



Director of Nursing and Quality

Candidate information pack

August 2026

Welcome

Dear Candidate,

Thank you for your interest in the Director of Nursing and Quality role within our newly-clustered Integrated Care Boards, bringing together Coventry and Warwickshire Integrated Care Board and Herefordshire and Worcestershire Integrated Care Board (CWHW ICB).



This is a pivotal moment for our systems. We are forming a stronger, more resilient commissioning organisation with a clear opportunity to shape how nursing leadership drives quality, safety, experience and population health outcomes at scale.

We are seeking a values-driven, system-focused nursing leader who is comfortable working with complexity, able to build trust quickly, and motivated by improvement and collaboration.

Thank you for considering a future with us.

Best wishes,

Dr Kathryn Cobain

Joint Chief Nursing Officer

Executive Director of Nursing, Quality and User Experience



About us

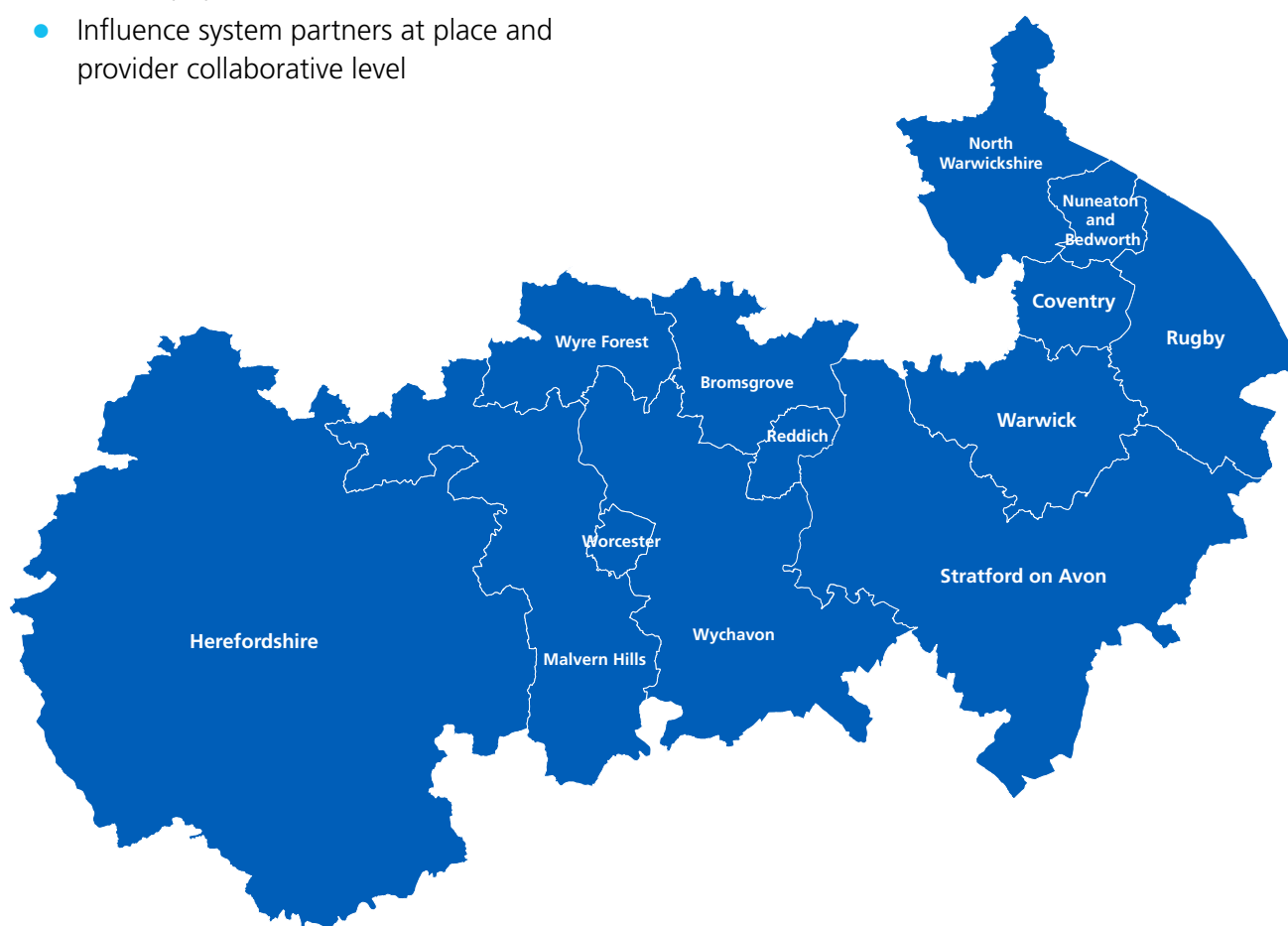
Following recent clustering, the CWHW Integrated Care Boards are operating across two established systems. This creates an exciting opportunity to:

- Strengthen nursing leadership and professional assurance across a larger geography
- Share best practice and reduce unwarranted variation
- Improve outcomes and experiences for diverse populations
- Influence system partners at place and provider collaborative level

Both ICBs are united by a clear purpose: to improve population health, tackle health inequalities, and ensure high-quality, safe and sustainable services.

