

Entry requirements, skills and interests (hotel services management)

You can enter hotel services management by working your way up through supervisory roles, after a relevant higher education course or with relevant managerial experience from outside the health sector.

Entry requirements

There are a variety of entry routes into a career in hotel services management. The following are general entry requirements. For specific entry requirements check the person specification for individual job vacancies.

- [With moderate to high grade GCSEs and/or work experience](#)
- [With A levels/equivalent](#)
- [As a graduate](#)
- [With relevant experience](#)

With moderate to high grade GCSEs and/or work experience

You could join the NHS in a relevant role – such as working in reception or administration and work your way up to through junior supervisory roles, supported by in-house and external training schemes. For most junior positions, you will need 4 or 5 [GCSEs at Grades A-C](#) ^[1] or equivalent. Employers may also consider applicants with fewer formal qualifications if they can demonstrate they have the right skills, for example, previous clerical experience. There are sometimes opportunities to enter through an [apprenticeship](#) ^[2] in a relevant area of administration.

With A levels/equivalent

If you have 2 or 3 A-levels or equivalent vocational qualifications you may be able to start at a higher administrative grade, leading to a supervisory role and then into management. Internal and external training schemes, will assist your progress and enable you to apply your academic skills to work situations. Previous work experience can be an advantage. There are sometimes [higher apprenticeships](#) ^[2] available.

As a graduate

If you have a relevant degree such as in hotel management or hospitality management or equivalent vocational qualifications, you can apply for junior management posts. Alternatively, you can join an NHS trust or other health-related organisation in an administrative role, gain experience of staff supervision and move on into management with appropriate training and support.

With relevant experience

We welcome applications from people who have already built up management experience in the private sector or in other public or voluntary organisations. You can often join at a level corresponding to your skills and expertise. Some managers are recruited directly for specific positions.

The skills and qualifications needed vary according to the type of post.

• **Skills, qualities and interests needed**

For a career in hotel services management, you'll need a variety of skills and qualities, typically including:

- effective business acumen
- attention to detail
- good communication skills
- leadership skills
- organisational skills
- a willingness to work with others and respect their views
- confidence with numbers
- confidence with information technology
- negotiating skills
- the ability to challenge the way things are and find better alternatives
- honesty and fairness in dealing with other people
- a commitment to the ideals of quality and fairness in delivering healthcare.

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.

The NHS values form a key part of the [NHS Constitution](#) [3].

[Find out more about the NHS Constitution](#) [4]

• **Example requirements for specific roles**

As well as/in addition to the skills mentioned above, you may need specific skills or qualifications for particular vacancies. Here are a some examples.

- Contracts monitoring officer
- Hotel services team leader

Contracts monitoring officer

Knowledge of:

- the NHS Specifications of Cleanliness and the challenges of keeping hospitals clean
- health & safety legislation and risk assessment
- food safety legislation

Understanding of:

- the link between cleanliness and infection control
- the role of the auditor.

You'd also need:

- experience of working in a supervisory role
- general education to A-Level standard
- good written and verbal communication skills
- IT proficiency with the ability to create and work with spreadsheets
- the ability to write reports
- the ability to work on your own initiative
- the ability to prioritise and manage conflicting priorities and tasks
- the ability to influence decision making
- City & Guilds level 2 Prevention and Control of Infection
- Level 2 Health & Safety in Health and Social Care or equivalent
- Level 2 Principles of Risk Assessment
- Level 2 Food Safety & Hygiene for Catering or equivalent

Hotel services team leader

For this example, you'd need:

- experience of managing staff within these disciplines
- computer literacy and able to use all Microsoft packages
- a driving licence
- good written and verbal communication skills.
- a high standard of personal hygiene
- previous supervisory experience
- to be a team player/leader with excellent interpersonal skills enabling affective partnership working at all levels.

Additionally, ideally you'd:

- hold a Food Hygiene Certificate (although training could be provided)
- have previous hotel services experience
- be NVQ trained to level 3 in housekeeping (although training could be provided).

Precise requirements will vary depending on the exact role. Always check the person specification of the vacancy for details.

Source URL:<https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/hotel-services-management/entry-requirements-skills-and-interests-hotel-services>

Links

[1] https://www.healthcareers.nhs.uk/glossary#GCSEs_at_grades_A-C [2] <https://www.healthcareers.nhs.uk/i-am/secondary-school-or-fe-college/apprenticeships-traineeships-and-cadet-schemes> [3] https://www.healthcareers.nhs.uk/glossary#NHS_Constitution [4] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution>