

Hotel services management

Hotel services managers are a vital part of the hospital team, ensuring the smooth running of the range of hotel services so that our patients' stay is as comfortable and enjoyable as possible.

Working life

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

Apprenticeships logo

- 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
- some experience in the hospitality sector.

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:

- Contracts monitoring officer
- Hotel services team leader

Contracts monitoring officer

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

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

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

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

When you're looking for managerial jobs or apprenticeship vacancies, there are a number of sources you can use but most jobs are advertised on the [NHS Jobs website](#) [10].

Some of the current vacancies in hotel services, including management positions, are below.

Find a vacancy

Enter your location or postcode

Show results within

Search

○ Hotel Services Assistant

Merthyr Tydfil, CF47 9DT

Salary:

£24833.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Hotel Services Assistant job \(opens in a new window\)](#)

[11]

○ Hotel Services Administrator

Northampton, NN5 6UD

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Northamptonshire Healthcare Foundation Trust

[Apply now on NHS Jobs for Hotel Services Administrator job \(opens in a new window\)](#) ^[12]

- **Hotel Services Domestic / Portering Assistant, Northwich Victoria**

Northwich, CW8 1AW

Salary:

£24465.00

Type:

Permanent

Employer:

Mid Cheshire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Hotel Services Domestic / Portering Assistant, Northwich Victoria job \(opens in a new window\)](#) ^[13]

- **Further information**

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

- [City and Guilds](#) ^[14]
- [Institute of Hospitality](#) ^[15]
- [Pearson qualifications](#) ^[16] (including Edexcel and BTEC qualifications)
- [UCAS](#) ^[17]

Other roles that may interest you

- [Decontamination services management](#) ^[18]
- [Human resources \(HR\) manager](#) ^[19]
- [Estates manager](#) ^[20]
- [Knowledge and library services](#) ^[21]

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Links

[\[1\] https://www.healthcareers.nhs.uk/explore-roles/domestic-services/housekeeper](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://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-1224> ^[12]

<https://beta.jobs.nhs.uk/candidate/jobadvert/C9270-25-0590> [13]
<https://beta.jobs.nhs.uk/candidate/jobadvert/C9412-25-0439> [14] <http://www.city-and-guilds.co.uk/> [15]
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