

Job Description

Job Title	Conference Operations Manager
Contract Type	Permanent, 37 hours per week, working 5 over 7 days
Salary	£38,000 - £42,500k per annum (depending on experience)
Reporting to	Head of Operations

Job Purpose

This role is a fantastic opportunity for someone who truly thrives on high-energy, multifaceted environments and has a natural flair for leadership. As the Conference Operations Manager at the British Motor Museum, you'd be expected to guide an experienced team of duty managers and operations staff within a 17-room venue that hosts up to 1,400 delegates. The job demands quick thinking, expert multitasking, and the drive to ensure every client and delegate receives an exceptional experience, every single time.

This position is made even more exciting by its setting, home to the world's largest collection of historic British cars, and part of an Educational Charitable Trust. It isn't just about managing events; it's about being at the heart of a vibrant organisation where heritage meets conference and events delivery. If you're naturally agile, organised, and a confident communicator who loves to motivate a team, this role could be exactly the kind of dynamic challenge you're looking for.

In addition to your leadership skills, you'd be expected to set high operational standards, continuously engage with a diverse range of clients, and adapt seamlessly in a busy, sometimes demanding work environment. This is an ideal role for someone who is not only looking to further their career in conference and events management but also wants to be part of an established and friendly team in a truly unique setting.

Main Duties and Responsibilities

The main responsibilities for the Conference Operations Manager role can be summarised into several key areas that blend strategic leadership with tactical, hands-on delivery:

Leadership & Team Management

- **Team Direction:** Lead the Conference Operations Team, ensuring that communication is both clear and effective with team members and clients. This means inspiring the front-of-house team to deliver excellent service at every touchpoint.
- **Staff Development:** Recruit, train, and supervise both permanent and temporary/casual staff. Regular briefings, post-event debriefings, and weekly operational meetings to ensure the team is supported, informed, and continuously improving.

Operational Excellence

- **Quality Standards:** Maintain and promote exceptional presentation standards across all conference and public areas - you will be the champion for operational excellence.
- **Coordinated Service Delivery:** Collaborate proactively with the sales, bookings, and catering teams. This close integration ensures that every client's experience meets or exceeds their expectations.
- **Resource Management:** Create staff rotas and allocate resources efficiently to match daily business needs. Monitoring budgets, controlling costs, and efficiently managing labour to contribute to maximising profitability.
- **Client Interaction:** Act as the main point of contact for clients during events—handling everything from last-minute changes to ensuring a smooth, enjoyable client journey.
- **Complete Service:** Lead the operational delivery for conferences, corporate dinners, weddings, and various other events, ensuring that operational details are seamlessly executed.

Supplier & Emergency Management

- **Supplier Coordination:** Review and manage supplier and service contracts to ensure the best value and adherence to service standards. Manage the selection and oversight of external catering units that complement the on-site provision.
- **Emergency Preparedness:** Be ready to execute emergency procedures while on duty, including managing building evacuations, ensuring the safety of everyone.

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

Skills, Experience and Qualifications

- Significant proven experience within the catering, events, and hospitality sectors, enhanced by hands-on operational management;
- Demonstrable experience in leading, motivating, managing, and developing a team to deliver excellent client experiences consistently;
- Experience in creating and managing rotas, ensuring resources are efficiently allocated to meet day-to-day business needs while maintaining a focus on dynamic event delivery;
- Comprehensive knowledge of food and beverage service, conference room set ups including AV coordination, and attention to detail;
- High level of customer service demonstrating a strong customer-focused approach, paired with excellent interpersonal skills;

- Ability to work under pressure and manage a high, varied workload, including flexible hours (evenings, weekends, and holidays) depending on event schedules;
- Able to plan and monitor financial resources, ensuring expenditures align with strategic goals, identifying areas where costs can be controlled without compromising service quality;
- Commercially aware and proactively able to identify opportunities that can drive growth, profitability and efficiency, as well as cost-saving initiatives, or operational efficiencies that enhance the overall client experience;
- IT literate and able to use Microsoft Word & Excel;
- Smart professional appearance;
- Good time management;
- Personal Licence holder would be desirable.
- Full Driving Licence required due to location.

Applications

Please send a CV and covering letter to: hr@britishmotormuseum.co.uk

Applications must be received on or before the closing date.

Closing Date: Sunday 27 July 2025

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.

We operate an ad-hoc home working policy to allow for maximum employee flexibility, however, please note regular hybrid working is not available for this role.

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
<p>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.</p>