Case Study 1 – Sarah Harrington

Sarah joined the University in November 2012 as a Customer Relations Agent in Event Durham. Sarah’s role was primarily looking after commercial business in St Aidan’s and Van Mildert College. During this time, Succession Planning was launched by ACS and Sarah was approached to participate in this. Sarah also completed The Realising Your Potential Approach Applied in Management (*ILM Endorsed Programme*). Part way through this programme a secondment opportunity for the Deputy Event Durham Manager became available within Event Durham which was a potential step up the ladder for Sarah. Sarah applied for this role and was successfully appointed and is now in a permanent role as Assistant Event Durham Manager.

Case Study 2 – Rebecca Jacobs

Rebecca joined the University in 2016 as a grade 3 Reception Helpdesk Assistant with Accommodation and Commercial Services (ACS). In 2017 Rebecca was put forward by management to take part in the ACS Succession Planning Programme. During the programme Rebecca was able to develop skills and knowledge to meet the criteria in a role which was a grade higher. Rebecca also completed The Realising Your Potential Approach Applied in Team Leadership (*ILM Endorsed Programme*). In 2018 Rebecca was successful in achieving a grade 4 position as Facilitator (Accommodation and Facilities) with Stephenson College. This was an exciting opportunity as she was able to assist with the transition of Stockton Campus Colleges from Stockton to Durham.