Further background information can be found on our current websites:

- Coventry & Warwickshire ICB: Integrated Care Board – [Happy Healthy Lives](#)
- [Herefordshire & Worcestershire ICB](#)



**Improve
outcomes in
population health
and health care**



**Tackle inequalities
in outcomes
experience and
access to services**



**Enhance
productivity
and value for
money**



**Help the NHS
support broader
social and economic
development**

Why work for us?

Benefits to health and care staff working across the cluster include:

- Higher job satisfaction, as team-based working is less isolating and more rewarding
- Better work/life balance with each professional able to focus on what they do best
- Greater resilience and less risk of burnout
- Greater influence on how resources are used to best effect for patients
- Help staff to work more effectively with partners to focus on whole population health and well-being, not just focus on treating illness

At the heart of our organisation is a commitment to people – the people we serve and the people we work with. We've built a culture where every voice matters, where collaboration is valued, and where our shared purpose drives meaningful impact.

Everything we do is grounded in improving health and tackling inequalities. By working as one system, we ensure our decisions are driven by impact, guided by openness and shaped by the people we serve.

We Listen

We create an environment where listening is more than a skill – it's a core value. We listen carefully to patients, citizens and each other, giving what we hear our full attention. We check our understanding and intent, and we commit to being open and honest in everything we do. By sharing feedback, insight and knowledge, we create a culture of trust and continuous improvement.

We Learn

We don't just listen – we act. We are always learning from what we hear, putting people first by keeping the needs and priorities of our citizens and patients at the centre of our thinking. We take ownership, think ahead and work collaboratively, creating a strong sense of moral purpose and collective responsibility. This helps ensure we always do the right thing.

We Lead

Together, we lead with purpose and clarity. We lead by example, setting direction and staying focused on the strategic and cross-cutting challenges that only we as a system can address – "steering, not rowing." We remain outcome-focused, prioritising real impact for our populations while reducing unnecessary bureaucracy and process.

About the role

The Director of Nursing and Quality is a key member of the ICBs executive team within the ICBs, providing professional nursing leadership, system-wide quality assurance and influencing commissioning decisions to improve outcomes and experience.

The postholder will:

- Provide senior professional nursing leadership across the ICBs
- Lead the strategic oversight of quality, safety, patient experience and clinical governance and CHC Strategic Oversight
- Provide robust assurance to the Chief Nursing Officer and ICB Boards on the quality and safety of services
- Act as a visible system leader, working across providers, local authorities, partners and regulators
- Champion a culture of improvement, learning and high standards of care across the system

The role works in close partnership with the Chief Nursing Officer, ensuring strong alignment between strategic leadership, professional standards and system assurance.

Informal discussions

We encourage informal conversations ahead of application. Please contact Finn McNulty at Hunter Healthcare on 07966 006091 or by email via fmcnulty@hunter-healthcare.com.

Key priorities

Recognising the current organisational context, early priorities are likely to include:

- Establishing visible, credible system-wide nursing leadership across the clustered ICBs
- Strengthening quality assurance, governance and escalation processes
- Driving improvement in patient safety, experience and outcomes across providers
- Ensuring nursing, quality and safety perspectives shape commissioning and transformation decisions
- Supporting the development of a consistent, effective operating model across the cluster

These priorities will be refined with the successful candidate.

Values and leadership approach

We are looking for a leader who:

- Demonstrates compassion, integrity and inclusivity
- Is confident providing strategic leadership in complex and evolving environments
- Builds strong, trusting relationships across organisational and professional boundaries
- Is committed to reducing health inequalities and improving population outcomes
- Champions staff well-being, engagement and professional development
- Leads with credibility, visibility and a strong sense of accountability

Job description

Job Title	Director of Nursing & Quality
Band/ Grade	VSM 2
Directorate	Quality
Professionally accountable to	Chief Nursing Officer
Responsible to	Chief Nursing Officer

Role Summary

To provide strategic leadership and oversight of quality assurance, clinical governance and regulatory compliance across the ICBs, ensuring that all commissioned services deliver safe, effective and person-centred care. Working closely with the Chief Nursing Officer, system partners and regulators, the postholder will drive continuous improvement, proactively manage quality risks, and embed a strong culture of learning, accountability and high performance across the system.

