

The Manor House Hotel's Inclusive Employment Journey Transcript

[Soundtrack: Ambient music plays for the duration of the video.]

[Text: Johnathon Cairns, General Manager at Manor House Hotel]

[Johnathon Cairns] So, it was through networking really. We did some networking events with Durham Business Club.

[Video: Exterior shot of hotel.]

[Text: Charlotte Daghish, DurhamEnable Engagement Officer]

[Charlotte Daghish] So, I met Johnathon at a Durham Business Club networking event here at the hotel. So, this was actually one of the first events that I met Johnathon at, and we had a tour around and I could, kind of, just see the amazing opportunities that potentially were available for our jobseekers.

[Video: Shot of external signage directing to "Reception", "Knights Hall" and "Manor Spa".]

[Charlotte Daghish] So, I had a kind of quick chat with him, and he was a hundred percent onboard, yeah! let's find out more about each other and kind of see how we can partner up.

[Video: Shot of external hotel sign saying "Manor House Hotel and Spa. Award winning restaurant. Wedding and events venue.]"

[Johnathon Cairns] DurhamEnable came in and assessed the job role first.

[Charlotte Daghish] So, after our initial meeting here at the hotel I had a workplace tour I got to understand where his current vacancies were coming so it was going to be kitchen porter, spa host and food and breakfast beverage assistant.

[Video: Clip of a women working in the hotel kitchen. Clip of a table in the restaurant being set. Clip of a bubbling spa pool.]

[Charlotte Daghish] I really needed to understand the ins and outs of all of those jobs. I finished the jobs analysis, and I took it back to our jobs analysis meetings, spoke to our job coaches and really looked at what individuals did we have.

[Johnathon Cairns] From that initial meeting we had a really formal meeting with all three candidates. So, we did a bit of a group meeting, we had a good tour around the hotel and all the property, and it was important for us to get them in to see how conformable they felt within the surroundings.

[Video: Shot of an ornament in the hotel grounds. External shot of the hotel. Shot of external sign saying "Hotel reception and lounge bar. Internal shot of hotel looking through doorway, there is a sign saying "Reception" above the door.]

[Johnathon Cairns] The candidates that have come on board, from the first meeting until now, it's like chalk and cheese, you know, they have developed brilliantly you know. Riley, who is one of our food and beverage assistants her communication skills with, with the customers has gone from, sort of, really shy and really tentative to now advising where to go, what to visit and to having that conversation.

[Video: Shot of the hotel's restaurant.]

[Charlotte Daghish] Riley really needed a place to fit in, and for some people that doesn't exist. So, kind of, actually with DurhamEnable and with Johnathon at Manor, we kind of created that wrap around support for all of our job seekers.

[Video: Shot of hotel swimming pool, with a neon sign at the end saying, "Manor Hotel, relax, unwind, recharge", a woman then walks by the side of the pool toward the sign.]

[Charlotte Daghish] She needs work placements and work trails that we organised with Johnathon we have helped them to get comfortable.

[Johnathon Cairns] Before we got to the end of the eight-week placement they were already doing the job to the required spec that we wanted, so it was sort of the decision had already been made itself in offering the roles full time.

[Charlotte Daghish] The work trail really allowed them to shine. She proved to everyone around them that I can do this job, I can be an employee, I can do this all I needed was this extra little bit of support from DurhamEnable and actually what they needed from Manor House was to try another way.

[Video: Clip of a person cleaning the wooden floor next to a spa pool. Clip of a woman cleaning dishes in a sink in the hotel kitchen. Clip of a table in the restaurant being set.]

[Johnathon Cairns] What we have found is they just want the job so much and they want to do it for you. So, you have already from joining that process you have already broken a load of barriers down to build trust straight away.

[Charlotte Daghish] Johnathon has been open arms to all of the support from DurhamEnable from external support and it's really promoted the fact that actually you can look to DurhamEnable for recruitment.

[Johnathon Cairns] From a business point of view it has saved me a lot of time.

[Video: External shot of the hotel.]

[Johnathon Cairns] Getting, just getting three amazing people to join the team has been the sort of the takeaway from it you know. As well as them being really capable to do the job they are all just really lovely people. It's always nerve wracking bringing new people into, into the team but it hasn't been, you know, because they all just fitted in. From having them the place has, has improved us as a collective.

[Charlotte Daghish] Johnathon and the whole entire team at Manor House Hotel and Spa are just so supportive to our three people that they, kind of, now placed. They have took everything on board and they are going to learn more about, kind of, the individuals that we work with and Johnathon, kind of, wants to actually expand on this in the future as well. He fully committed to becoming Disability Confident, so he is currently level one, he is wanting to proceed to level two and level three.

[Johnathon Cairns] This has been one of my biggest achievements. In my, in my hospitality career.

[Video: Shot of hotel swimming pool, with a flashing sign at the end saying, "Manor Hotel, relax, unwind, recharge".]

[Charlotte Daghish] It's not just a service for our job seekers it is a service for our employers and I think Johnathon really appreciates the amount of time that we have supported him through this

process and he is now getting free training for all of the staff here that would originally have cost him thousands of pounds.

[Video: External shot of the hotel.]

[Charlotte Daghish] I would like to think that he would continue this relationship and work with people with people that have disabilities because he doesn't see it as a barrier, he wants to work with the community and the residents of the community because he wants to, not just because its... something that needs to happen. I think he really believes in what DurhamEnable are doing in supported employment.

[Video: Clip of a person cleaning the wooden floor next to a swimming pool. Clip of a table in the restaurant being set. Clip of a woman cleaning dishes in a sink in the hotel kitchen.]

[Charlotte Daghish] We need business to support the movement. There is less than four percent of the population of the northeast that identifies as having a disability currently in work, and actually that is shocking, that is scary. I am looking for employers that are open to another way of recruitment. It only takes one employer and one person to make a difference to three people lives and we need more Johnathon's we need more hotels, we need more businesses that, kind of, will take that leap.

[Johnathon Cairns] I just say "go for it" just take that step forwards and, and it's not as scary as you think once you get the process going so we are just lucky to have found DurhamEnable at this networking event.

[Text: Funded by UK Government logo, DurhamEnable logo, (A brighter future for inclusive employment www.durhamenable.info), Durham County Council logo.]