]

Maternity Clinical Governance and Risk Manager

Oxford, OX3 9DU

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Maternity Clinical Governance and Risk Manager job (opens in a new window) [18]

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) [19]

Finance and Performance Manager, Private Patient and Overseas Services

Oxford, OX4 2PG

Salary:

£47810.00 to £54710.00

and Overseas Services job (opens in a new window) [20]

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust
Apply now on NHS Jobs for Finance and Performance Manager, Private Patient

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)

[21]

Central Surgery - Performance and Data Manager

Surbiton, KT6 6EZ

Salary:

Negotiable

Type:

Permanent

Employer:

Kingston GP Chambers

Apply now on NHS Jobs for Central Surgery - Performance and Data Manager job (opens in a new window) [22]

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) [23]

Head of Patient Safety & Risk Management

Coventry, CV2 2DX

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

Apply now on NHS Jobs for Head of Patient Safety & Risk Management job (opens in a new window) [24]

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) [25]

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) [26]

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) [27]

PMO Assurance Lead

Crawley, RH10 8BG

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

SECamb

Pan Path Quality Manager (INTERNAL)

Hereford, HR1 2ER

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Wye Valley NHS Trust

Apply now on NHS Jobs for Pan Path Quality Manager (INTERNAL) job (opens in a new window) [29]

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) [30]

Neonatal Clinical Governance and Risk Lead Nurse

Cardiff, CF14 4XW

Salary:

£56514.00 to £63623.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Neonatal Clinical Governance and Risk Lead Nurse job (opens in a new window) [31]

Pathology Quality Manager/Training Co-ordinator

Chester, CH2 1UL

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Countess of Chester Hospital NHS Foundation Trust

<u>Apply now on NHS Jobs for Pathology Quality Manager/Training Co-ordinator job</u>

(opens in a new window) [32]

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) [33]

Assistant Quality Manager - Advanced Therapies Medicinal Products

London, SE1 9RT

Salary:

£56276.00 to £63176.00

Type:

Fixed-Term

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Assistant Quality Manager - Advanced Therapies Medicinal Products job (opens in a new window) [34]

Cancer Performance MDT Coordinator

London, N18 1QX

Salary:

£32199.00 to £34876.00

Type:

Secondment

Employer:

Royal Free London NHS Foundation Trust

Apply now on NHS Jobs for Cancer Performance MDT Coordinator job (opens in a new window) [35]

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) [36]

Radiopharmacy Head of Quality/Quality Controller

Cambridge, CB2 0QQ

Salary:

Negotiable

Type:

Permanent

Employer:

Cambridge University Hospital NHS Foundation Trust

<u>Apply now on NHS Jobs for Radiopharmacy Head of Quality/Quality Controller job</u>

<u>(opens in a new window)</u>
[37]

Sr Community Grants Support & Performance Officer

Barnsley, S75 3FG Manchester, M13 9LL Bristol, BS34 7QH Liverpool, L24 8RB Newcastle, NE2 4NQ Birmingham, B15 2SG Colindale, NW9 5BG Tooting, SW17 0RB Southampton, SO16 5AF

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

NHS Blood and Transplant

Apply now on NHS Jobs for Sr Community Grants Support & Performance Officer job (opens in a new window) [38]

Lead Performance & Business Analyst: Learning Academy

London, WC1N 3JH

Salary:

£54320.00 to £60981.00

Type:

Fixed-Term

Employer:

Great Ormond Street Hospital for Children NHS Foundation Trust Apply now on NHS Jobs for Lead Performance & Business Analyst: Learning Academy job (opens in a new window) [39]

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) [40]

Maternity Divisional Governance and Risk Midwife

Liverpool, L8 7SS

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Liverpool Women's NHS Foundation Trust

Apply now on NHS Jobs for Maternity Divisional Governance and Risk Midwife job (opens in a new window) [41]

Fraud Risk and Business Support Officer

London, E144PU

Salary:

£27275.00 to £36176.00

Type:

Permanent

Employer:

UK Health Security Agency

Apply now on NHS Jobs for Fraud Risk and Business Support Officer job (opens in a new window) [42]

Data Quality Coordinator

Southampton, SO14 2AA

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

University Hospital Southampton NHS Trust

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

[43]

Quality Improvement Lead

Remote, SE1 8UL

Salary:

Negotiable

Type:

Permanent

Employer:

Active Care Group

Apply now on NHS Jobs for Quality Improvement Lead job (opens in a new window) [44]

Quality Governance Administrator

Luton, LU4 0DZ

Salary:

£24973.00 to £26598.00

Type:

Fixed-Term

Employer:

Bedfordshire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Quality Governance Administrator job (opens in a new window) [45]

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) [46]

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) [47]

Band 6 Contracts and Performance Lead - Beversbrook, Calne

Calne, SN11 9PR

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

Apply now on NHS Jobs for Band 6 Contracts and Performance Lead -

Beversbrook, Calne job (opens in a new window) [48]

Clinical Nurse Manager

Coventry, CV2 2DX

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

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

[49]

Clinical Team Manager

Bolton, BL4 0JR

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Greater Manchester Mental Health NHSFT

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

[50]

Clinical Team Manager

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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)
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Clinical Night Manager

Liverpool, L8 5XW

Salary:

[51]

£21.89

Type:

Permanent

Employer:

HC-One

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

1521

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)
[53]

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) [54]

Clinical Unit Manager

Darlington, DL3 6AH

Salary:

£20.89 to £21.89

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Unit Manager job (opens in a new window) [55]

Clinical Site Manager

Harrogate, HG2 7SX

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

Harrogate and District NHS Foundation Trust

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

Clinical Services Manager

London, SE1 7NJ

Salary:

£72921.00 to £83362.00

Type:

Secondment

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [57]

Clinical Services Manager

London, SE1 7NJ

Salary:

£72921.00 to £83362.00

Type:

Secondment

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [57]

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)

[58]

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) [59]

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)

[60]

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)

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)

[62]

Clinical Team Manager

Leeds, LS12 3QE

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Leeds and York Partnership NHS Foundation Trust

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

[63]

Clinical Nurse Manager

Coventry, CV2 2DX

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

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

[64

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)

Clinical Systems Manager

Kettering, NN15 6EY

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

<u>Apply now on NHS Jobs for Clinical Systems Manager job (opens in a new window) [66]</u>

Further information

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

- Association of Litigation and Risk Managers [67]
- 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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