

# 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](#) <sup>[1]</sup>, [domestic services staff](#) <sup>[2]</sup>, [catering staff](#) <sup>[3]</sup>, [linen services staff](#) <sup>[4]</sup> and clinical staff, such as [dietitians](#). <sup>[5]</sup>

## 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](#) <sup>[6]</sup>
- [Find out more about the training you'll receive for a career in hotel services management](#) <sup>[7]</sup>

### • Pay and conditions

Most jobs in the NHS are covered by the [Agenda for Change \(AfC\) pay scales](#) <sup>[8]</sup>. 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](#) <sup>[9]</sup> band 3 working in a supervisory role. Managerial positions could range from [AfC](#) <sup>[9]</sup> 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

Port Talbot, SA12 7BX

Salary:

£23970.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

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

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### ◦ Hotel Services Assistant

Mountain Ash, CF45 4BZ

Salary:

£23970.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

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- **Hotel Services Supervisor**

Merthyr Tydfil, CF47 9DT

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

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- **Band 2 Hotel Services Assistant - Devizes**

Devizes, SN10 5DS

Salary:

£24169.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

[Apply now on NHS Jobs for Band 2 Hotel Services Assistant - Devizes job \(opens in a new window\)](#) [14]

- **Hotel Services Assistant (Housekeeping) - Weston-Super-Mare**

Weston-super-Mare, BS23 4TS

Salary:

£24169.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

[Apply now on NHS Jobs for Hotel Services Assistant \(Housekeeping\) - Weston-Super-Mare job \(opens in a new window\)](#) [15]

- **Further information**

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

- [City and Guilds](#) [16]
- [Institute of Hospitality](#) [17]

- Pearson qualifications <sup>[18]</sup> (including Edexcel and BTEC qualifications)
- UCAS <sup>[19]</sup>

## Other roles that may interest you

- Decontamination services management <sup>[20]</sup>
- Human resources (HR) manager <sup>[21]</sup>
- Estates manager <sup>[22]</sup>
- Knowledge and library services <sup>[23]</sup>

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### 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]  
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<https://beta.jobs.nhs.uk/candidate/jobadvert/C9342-25-0464> [16] <http://www.city-and-guilds.co.uk/> [17]  
<https://www.instituteofhospitality.org/> [18] <http://qualifications.pearson.com/> [19] <http://www.ucas.com> [20]  
<https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/decontamination-services-management> [21] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/human-resources-hr-manager> [22]  
<https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/estates-manager> [23]  
<https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/knowledge-and-library-services>