

Linen services staff

Linen services staff are the hidden heroes of the NHS. They make sure that hospital departments have stocks of clean uniforms and linen, such as sheets and towels, for patients.

Working life

Clean linen is an important part of healthcare. It has to be cleaned correctly to reduce the spread of infection.



There are various roles within linen services.

As a linen services assistant, you may:

- take items of clothing or linen from wards and other patient areas
- deliver clean linen to wards
- sort linen ready for cleaning or washing
- pack linen for storage or delivery
- keep records of stock levels
- issue uniforms to staff

Some linen services staff also use a sewing machine to:



- repair uniforms
- add logos to uniforms

In some hospitals, where there is a laundry on site, linen services staff:

- receive linen from hospital departments
- sort items according to how they will be washed or cleaned
- operate industrial washing and dry cleaning equipment
- dry and finish using steam cabinets, steam and vacuum presses or by hand
- fold and pack linen

If you are a linen services supervisor or team leader, you will oversee the work of a team of linen services assistants.

As a linen services manager, you make sure that laundry services meet quality standards. You'll have other management tasks such as:

- recruiting and training staff
- arranging staff rotas
- managing absence and discipline
- controlling budgets

Where will I work?

Linen services staff also work in residential and care homes and in companies supplying linen services to the NHS. Linen services assistants based in hospitals may have some contact with patients. Managers and staff working in off-site laundries have little or no contact with patients.

Entry requirements

There are no set entry requirements for linen services assistants. Employers expect a good standard of numeracy and literacy. They may ask for GCSEs in English and maths. Employers may also ask for relevant qualifications such as an NVQ in hotel services or health care.

Employers may ask for some experience of linen or laundry work or healthcare which could be from paid or voluntary work.

As a linen services manager, you make sure that laundry services meet quality standards.

Team leaders and managers have usually worked in linen services, either within the NHS or elsewhere.

Skills needed

Linen services staff need to be:

- able to follow instructions and procedures carefully
- very health and safety aware
- physically fit for lifting, packing and moving trolleys
- able to use initiative
- willing to take responsibility for their own work
- able to work in a team

You'll also need

- organisation skills
- teamwork skills

Training and development

When you start work as a linen services assistant you will get the training you need. This includes an introduction to the department and its systems and equipment as well as health and safety and manual handling.

You may be offered the opportunity to take qualifications which may include apprenticeships.

- | | |
|--------------------|-------------------|
| Pay and conditions | Expand / collapse |
|--------------------|-------------------|

Linen services staff working in the NHS are paid on the Agenda for Change (AfC) [1] pay system. As a laundry assistant, linen room assistant or sewing room assistant, you would typically start on AfC [2] band 2. With further training and experience, you could apply for more senior positions, including supervisor positions at band 3.

Linen services staff in the NHS work standard hours of around 37.5 a week. They may work shifts including early starts and evenings as well as weekends and bank holidays.

Terms and conditions will usually be different for linen services staff working outside of the NHS.

- | | |
|-------------------------|-------------------|
| Where the role can lead | Expand / collapse |
|-------------------------|-------------------|

With experience, laundry assistants could become team leaders, supervising a team of assistants. With further experience, they could progress to become managers, responsible for a department or area. They could move into other areas such as facilities management [3].

- Job market and vacancies Expand / collapse

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the NHS values apply in your everyday work. Find out more about NHS values. [4]

Most NHS trusts advertise their vacancies on NHS Jobs [5]. Some of the current vacancies are below.

- View Vacancy [6]

Linen & Uniform Assistant

Stevenage, SG1 4AB

- **Salary:**

£9.21

- **Type:**

Bank

- **Employer:**

NHS Professionals - Non-Clinical

- View Vacancy
- View Vacancy [7]

Laundry Maintenance Craftsperson

Exeter, EX2 5DW

- **Salary:**

£21,892 - £2,157 + £3,277 RRP

- **Type:**

Permanent

- **Employer:**

Royal Devon and Exeter NHS Foundation Trust

- View Vacancy
- View Vacancy [8]

Laundry transport driver

Transport and Laundry Building, St. Richard's Hospital, Chichester, PO19 6SE

- **Salary:**

£18,005 - £19,337 Per Annum

- **Type:**

Permanent

- **Employer:**

Western Sussex Hospitals NHS Foundation Trust

- View Vacancy
- View Vacancy [9]

Laundry Multi-Skilled Maintenance Technician

Gillingham, ME7 5NY

- **Salary:**

£24907.00 to £30615.00 a year

- **Type:**

Permanent

- **Employer:**

Medway NHS Foundation Trust

- View Vacancy
- View Vacancy [10]

Domestic / Housekeeper

Sheffield, S10 3FE

■

Salary:

£8.75 an hour

■

Type:

Permanent

■

Employer:

Central Advertising - Other

- View Vacancy
- View Vacancy [11]

Domestic Assistant

Wrexham Maelor Hospital, Wrexham, LL57 2PW

■

Salary:

£18,185 - £19,337 per annum pro rata

■

Type:

Permanent

■

Employer:

Betsi Cadwaladr University Local Health Board

- View Vacancy

•

Further information

Expand / collapse

- Society of Hospital Linen Service and Laundry Managers [12]

- Guild of Cleaners and Launderers [13]

Other roles that may interest you

- Domestic services staff [14]
- Housekeeper [15]
- Facilities management [16]
- Porter [17]

Source URL: <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/domestic-services/linen-services-staff>

Links

[1] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates>

[2] <https://www.healthcareers.nhs.uk/glossary#AfC>

[3] <https://www.healthcareers.lampuat64-3.rroom.net/explore-roles/operational-management/facilities-management>

[4] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution>

[5] <http://www.jobs.nhs.uk/>

[6] <https://www.jobs.nhs.uk/xi/vacancy/916403411>

[7] <https://www.jobs.nhs.uk/xi/vacancy/916403735>

[8] <https://www.jobs.nhs.uk/xi/vacancy/916393446>

[9] <https://www.jobs.nhs.uk/xi/vacancy/916392013>

[10] <https://www.jobs.nhs.uk/xi/vacancy/916393848>

[11] <https://www.jobs.nhs.uk/xi/vacancy/916402964>

[12] <http://www.linenmanager.co.uk>

[13] <http://www.gcl.org.uk>

[14] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/domestic-services/domestic-services-staff>

[15] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/domestic-services/housekeeper>

[16] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/facilities-management>

[17] <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/support-services/porter>