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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

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) [8]

Principal Pharmacy Technician – Clinical Governance/Quality Assurance

York, YO31 8HE

Salary:

£35392.00 to £42618.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Principal Pharmacy Technician – Clinical Governance/Quality Assurance job (opens in a new window) [9]

Quality Assurance and Improvement Partner

Kettering, NN15 7PW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

Apply now on NHS Jobs for Quality Assurance and Improvement Partner job

(opens in a new window) [10]

Food and Hygiene Quality Assurance Lead

Barberry, B15 2FG

Salary:

£38445.53 to £46309.93

Type:

Permanent

Employer:

Summerhill Services Limited

Apply now on NHS Jobs for Food and Hygiene Quality Assurance Lead job (opens in a new window) [11]

Band 6 Quality Assurance Clinician - Hybrid Working

Birmingham, B13 8QY

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Birmingham and Solihull Mental Health NHS Foundation Trust

Apply now on NHS Jobs for Band 6 Quality Assurance Clinician - Hybrid Working

job (opens in a new window) [12]

Performance Manager

317 01 Freeman Hospital, NE7 7DN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

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

Senior Quality Assurance/Quality Control(QA/QC) Officer (Microbiology)

Colchester, CO4 5JL

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

East Suffolk and North Essex NHS Foundation Trust

Apply now on NHS Jobs for Senior Quality Assurance/Quality Control(QA/QC)

Officer (Microbiology) job (opens in a new window) [14]

Performance Management Assistant

Cottingham, HU16 5JQ

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Hull University Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Performance Management Assistant job (opens in a new window) [15]

Risk Manager

To be determined, CF23 8HF

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

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

Risk Management Midwife

London, WC1E 6DB

Salary:

£61927.00 to £68676.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust Apply now on NHS Jobs for Risk Management Midwife job (opens in a new window) [17]

Risk Management Midwife

London, WC1E 6DB

Salary:

£61927.00 to £68676.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust Apply now on NHS Jobs for Risk Management Midwife job (opens in a new window) [17]

Procurement Strategy, Systems and Performance Manager

Aylesbury, HP20 1UA

Salary:

£55683.00 to £58540.00

Type:

Permanent

Employer:

Buckinghamshire Council

Apply now on NHS Jobs for Procurement Strategy, Systems and Performance Manager job (opens in a new window) [18]

Data Assurance Manager

Sutton, SM2 5PT

Salary:

£59490.00 to £66239.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

Apply now on NHS Jobs for Data Assurance 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]

Finance and Performance Manager, Private Patient and Overseas Services

Oxford, OX4 2PG

Salary:

Negotiable

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) [21]

Quality Support Manager

Bristol, BS2 8BJ

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)

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

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

Quality & Patient Engagement Manager

Derby, DE23 8RJ

Salary:

Negotiable

Type:

Permanent

Employer:

Lister House Surgery

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

Risk Practitioner

Worthing, BN11 1HS

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Sussex Partnership NHS Foundation Trust

Apply now on NHS Jobs for Risk Practitioner job (opens in a new window) [25]

Neonatal Clinical Governance and Risk Lead Nurse

Cardiff, CF4 4XW

Salary:

£54550.00 to £61412.00

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) [26]

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) [27]</u>

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) [28]

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) [29]

IMPACT Quality / Associate Case Manager

Mapperley, NG3 3AA

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for IMPACT Quality / Associate Case Manager job (opens in a new window) [30]

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) [31]

INTERNAL MPFT APPLICATIONS ONLY Performance and Data Manager

Aylesbury, HP20 1TZ

Salary:

£37338.00 to £44962.00

Type:

Secondment

Employer:

Inclusion

Apply now on NHS Jobs for *INTERNAL MPFT APPLICATIONS ONLY*

Performance and Data Manager job (opens in a new window) [32]

Assurance Analyst

Newcastle upon Tyne, NE1 6SN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Assurance Analyst job (opens in a new window) [33]

Performance Officer

Mansfield, NG18 4RG

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Performance Officer job (opens in a new window) [34]

Risk and Audit Nurse

London, W2 1NY

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Imperial College Healthcare NHS Trust

Apply now on NHS Jobs for Risk and Audit Nurse job (opens in a new window) [35]

Risk and Issue Specialist

NEWCASTLE UPON TYNE, NE158NY

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

NHS Business Services Authority

Apply now on NHS Jobs for Risk and Issue Specialist job (opens in a new window)

Microbiology Quality Section Manager (Senior Biomedical Scientist)

Coventry, CV2 2DX

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

Apply now on NHS Jobs for Microbiology Quality Section Manager (Senior

Biomedical Scientist) job (opens in a new window) [37]

Projects and Service Change Manager (Quality Improvement)

Exeter, EX2 5DW Barnstaple, EX31 1SW

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Projects and Service Change Manager (Quality Improvement) job (opens in a new window) [38]

o 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) [39]

