



Passport to your future

John's Story

The Property Manager Experience

Stephen Spinks

The overall experience- how was it?

Participating in the Passport to the Future Scheme has been rewarding for both candidate and Baddesley Clinton. From the outset John was welcomed into the team with open arms and quickly found his feet with all departments across the estate.

Included in start of season meetings, sitting on head of department meetings and attending daily volunteer briefs, John quickly built up a rapport which was essential if his role was to be a success and in doing so also built his confidence. John's passport covered a range of subjects and without building relationships from the 'get go' this would have been difficult to achieve.

The roles of mentor, manager, buddy and supporting folk were set out clearly at the start; everyone knew what units they were doing, responsibilities they had, what support John would need, how we could also get the best out of him and how to push him forward so he could experience new challenges and exciting learning opportunities.

The benefits to the trainee?

Over twelve months, John has learnt such a diverse and highly relevant passport that he has now become 'the keeper of property knowledge'. This is important because the business as well the candidate need to achieve something mutually beneficial. It was also important to structure John's work around the highs and lows, peaks and troughs of the operational day and season.

For example, we introduced John into Visitor Reception for a months work at a time when the department was busy over Easter. This helped John gain a great understanding of the 'real life' Visitor Reception and the VR team had an extra pair of hands who was competent enough to sell memberships, speak to visitors and become a real part of the team.

The benefits to the property:

The passport has created an exciting opportunity for John to build up a solid and broad NT knowledge. It is a rare opportunity for any new person arriving at the NT to gain such a useful set of knowledge and skills which now stands him in great success for future opportunities.

John has become a key member of the Baddesley team and his approach to works, his gained confidence, and approach to professional working has gained him an extended position at the property. He is also skilled to apply for a variety of rolls across the Trust and is an asset to any team. If I could have entered a career into heritage via the passport I would have felt highly privileged'.

One of the greatest benefits of the passport is not just the reliance on building a working knowledge of a property, department or discipline but also as manager and mentor investing time throughout the year with the candidate to develop their personal skills, interview and recruitment techniques. I wish someone had done this for me when I think back to starting out in a new career!



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