

# 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](#) [7].

Some of the current vacancies are below.

## Find a vacancy

Enter your location or postcode

Show results within

Search

### ◦ Data Quality & Assurance Manager

Northampton, NN1 5BD

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Northampton General Hospital

[Apply now on NHS Jobs for Data Quality & Assurance Manager job \(opens in a new window\)](#) [8]

### ◦ Quality Assurance Manager – Technical Services

Nottingham, NG7 2UH

Salary:

£53755.00 to £60504.00

Type:

Secondment

Employer:

Nottingham University Hospitals NHS Trusts

[Apply now on NHS Jobs for Quality Assurance Manager – Technical Services job \(opens in a new window\)](#) <sup>[9]</sup>

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

- **Quality Assurance / Quality Control Analyst**

Newport, NP10 8BE

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

NHS Wales Shared Services Partnership

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

- **Quality Assurance Research monitor**

Stoke on Trent, ST4 6QG

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

[Apply now on NHS Jobs for Quality Assurance Research monitor job \(opens in a new window\)](#) <sup>[12]</sup>

- **Senior Pharmacy Technician Clinical Governance and Quality Assurance**

Scarborough, YO12 6QL

Salary:

£26530.00 to £36483.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Senior Pharmacy Technician Clinical Governance and Quality Assurance job \(opens in a new window\)](#) <sup>[13]</sup>

- **Senior Pharmacy Assistant - Quality Assurance**

Bradford, BD9 6RJ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Senior Pharmacy Assistant - Quality Assurance job \(opens in a new window\)](#) <sup>[14]</sup>

- **Quality Assurance Scientist - Aseptic Services**

Carlisle, CA2 7AG

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

[Apply now on NHS Jobs for Quality Assurance Scientist - Aseptic Services job \(opens in a new window\)](#) <sup>[15]</sup>

- **Supplier Performance Manager**

Home Based, NE15 8NY

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

NHS Business Services Authority

[Apply now on NHS Jobs for Supplier Performance Manager job \(opens in a new window\)](#) <sup>[16]</sup>

- **Security & Risk Manager**

Blackburn, BB2 3HH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

East Lancashire Hospitals NHS Trust

[Apply now on NHS Jobs for Security & Risk Manager job \(opens in a new window\)](#)

[17]

- **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 \(opens in a new window\)](#) [18]

- **Information Governance Assurance Manager**

Norwich, NR1 1QQ

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Norfolk and Norwich University Hospital

[Apply now on NHS Jobs for Information Governance Assurance Manager job \(opens in a new window\)](#) [19]

- **Quality Improvement Manager**

Leeds, LS9 7TF

Salary:

£53755.00 to £60504.00

Type:

Fixed-Term

Employer:

Leeds Teaching Hospitals

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

- **Haematology Quality 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 Haematology Quality Manager job \(opens in a new window\)](#) <sup>[21]</sup>

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

- **Quality and Training Manager**

London, SE18 4QH

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Lewisham and Greenwich NHS Trust

[Apply now on NHS Jobs for Quality and Training Manager job \(opens in a new window\)](#) <sup>[23]</sup>

- **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>[24]</sup>

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

- **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 \(opens in a new window\)](#) <sup>[26]</sup>

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

- **Quality & Clinical Governance Lead**

Leeds, LS62AE

Salary:

£44465.00 to £50096.00

Type:

Permanent

Employer:

Sue Ryder



[Apply now on NHS Jobs for Quality & Clinical Governance Lead job \(opens in a new window\)](#) <sup>[28]</sup>

- **Fire Risk Assessor**

Ilford, IG3 8XJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

NELFT North East London Foundation Trust

[Apply now on NHS Jobs for Fire Risk Assessor job \(opens in a new window\)](#) <sup>[29]</sup>

- **Clinical Governance & Quality Injuries Lead**

Leeds, LS7 2BQ

Salary:

£50719.50

Type:

Permanent

Employer:

