

Job Description

Job Title:	Conference Porter
Salary:	£25,200 per annum
Contract Type:	Permanent, full-time (37 hours per week), working 5 out of 7 days
Reporting to:	Conference Operations Manager

Job Purpose

Home to the world's largest collection of historic British cars, the British Motor Museum operates as part of an Educational Charitable Trust. This role places you at the heart of a vibrant organisation where heritage meets exceptional conference and events delivery. The role is a fantastic opportunity for someone who truly thrives on high-energy, multifaceted environments and is seeking a position in a truly unique setting.

Working within a dynamic operations team, the Conference Porter helps deliver seamless meeting, dinner and conference experiences at the British Motor Museum. You will prepare and maintain rooms, audio-visual equipment and catering areas to exact client specifications, ensuring every event runs smoothly. You will also cover early, day and evening shifts, five days out of seven. There is the opportunity to develop within the organisation to undertake Duty Manager shifts on an ad-hoc basis to oversee daily operations across the Museum and Conference Centre.

Main Duties

- Work five days out of seven, including weekend, early-morning, daytime and evening shifts to meet business needs
- Set up and break down conference rooms, meeting spaces and dinner/function areas
- Install, test and troubleshoot audio-visual equipment (projectors, screens, microphones, etc.)
- Serve and clear food and beverages during functions and dinners
- Assist with bar service to support events
- Deliver, serve and clear conference catering in line with event schedules
- Follow function sheets precisely to ensure correct layout and timings
- Adhere to the Museum's Standard Operating Procedures at all times
- Provide additional support to the catering team during peak periods
- Support the summer show season and other high-footfall events
- Operate tills, handle cash and process payments accurately
- Assist with stock-taking as needed

Other Duties

- Take responsibility for your own health, safety and welfare, ensuring compliance with Trust's Health and Safety policies, procedures and safe systems of work
- Be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with the Trust's Equal Opportunities Policy
- Undertake to familiarise yourself with the data protection procedures set down by the Company as a result of the General Data Protection Regulation
- Actively and positively contribute to the success of the business in delivering your duties and any other business-related activities which may reasonably be requested

Knowledge, Skills, Experience and Attributes Required

- 18 years of age or over
- Friendly and customer focussed
- Able to work as part of a team as well as on own initiative
- Able to interpret written instruction with acute attention to detail
- Smart, professional appearance
- Good time management
- PC literate
- Ability to work to tight deadlines during busy peak hours
- Customer service experience desirable but not essential

Benefits

To support our staff both inside and outside of work, the Trust offers 26 days of annual leave per year (pro-rata for part-time employees) plus bank holidays. You will receive staff discounts in our gift shop and onsite café as well as a number of free tickets each year for friends and family to visit the Museum.

Employee well-being is paramount at the Trust, and we therefore offer enhanced occupational sick leave and pay as well as enhanced family-friendly leave and pay.

Joining the British Motor Industry Heritage Trust as an employee will give you the opportunity to develop your career in a friendly and supportive environment while working for a charity dedicated at preserving and sharing Britain's automotive heritage.

Inclusion and Diversity Statement

As an organisation the British Motor Industry Heritage Trust is committed to eliminating discrimination and encouraging diversity amongst our workforce. We welcome applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.