

Hotel services management

Hotel services managers have overall responsibility for the smooth running of the range of hotel services.

You'll typically work as part of a team including staff responsible for domestic services, catering and linen as well as clinical staff.



Working life

As a hotel services manager, your work involves:

- supervising all aspects of hotel services
- ensuring that staff carry out their duties appropriately
- liaising with other senior members of staff and making decisions about the resources including finance and staffing levels.

You need:



- to be interested in the effective running of the service as a business and maintaining a high level of service
- to sometimes deal with complaints from patients and disagreements between staff.

In some services, you may also be involved in discussions and decisions about conference facilities.

Who would I work with?

You'd typically be working as part of a team with [housekeepers](#) [1], [domestic services staff](#) [2], [catering staff](#) [3], [linen services staff](#) [4] and clinical staff, such as [dietitians](#). [5]

Roles in hotel services management

Responsibilities and job titles will vary depending on the role. Here are some examples of roles in hotel services management:

Your work involves supervising all aspects of hotel services and ensuring that staff carry out their duties appropriately

- [Contracts monitoring officer](#)
- [Hotel services team leader](#)

Contracts monitoring officer

In this example, working in a large acute NHS, you'd be responsible for:

- overseeing the self-monitoring of external facilities contracts (particularly those related to hotel services and integrated car-parking and security management contracts)
- the monitoring of standards for support services such as the provision of linen, waste services, pest control and window cleaning.
- liaising with service providers to agree and undertake a programme of joint audits and monitoring activities across the various services (i.e. cleaning/housekeeping, portering, catering, car-parking, grounds and gardens etc) to monitor the standards of service being achieved
- following up failed audits to ensure the rechecks are conducted in the required timescales and the required standards are met
- doing spot-checks on all facilities led services outside of the formal audit programmes

- attending infection prevention & control incident meetings
- providing information relating to issues and audit results to Matrons, Ward & Department Managers and other stakeholders
- monitoring the volume and quality of clean linen being delivered to the trust by the laundry provider and maintaining electronic records of linen usage.
- supervising and supporting the linen room service in the absence of the facilities support manager
- deputising for the facilities support manager and providing administrative assistance to the service lead – hotel services
- You'd work with site services managers, hotel services contractors, the car parking and security contractor, site services contractors, matrons/ward managers/heads of departments, the infection prevention & control team and nursing staff.

Hotel services team leader

Working in a NHS and social care partnership, in this example supervisory role, you'd:

- have line management responsibility of porters and housekeeping staff
- assist in ensuring all hotel services staff complete the daily shift plan in the agreed time scale and hygiene standards are met
- assist in the overseeing of hotel services on site to ensure the hygiene codes of practice are followed and report any difficulties
- participate in the Cleanliness in Hospitals Programme
- assist in carrying out food wastage surveys and report any discrepancies in food quantity or quality
- be briefed by a senior nurse on in-patient activity.
- assist in the co-ordination of deliveries and order cleaning and ward provisions in conjunction with the Trust's standing financial instructions.
- assist in drawing up rotas and to allocate annual leave ensuring that adequate cover is provided.
- assist in 'on the job' training to an agreed format for all new and existing staff.
- ensure waste is disposed of in accordance with the Trust waste disposal policy, assuring Health and Safety standards are adhered to
- ensure all hotel services staff wear the correct uniform and maintain a clean and tidy appearance
- co-operate with managers and other employees to achieve a healthy and safe environment.

Want to learn more?

- Find out more about the entry requirements, skills and interests required to enter a career in hotel services management ^[6]
- Find out more about the training you'll receive for a career in hotel services management ^[7]
- Pay and conditions Expand / Collapse
Most jobs in the NHS are covered by the Agenda for Change (AfC) pay scales ^[8]. This pay system covers all staff except doctors, dentists and the most senior managers.

Your career in NHS hotel services management could start at AfC ^[9] band 3 working in a supervisory role. Managerial positions could range from AfC ^[9] band 5 upwards with the

most senior roles rising to Band 7 for example, as a hotel services manager.