Local Care Direct

[Apply now on NHS Jobs for Clinical Governance & Quality Injuries Lead job \(opens in a new window\)](#) <sup>[30]</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>[31]</sup>

- **Assurance & IG Administrator**

Manchester, M13 9WL

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

[Apply now on NHS Jobs for Assurance & IG Administrator job \(opens in a new window\)](#) <sup>[32]</sup>

- **Information Assurance Analyst**

Huyton, Merseyside, Liverpool, L36 3SD

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

[Apply now on NHS Jobs for Information Assurance Analyst job \(opens in a new window\)](#) <sup>[33]</sup>

- **Corporate Assurance Officer**

Doncaster, DN4 8QH

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Rotherham Doncaster and South Humber NHSFT

[Apply now on NHS Jobs for Corporate Assurance Officer job \(opens in a new window\)](#) <sup>[34]</sup>

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

- **Health Visitor and Clinical Quality Fellow**

London, SW6 4UL

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

Central London Community Health Trust

[Apply now on NHS Jobs for Health Visitor and Clinical Quality Fellow job \(opens in a new window\)](#) <sup>[36]</sup>

- **Head of Clinical Governance, Assurance & Compliance for Women's Health**

London, SW17 0QT

Salary:

£70387.00 to £80465.00

Type:

Permanent

Employer:

St George's University Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Head of Clinical Governance, Assurance & Compliance for Women's Health job \(opens in a new window\)](#) <sup>[37]</sup>

- **Maternity Clinical Effectiveness and Quality Improvement Facilitator**

Gloucester, GL1 3NN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Maternity Clinical Effectiveness and Quality Improvement Facilitator job \(opens in a new window\)](#) <sup>[38]</sup>

- **Duty Risk and Mental Health Practitioner**

Remote with occasional travel, EC4Y 8EN

Salary:

£37338.00 to £37338.00

Type:

Permanent

Employer:

Vita Health Group

[Apply now on NHS Jobs for Duty Risk and Mental Health Practitioner job \(opens in a new window\)](#) <sup>[39]</sup>

- **Senior Audit and Assurance Specialist**

Bristol, BS1 3NU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)

[Apply now on NHS Jobs for Senior Audit and Assurance Specialist job \(opens in a new window\)](#) <sup>[40]</sup>

- **Quality Matron**

Walsall, WS2 9PS

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

Walsall Healthcare NHS Trust

[Apply now on NHS Jobs for Quality Matron job \(opens in a new window\)](#) <sup>[41]</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>[42]</sup>

- **Risk, Health and Safety Advisor, Band 7**

Gloucester, GL1 3NN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Risk, Health and Safety Advisor, Band 7 job \(opens in a new window\)](#) <sup>[43]</sup>

- **Risk, Health and Safety Advisor, Band 7**

Gloucester, GL1 3NN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Gloucestershire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Risk, Health and Safety Advisor, Band 7 job \(opens in a new window\)](#) <sup>[44]</sup>

- **Clinic Manager**

Middlesbrough, TS3 6LB

Salary:

£50000.00 to £54000.00

Type:

Permanent

Employer:

Diaverum

[Apply now on NHS Jobs for Clinic Manager job \(opens in a new window\)](#) <sup>[45]</sup>

- **Clinic Manager**

Clacton-on-Sea, CO15 4AB

Salary:

£50000.00 to £54000.00

Type:

Permanent

Employer:

Diaverum

[Apply now on NHS Jobs for Clinic Manager job \(opens in a new window\)](#) <sup>[46]</sup>

- **Quality & Safety Midwife**

London, N18 1QX

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

Royal Free London NHS Foundation Trust

[Apply now on NHS Jobs for Quality & Safety Midwife job \(opens in a new window\)](#)

<sup>[47]</sup>

- **Quality & Safety Midwife**

London, N18 1QX

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

Royal Free London NHS Foundation Trust

[Apply now on NHS Jobs for Quality & Safety Midwife job \(opens in a new window\)](#)

[47]

- **Quality Improvement Lead**

Kingston upon Thames, KT2 7QB

Salary:

