



Passport to your future

My Experience

Baddesley Clinton



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Quotes from past line managers and trainees

I had spent most of my working life on building sites, in factories and bars and night clubs. Nothing I was involved in really interested or challenged me but my lack of formal qualifications and a need to keep working limited my options. I felt trapped.

Strange as it may sound, the people who bankrupted the world did me a huge favour. I was made redundant and the decision to leave work was taken out of my hands. The trap was opened and I was free, broke but free.

I knew I never wanted to go back to any of my former roles but I still wasn't sure how to get to where I wanted to be. It took quite a while (nearly four years) but out of the blue the right opportunity landed, almost literally in my lap.

It was at the job centre that I first found the advert for the Passport to Your Future and as no experience or qualifications were necessary I knew this was the perfect opportunity for me to start a new life.

It's difficult to explain the difference between my past life and my present

one, I have a limited amount of space and the contrast is enormous.

Throughout the last 12 months I have been on the steepest learning curve of my life, so much information has been sent my way that I didn't think I would ever retain any of it, surprisingly I have and I feel remarkably well prepared for a new career direction with an abundance of marketable skills and a really solid platform to build from.

Each year of the Passport to Your Future is different; the visitor experience Passport encapsulates all aspects of frontline operations and therefore all departments within the property.

Everything from customer service, events organisation and delivery, taking bookings, office operations, the importance of membership, retail and catering to the National Trust's financial structure, the list is almost endless.

Along with all the in house training at property level I have also had the opportunity to attend training delivered by some of the many expert consultants within the National Trust at properties around the country.

Project planning, creating quality interpretation and understanding audiences are among the many subjects covered by these away days. It's incredible that so much has been packed into such a short time and many of the staff I work with are quite jealous as I have done and seen more in a year than they have in their entire careers.

I can honestly say that it has been the most amazing 12 months, at times a little over whelming but I have had an outstanding team behind me, supporting me all the way. The only problem is I have fallen in love Baddesley Clinton and all the people that I have been privileged enough to work with. If there is one bad thing about the Passport to Your Future it is that it is over too quickly.

By John
Baddesley Clinton