

# 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

## • Further information

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

- [Association of Litigation and Risk Managers](#) [8]
- [The Institute of Healthcare Management](#) [9]

## Other roles that may interest you

- [Strategic management](#) [10]
- [Knowledge and library services](#) [11]
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