£59490.00 to £66239.00

Type:

Permanent

Employer:

Kingston and Richmond NHS Foundation Trust

[Apply now on NHS Jobs for Quality Improvement Lead job \(opens in a new window\)](#) [48]

- **Governance & Quality Administrator**

Stevenage, SG1 2AD

Salary:

£28119.00 to £28119.00

Type:

Permanent

Employer:

Mountain Healthcare Ltd

[Apply now on NHS Jobs for Governance & Quality Administrator job \(opens in a new window\)](#) [49]

- **Initial Needs Assessor - Neurodevelopment Triage and Risk Clinician**

London, WC1X 0ND

Salary:

£37000.00

Type:

Permanent

Employer:

ProblemShared

[Apply now on NHS Jobs for Initial Needs Assessor - Neurodevelopment Triage and Risk Clinician job \(opens in a new window\)](#) [50]

- **Band 6 Quality Improvement and Clinical Audit Faculty Lead - Bath**

Bath, BA1 3QE

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

[Apply now on NHS Jobs for Band 6 Quality Improvement and Clinical Audit Faculty Lead - Bath job \(opens in a new window\)](#) <sup>[51]</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>[52]</sup>

- **Clinical Deputy Manager**

Sompting, BN15 0DA

Salary:

£53000.00

Type:

Permanent

Employer:

Aria Care

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

- **Clinical Nurse Manager**

Harrow, HA1 3UJ

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

London North West University Healthcare NHS Trust  
[Apply now on NHS Jobs for Clinical Nurse Manager job \(opens in a new window\)](#)  
[54]

- **Clinical Services Manager**

Oswestry, SY11 2HX

Salary:

£25.12 to £26.12

Type:

Permanent

Employer:

HC-One

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

- **Clinical Team Manager**

Sheffield, S9 1TP

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Leeds Community Healthcare NHS Trust

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

- **Clinical Team Manager**

Leeds, LS9 7TA

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Leeds Community Healthcare NHS Trust

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

- **Clinical Team Manager**

Hull, HU5 1SW

Salary:

£46148.00 to £52809.00

Type:



Permanent

Employer:

Leeds Community Healthcare NHS Trust

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

[58]

- **Clinical Team Manager**

Birmingham, B19 1LS

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Birmingham Women's and Children's NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team 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 Nurse Manager**

Manchester, M13 0YL

Salary:

£45000.00 to £48000.00

Type:

Permanent

Employer:

Equilibrium Healthcare

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

[61]

- **Antenatal Clinic Manager**

Stoke-on-Trent, ST4 6QG

Salary:

Negotiable  
Type:  
Permanent  
Employer:  
University Hospital of North Midlands NHS Trust  
[Apply now on NHS Jobs for Antenatal Clinic Manager job \(opens in a new window\)](#)  
[62]

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

[63]

- **Clinical Operations Manager**

Birmingham, B9 4EY  
Birmingham, B6 7RD

Salary:  
Negotiable

Type:  
Permanent

Employer:  
Badger Group

[Apply now on NHS Jobs for Clinical Operations Manager job \(opens in a new window\)](#) [64]

- **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 \(opens in a new window\)](#) [65]

- **Clinical Services Manager**

Huddersfield, HD2 1GQ  
Wakefield, WF1 2SN  
Leeds, LS7 2BQ

Salary:

£61269.00

Type:

Permanent

Employer:

Local Care Direct

[Apply now on NHS Jobs for Clinical Services Manager job \(opens in a new window\)](#) <sup>[66]</sup>

## • Further information

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

- [Association of Litigation and Risk Managers](#) <sup>[67]</sup>
- [The Institute of Healthcare Management](#) <sup>[68]</sup>

## Other roles that may interest you

- [Strategic management](#) <sup>[69]</sup>
- [Knowledge and library services](#) <sup>[70]</sup>
- [Experienced paramedic](#) <sup>[71]</sup>
- [Emergency care assistant](#) <sup>[72]</sup>

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### Links

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