Key Accountabilities

- Hold strategic responsibility for the ICB's quality portfolio, including quality assurance and improvement, clinical governance, patient safety, safeguarding, infection prevention and control, and regulatory compliance.
- Lead the development and implementation of the ICB's quality assurance framework, ensuring alignment with national policy, regulatory requirements and local priorities.
- Oversee robust systems for monitoring, reporting and improving quality across all commissioned services in line with the Strategic Commissioning Framework.
- Provide strategic leadership for clinical governance, ensuring effective systems for incident management, safeguarding, risk identification and organisational learning.
- Ensure compliance with statutory and regulatory requirements, including CQC standards, NHS England frameworks and safeguarding legislation.
- Act as the ICB's senior lead for engagement with regulators, coordinating inspections, reviews and system improvement responses.
- Provide clear, evidence-based assurance to the Chief Nursing Officer and ICB Boards on the quality, safety and performance of services.
- Lead coordinated, multi-agency responses to serious incidents, safeguarding issues and emerging quality risks.
- Champion patient safety and experience, ensuring that feedback, complaints and lived experience drive continuous improvement.
- Lead implementation of the Patient Safety Incident Response Framework (PSIRF) and other national quality and safety initiatives.
- CHC Oversight and Strategic Leadership of Delivery of CHC across the ICB Cluster.

As a strategic commissioner our aim is to improve population health, reduce health inequalities and improve access to high-quality services. All ICB directors will provide dynamic, visible leadership to deliver significant and sustained improvements in care and outcomes for the local population and will hold collective responsibility for:

- Using high quality data analysis, dialogue and expertise to inform decision making, target interventions and evaluate the success of commissioned services.
- Working collaboratively across the Integrated Care Systems (ICS) to commission integrated, person-centred services to best improve the health and well-being of the local population and reduce health inequalities.
- Contributing to and influencing provider collaboratives, place-based partnerships, and clinical leadership forums to ensure commissioning decisions are joined-up and co-produced.
- Promoting innovation and best practice, including the adoption of digital solutions, personalised care, and preventative models.
- Transforming the clustered ICB to deliver the draft Strategic Commissioning Framework.
- Provide on-call cover.



Person specification

EDUCATION AND QUALIFICATIONS

- Registered Nurse/Midwife/AHP with an active registration.
- Educated to degree level or equivalent appropriate education and experience in relevant field.

EXPERIENCE AND KNOWLEDGE

- Experience of working in complex systems with multiple stakeholders, including the NHS, local authorities, VCSE sector, and communities.
- Proven experience in clinical governance, quality assurance, and performance oversight across health and care services.
- Ability to assess and improve quality of care across dimensions of safety, effectiveness, and user experience.
- Experience in applying continuous improvement methodologies (e.g. NHS IMPACT, Lean, QI) to drive service excellence.
- Experience in co-designing services with patients, carers, and communities, especially underserved groups.
- Experience using population health data, real-time analytics, and predictive modelling to assess service variation quality and user experience.
- Experience in safeguarding governance, including oversight of statutory responsibilities and multi-agency working.
- Deep understanding of NHS quality standards, national frameworks (e.g. NHS Outcomes Framework, CQC domains), and statutory duties (e.g. safeguarding, duty of candour) and The National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care
- Experience in responding to external inspections and reviews.
- Proven successful leadership and management of large multi-disciplined teams, in line with the NHS Leadership Competency Framework.
- Experience of increasing staff engagement and motivation to improve performance.
- Strong track record of partnership-building across health, care, public sector, voluntary or community sectors. Experience of working in complex systems with multiple stakeholders, including the NHS, local authorities, VCSE sector, and communities.

PERSONAL QUALITIES

- An innovative approach and ability to inspire and enthuse others.
- Well-developed interpersonal skills to command the respect of clinicians and managers as well as external stakeholders.
- Evidence of holding to a clear strategy and set of values while responding appropriately to short term challenges and priorities.
- Proactive, versatile and problem-solving approach.
- Ability to seek and exploit opportunities to advance objectives.
- Tenacious with demonstrable problem-solving skills, in the pursuit of objectives and maintaining personal credibility.
- A demonstrable commitment to ensuring equality, celebrating diversity and promoting social inclusion within an organisation.

How to apply

The closing date for applications is **2 November 2026**. Applications should include:

- A **covering letter** explaining why the appointment interests you, how you meet the appointment criteria and what you specifically would bring to the post (**ideally no more than two pages**).
- A **Curriculum Vitae (CV; ideally no more than three pages)** with education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and email addresses. The CV should include names and contact details of referees covering the last six years of employment. References will not be taken without your permission.
- You will need the following reference code: **CW-HW-DNQ-0826**

All applications will be acknowledged.

For an information conversation about the post, please contact our recruitment partner, Finn McNulty at Hunter Healthcare on 07966 006091 or by email via fmcnulty@hunter-healthcare.com.

[CLICK HERE TO APPLY ONLINE](#) ➔

Key Dates:

Application deadline	2 November 2026
Shortlisting	5 November 2026
Interviews	23 November 2026





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