

JOB DESCRIPTION

Job Title:	Receptionist (Fixed Term Appointment – 9 Months)
Salary:	£24,455 pa pro-rata
Hours:	37 hours per week (Mon – Fri)
Responsible to:	Conference Operations Manager

Job Purpose

This role is an exciting opportunity for someone who thrives in a high-energy, fast-paced environment. As the Receptionist at the British Motor Museum, you will be the first point of contact for all visitors, guests, and callers, delivering a welcoming, informed, and professional experience that reflects the Museum's standards and values. You will play a key role in ensuring smooth visitor flow by providing accurate information, managing enquiries, and supporting front-of-house operations.

Success in this role requires quick thinking, confident multitasking, and a commitment to delivering exceptional service to every visitor, client, and delegate. By maintaining an organised reception area and offering consistently high-quality customer care, you will help strengthen the Museum's reputation as both a leading cultural destination and professional conference venue.

Set within the world's largest collection of historic British cars and part of an Educational Charitable Trust, this position places you at the heart of a vibrant organisation where heritage, learning, and events come together. It's more than a reception role; it's an opportunity to contribute to a dynamic environment where no two days are the same. If you are naturally agile, organised, and an assured communicator who enjoys being at the centre of activity, this position would be ideal for you.

Responsibilities

The ideal candidate will be confident working independently, using their initiative to keep front-of-house operations running smoothly. Responsibilities include:

- Operating the Museum's switchboard and managing all incoming calls.
- Identifying caller needs and directing enquiries to the appropriate departments.
- Assisting business and leisure visitors with information, guidance, and general requests.
- Preparing and updating daily signage for conference rooms.
- Creating menu signage for conferences, working closely with the Chef team to ensure accuracy.
- Processing all incoming mail, parcels, and deliveries.
- Managing outgoing mail and parcels using Royal Mail Click & Drop.
- Controlling and managing stationery supplies, ensuring that orders are placed at appropriate intervals.
- Manage the enquiries inbox daily to allocate requests to the appropriate department.
- Supporting wider Museum teams with administrative and operational tasks as required.
- 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
- Requirement to play a key role in the event of an emergency building evacuation

Skills, experience and qualifications

- Strong customer service skills with a clear customer-focused approach and excellent interpersonal abilities.
- Confident, clear communication skills, both face-to-face and over the telephone.
- Professional and courteous telephone manner.
- Competent IT skills, including the use of Microsoft Word and Excel.
- Smart, professional appearance suitable for a front-of-house role.
- Effective time-management skills with the ability to meet deadlines and stay organised.
- High level of attention to detail in all tasks.
- Ability to multitask and prioritise workload in a busy environment.
- Willingness to learn and develop new skills.
- Full UK driving licence required due to the Museum's 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: Midday, 27 March 2026

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 home 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

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.