

Job Description

Job Title:	Conference Event & Catering Supervisor
Salary:	£25,500
Contract Type:	Permanent - 37 hours per week (5 days out of 7)
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 environment and is seeking a position in a truly unique setting.

Working within a dynamic operations team you will help to fulfil the delivery of conference and catering services for clients and museum visitors and actively ensure that the highest standards are maintained throughout the business. You will also undertake the role of Duty Manager (after appropriate training), to oversee daily operations and take responsibility for both the Museum and Conference Centre.

Main Duties

- Work five days out of seven, incorporating early and late shifts to meet business needs
- Supporting the Café Supervisors and conference team in the fulfilment of their duties.
- Ensure all cash-handling and billing procedures comply with company policy
- Conduct stock-taking activities as required
- Ensure that on completion of the shift, all front of house areas are ready for the next working day and that a thorough handover is completed.
- Support the setup, delivery, and breakdown of conferences, meetings, and catering events
- Ensure the smooth running of dinners, weddings, events and conferences
- Organise, brief and prepare the team ahead of shift, making sure everyone is confident and ready to deliver exceptional service.
- Set up and break down conference rooms for daytime and evening events
- Welcome and liaise with clients to confirm requirements, capture feedback, and resolve queries
- Liaise with the Chef and Conference Bookings teams to check timings and special dietary requirements.
- Collaborate with the Conference Operations Lead on room layouts, AV requirements, and catering setups

- Manage the daily opening/closing of the British Motor Museum as a Duty Manager and ensure all processes and procedures are followed by yourself and others (after appropriate training)
- Ensure adherence to standard operating procedures, food-hygiene regulations, licensing legislation, and GDPR data-protection procedures
- Attend monthly Health & Safety and Environmental team meetings
- Take responsibility for your own and others' health, safety and welfare, ensuring compliance with Trust's Health and Safety policies, procedures and safe systems of work.

Knowledge, Skills, Experience and Attributes Required

- PC literate, with proficient use of Word and Excel
- Understanding of conference and catering operations (industry background desirable)
- Excellent verbal, literacy and numeracy skills
- High level of customer awareness and sensitivity
- Strong interpersonal and motivational abilities
- Effective time-management and organisational skills
- Ability to work under pressure while handling a varied, high-volume workload
- Prior supervisory or hands-on experience in catering, hospitality or events (desirable)
- Smart, professional appearance and conduct
- Positive, can-do attitude and willingness to contribute to team success
- Commitment to the Trust's values, including equal opportunities and respectful behaviour

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.