

## Housekeeping Manager

A housekeeping manager, or head housekeeper, has overall responsibility for cleaning rooms, laundering bed linen and maintaining furnishings and other equipment in hotels, residential homes, hospitals and student accommodation.

### The Work

You could be:

- supervising room attendants and cleaning staff, checking that rooms are cleaned to a high standard
- drawing up a shift rota for staff
- hiring and training new employees
- stocktaking and ordering cleaning equipment, linen and room supplies
- checking for faults or damage and arranging repairs and routine maintenance work
- managing budgets and controlling costs
- making sure staff work to health and safety rules
- helping room attendants clean rooms during busy times
- in some hotels you might act as duty manager, in the absence of the general manager.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

As a housekeeping supervisor you might earn between £18,000 and £21,000 a year. With experience, housekeeping managers or head housekeepers may earn up to £27,000 a year. In a large hotel with a high star rating the salary could be up to £45,000 a year. If you are living in, there may be a deduction from your salary for board and lodgings.

### Conditions

- You work shifts, including early mornings, nights and weekends.
- You might live-in.
- Part time work is available.
- You need to be fit enough to go up and down stairs and to handle bending and lifting to do this job.

### Getting In

You can enter housekeeping management in several ways.

- You do not need formal qualifications but a good general education is useful.

- As an experienced room attendant, laundry assistant or cleaner you can apply for promotion.
- You could do a Modern Apprenticeship in Hospitality (Supervision and Leadership) at SCQF Level 7.
- You could enter with an HNC (SCQF Level 7), HND (SCQF Level 8) or degree (SCQF Level 9-10) in hospitality management or operations. Entry requirements for a degree course are usually 4-5 Highers and for an HND 1-2 Highers.
- You should be reasonably fit and not allergic to dust or cleaning products.
- For some work places, such as hospitals or colleges, you may require a satisfactory criminal record check from Disclosure Scotland to show that you are suitable for this type of work. Contact Disclosure Scotland for details on the type you would need.

## What Does It Take

You need to have:

- good organisational skills
- a good understanding of business
- attention to detail
- a flexible, hands-on attitude
- good communication skills
- good number skills for handling budgets
- a knowledge of health and safety legislation.

You need to be able to:

- make quick and effective decisions
- remain calm under pressure
- manage, motivate and train staff.

## Training

- Most training is practical, on the job. You learn how to handle chemicals and how to lift heavy objects safely (manual handling).
- You can work towards SVQs in Hospitality Supervision and Leadership at SCQF Level 7.

## Getting On

- You might develop your career by progressing into front-of-house management, facilities management or hotel management.
- If you have enough money, you can start up your own hotel or bed and breakfast business.
- You could move into training.
- Chances are better if you are willing to move around to different locations.

## Contacts

### Springboard

Email: [info@springboarduk.org.uk](mailto:info@springboarduk.org.uk)

Website: [www.careerscope.uk.net](http://www.careerscope.uk.net)

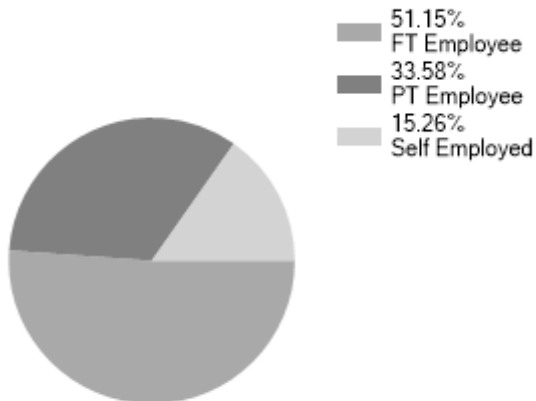
Website (2): [springboard.uk.net](http://springboard.uk.net)

X: @CareerScope\_

Facebook: [www.facebook.com/SpringboardUKCharity](https://www.facebook.com/SpringboardUKCharity)

## Statistics

Employment Status UK %

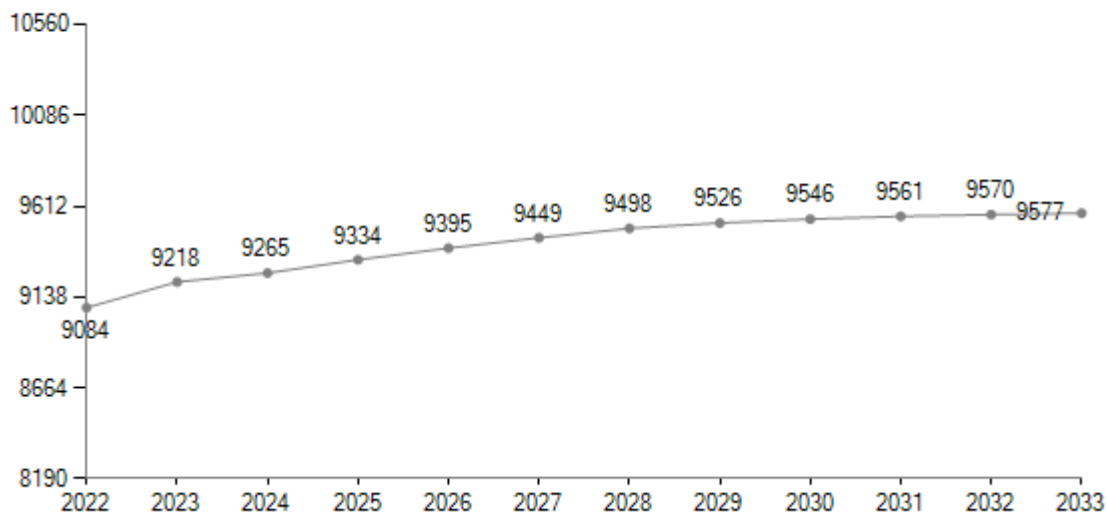


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)