

Accommodation Warden

An accommodation warden works in centres such as student residences, youth hostels, activity centres, caravan sites and night shelters for homeless people. A hostel warden looks after the wellbeing, safety and discipline of the residents as well as making sure that the building is kept clean and well maintained.

The Work

You could be:

- allocating accommodation and giving out room keys, telling residents the house rules and making sure they keep them
- arranging and supervising cleaning and organising catering
- making sure that there is adequate security
- carrying out minor repairs and arranging major repairs
- collecting rent and chasing up those in arrears
- paying bills and balancing budgets
- dealing with complaints, enquiries, emergencies and other problems
- sometimes having to watch out for alcohol or drug abuse and deal with troublemakers
- in youth hostels providing information on walks, activities and local tourist attractions.

Pay

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

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

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW).

As of 1 April 2022 the National Minimum Wage is £4.81 an hour for workers aged 16 to 17, £6.83 an hour for workers aged 18 to 20 and £9.18 an hour for workers aged 21 to 22. The National Living Wage is £9.50 for workers aged 23 and over.

With experience this may rise to £11.00 an hour. You can often boost your income through overtime.

Conditions

- You work long hours including evenings and weekends.
- You might have free time during the day when most residents are out.
- In some hostels the workload gets heavier at certain times of the year.
- Some youth hostels are in remote areas of the Highlands and Islands.
- You might have to live on the premises.

Getting In

- You do not usually need any formal qualifications, but this could depend on the type of workplace, for example whether it is a youth hostel or shelter.
- For youth hostel vacancies you need customer service, cash handling experience and IT skills. It also helps to know about the local area and have a knowledge of a second language.
- Volunteering with the Scottish Youth Hostels Association (SYHA) as a volunteer hostel assistant can also be useful. See the SYHA for more details.
- It helps if you have DIY skills.
- A driving licence is an advantage and is necessary in remote areas.
- For some jobs you must declare any criminal convictions. Certain types of conviction may prevent you from getting in. You will 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.
- If you are working with vulnerable groups it may be helpful to have Scottish Vocational Qualifications (SVQs) in Social Services and Healthcare at SCQF Levels 6 or 7.

What Does It Take

You need:

- self-confidence and assertiveness
- a friendly, helpful manner
- a well organised approach
- good number skills to plan budgets
- a willingness to take responsibility
- the ability to work well in a team
- the ability to communicate with people from a wide range of backgrounds.

You should also have:

- patience and tolerance
- a calm disposition – to deal with difficult residents
- a caring nature.

Training

- Training is mainly on the job. While working you can study for Scottish Vocational Qualifications (SVQs) such as SVQ Cleaning and Support Services at Level SCQF Level 5 .
- The NEBOSH Certificate in Occupational Health and Safety may also be useful.
- Hostel managers with the Scottish Youth Hostel Association (SYHA) can begin as youth hostel assistants and work towards SVQ Customer Service at SCQF Levels 5 or 6, SVQ Hospitality Supervision and Leadership at SCQF Level 7, and eventually towards an SVQ Hospitality Management Skills at SCQF Level 8.

Getting On

- You could move post from warden of a small centre, to warden of a large centre, to the post of senior

warden and then to manager.

- You could also move into housing or block management
- If you work as a warden with vulnerable groups, you could study for more qualifications and move into new areas such as counselling or social work.

Contacts

British Institute of Cleaning Science

Tel: 01604 678710

Email: info@bics.org.uk

Website: www.bics.org.uk

Twitter: @BICSc_UK

Facebook: www.facebook.com/TheBICSc

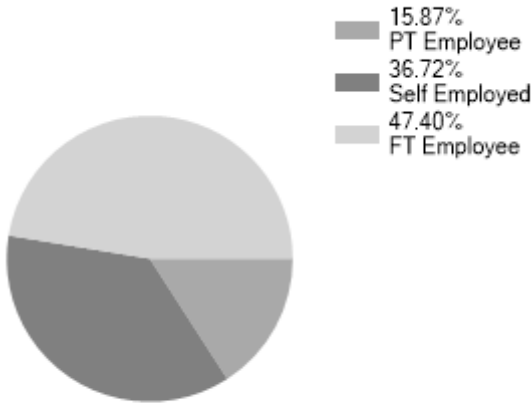
Hostelling Scotland

Tel: 01786 891 400

Website: www.hostellingscotland.org.uk/careers

Statistics

Employment Status UK %

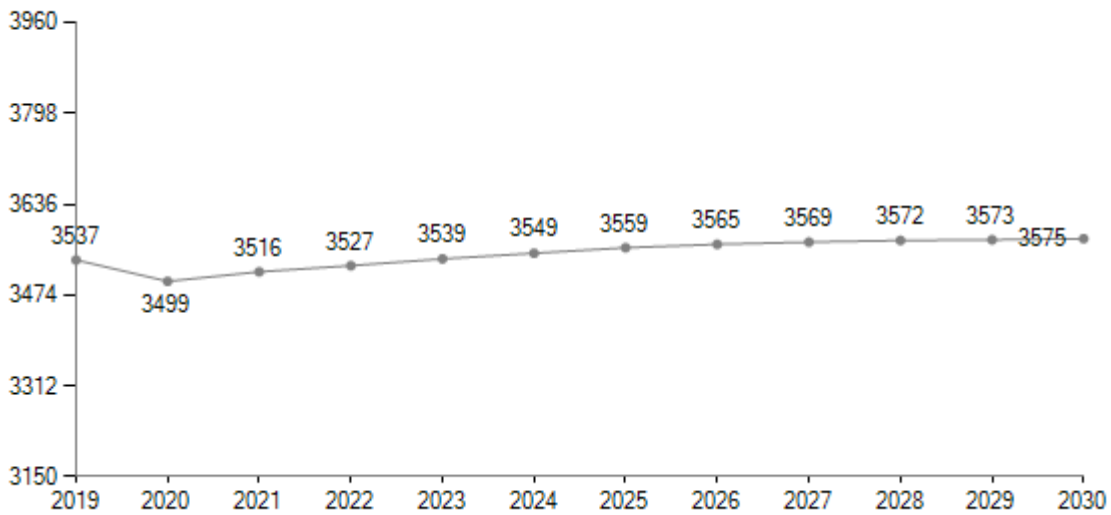


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

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

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)