Governance & Assurance Assistant

Coventry, CV1 2WT

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

NHS Counter Fraud Authority

Apply now on NHS Jobs for Governance & Assurance Assistant job (opens in a new window) [40]

Health Visitor and Clinical Quality Fellow

Teddington, TW11 0JR

Salary:

£42939.00 to £50697.00

Type:

Permanent

Employer:

Central London Community Health Trust

Apply now on NHS Jobs for Health Visitor and Clinical Quality Fellow job (opens in a new window) [41]

Compliance and Assurance Officer

London, W21NY

Salary:

£44806.00 to £53134.00

Type:

Fixed-Term

Employer:

Imperial College Healthcare NHS Trust

Apply now on NHS Jobs for Compliance and Assurance Officer job (opens in a new window) [42]

Head of Cancer Performance

Derby, DE22 3NE

Salary:

£74290.00 to £85601.00

Type:

Permanent

Employer:

University Hospitals of Derby and Burton NHS Foundation Trust Apply now on NHS Jobs for Head of Cancer Performance job (opens in a new window) [43]

Senior Performance & Data Analyst

Ilkeston, DE7 5PR

Salary:

£40000.00 to £57000.00

Type:

Permanent

Employer:

Erewash Health Partnership

Apply now on NHS Jobs for Senior Performance & Data Analyst job (opens in a new window) [44]

Contracting and Performance Analyst

Newcastle upon Tyne, NE15 8NY

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

Apply now on NHS Jobs for Contracting and Performance Analyst job (opens in a new window) [45]

Cyber Security Risk and Compliance Specialist

Abergele, Wrexham, Bangor, LL13 7TD

Salary:

£54550.00 to £61412.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Cyber Security Risk and Compliance Specialist job (opens in a new window) [46]

Quality Matron

Salford, M6 8HG

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Greater Manchester Mental Health NHSFT

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

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) [48]

Director of Operational Performance & Delivery

Cambridge, CB21 5EF

Salary:

£105385.00 to £121271.00

Type:

Permanent

Employer:

Cambridgeshire and Peterborough NHS Foundation Trust

Apply now on NHS Jobs for Director of Operational Performance & Delivery job

(opens in a new window) [49]

Quality Improvement Fellow

Exeter, EX2 5DW

Salary:

£42008.00 to £49909.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

<u>Apply now on NHS Jobs for Quality Improvement Fellow job (opens in a new window)</u>

[50]

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) [51]

Data Quality Administrator

Beccles, NR34 9NX

Salary:

£12.72

Type:

Fixed-Term

Employer:

Beccles Medical Centre

Apply now on NHS Jobs for Data Quality Administrator job (opens in a new window) [52]

Head of Quality

Carlisle, CA1 2HH

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Imperial College London

Apply now on NHS Jobs for Head of Quality job (opens in a new window) [53]

Data Quality Administrator

Salisbury, SP1 3UH

Salisbury, SP1 1DX

Salary:

Negotiable

Type:

Permanent

Employer:

Three Chequers Medical Practice

Apply now on NHS Jobs for Data Quality Administrator job (opens in a new window) [54]

Consultant in Obstetrics & Gynaecology - High Risk Obstetric Interest

Chester, CH2 1UL

Salary:

£105504.00 to £139882.00

Type:

Permanent

Employer:

Countess of Chester Hospital NHS Foundation Trust

Apply now on NHS Jobs for Consultant in Obstetrics & Gynaecology - High Risk

Obstetric Interest job (opens in a new window) [55]

Risk and Governance Midwife - 9 Months Maternity Cover

London, SW17 0QT

Salary:

£54320.00 to £60981.00

Type:

Fixed-Term

Employer:

St George's University Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Risk and Governance Midwife - 9 Months Maternity</u>

<u>Cover job (opens in a new window)</u> [56]

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) [50]

Data Quality Administrator

Beccles, NR34 9NX

Salary:

£12.72

Type:

Fixed-Term

Employer:

Beccles Medical Centre

Apply now on NHS Jobs for Data Quality Administrator job (opens in a new window) [52]

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) [51]

Head of Quality

Carlisle, CA1 2HH

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Imperial College London

Apply now on NHS Jobs for Head of Quality job (opens in a new window) [53]

Data Quality Administrator

Salisbury, SP1 3UH Salisbury, SP1 1DX

Salary:

Negotiable

Type:

Permanent

Employer:

Three Chequers Medical Practice

Apply now on NHS Jobs for Data Quality Administrator job (opens in a new window) [54]

Clinical Account Manager

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Liverpool, L13 1FB
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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)

[57]

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)

[58

Clinical Systems Manager

Batley, WF17 5ED

Salary:

Negotiable

Type:

Permanent

Employer:

Locala Health and Wellbeing

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

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)

[60]

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) [61]

Further information

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

- Association of Litigation and Risk Managers [62]
- o The Institute of Healthcare Management [63]

Other roles that may interest you

- Strategic management [64]
- Knowledge and library services [65]
- Experienced paramedic [66]
- Emergency care assistant [67]

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