Staff in the NHS 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 Expand / Collapse
With further training and/or experience, you may be able to develop your career further and apply for more senior managerial roles.

Progression for those with ability is typically via operational management in a large hospital.

Relocation for promotion is common.

More diverse routes are now opening up, for example, jointly-funded posts between health and social services.

- Job market and vacancies Expand / Collapse
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.

Check vacancies carefully to be sure you can meet the requirements of the person specification before applying and to find out what the application process is. You may need to apply online or send a C.V. for example.

Key sources relevant to vacancies in the health sector:

- vacancies in organisations delivering NHS healthcare can be found on the [NHS Jobs website](#) ^[10]
- opportunities in the Civil Service can be found on the [Civil Service Jobs website](#) ^[11]
- vacancies in local government can be found on the [Local Government Jobs website](#) ^[12] and the [Jobs Go Public website](#) ^[13]
- vacancies for apprenticeships appear on the [Gov.uk website](#) ^[14]
- vacancies for traineeships appear on the [Gov.uk website](#) ^[15]

As well as these sources, you may find suitable vacancies in the health sector by contacting local employers directly, searching in local newspapers and by using the [Universal Jobmatch tool](#) ^[16]

[Find out more about applications and interviews](#) ^[17]

Volunteering is an excellent way of gaining experience (especially if you don't have enough for a specific paid job you're interested in) and also seeing whether you're suited to a particular type of work. It's also a great way to boost your confidence and you can give something back to the community!

[Find out more about volunteering and gaining experience](#) ^[18]

- Further information Expand / Collapse

For further information about a career in hotel management, please contact:

- [City and Guilds](#) [19]
- [Institute of Hospitality](#) [20]
- [Pearson qualifications](#) [21] (including Edexcel and BTEC qualifications)
- [UCAS](#) [22]

Other roles that may interest you

- [Decontamination services management](#) [23]
- [Human resources \(HR\) manager](#) [24]
- [Estates manager](#) [25]
- [Experienced paramedic](#) [26]

Source URL: <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/hotel-services-management>

Links

- [1] <https://www.healthcareers.nhs.uk/explore-roles/domestic-services/housekeeper>
- [2] <https://www.healthcareers.nhs.uk/explore-roles/domestic-services/domestic-services-staff>
- [3] <https://www.healthcareers.nhs.uk/explore-roles/domestic-services/catering-manager>
- [4] <https://www.healthcareers.nhs.uk/explore-roles/domestic-services/linen-services-staff>
- [5] <https://www.healthcareers.nhs.uk/explore-roles/allied-health-professionals/dietitian>
- [6] <https://www.healthcareers.nhs.uk/explore-roles/operational-management/hotel-services-management/entry-requirements-skills-and>
- [7] <https://www.healthcareers.nhs.uk/explore-roles/operational-management/hotel-services-management/training-and-development-hotel>
- [8] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates>
- [9] <https://www.healthcareers.nhs.uk/glossary#AfC>
- [10] <http://www.jobs.nhs.uk>
- [11] <https://www.civilservicejobs.service.gov.uk/csr/index.cgi>
- [12] <http://www.lgjobs.com/>
- [13] <http://www.jobsgopublic.com/>
- [14] <https://www.gov.uk/apply-apprenticeship>
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- [17] <https://www.healthcareers.nhs.uk/career-planning/planning-your-career/applications-and-interviews>
- [18] <https://www.healthcareers.nhs.uk/i-am/secondary-school-or-fe-college/gaining-experience>
- [19] <http://www.city-and-guilds.co.uk/>
- [20] <https://www.instituteofhospitality.org/>
- [21] <http://qualifications.pearson.com/>
- [22] <http://www.ucas.com>
- [23] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/decontamination-services-management>
- [24] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/human-resources-hr-manager>
- [25] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/estates-and-facilities-management/estates-manager>
- [26] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/experienced-paramedic>