

## 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 2026 the National Minimum Wage is £8.00 an hour for workers under 18, £10.85 an hour for workers aged 18 to 20. The National Living Wage for those aged 21 and over is £12.71 an hour.

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**

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### **Hostelling Scotland**

Tel: 01786 891 400

Website: [www.hostellingscotland.org.uk/careers](http://www.hostellingscotland.org.uk/careers)

## Statistics

Employment Status : Not available this career.

### Past Unemployment - Scotland

No Claimant statistics available for Scotland.

Predicted Employment Statistics : Not available this career.