

Meeting & Event Operations Supervisor

Pay: £26,000.00-£27,210.00 per year

Job Description:

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 meetings and event 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 you will help to fulfil the operational delivery of meetings, events 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.

This hospitality role offers a genuinely rare work-life balance, with no split shifts and Christmas and New Year off!

Main Duties

Team Leadership & Operations

- Supervise the catering, meetings and events front-of-house teams
- Work five days over seven, incorporating early and late shifts to meet business needs
- Demonstrate a hands-on approach and be consistently visible within operational activity
- Act as Duty Manager (after appropriate training)
- Ensure all cash-handling and billing procedures comply with company policy
- Conduct stock-taking activities as required

Event Support & Delivery

- Maintain high standards of service during all meetings and events
- All events accurately set to event function sheets and client briefs are met
- Support the setup, delivery, and breakdown of meeting and catering events
- Deliver, serve, and clear catering for meetings, functions and dinners

- Carry out the physical setup and breakdown of meeting room furniture for daytime and evening events
- Lead the on-the-day operational delivery and coordination of external events/shows.

Client Liaison & Coordination

- Welcome and liaise with clients to confirm requirements, capture feedback, and resolve queries providing a professional and competent point of contact
- Liaise with the Chef and Meetings & Event Coordinators to check timings and special dietary requirements
- Collaborate with the Conference Operations Manager on room layouts, AV requirements, and catering setups

Compliance, Health & Safety

- Ensure adherence to standard operating procedures, food-hygiene regulations, licensing legislation, and GDPR data-protection procedures
- Attend monthly Health & Safety and Environmental team meetings
- Execute emergency procedures, including managing building evacuations and responding to operational incidents

Duty Manager Specific Responsibilities (After appropriate training)

Building Management

- Open the building each morning and close it at the end of the day, ensuring a safe environment for staff and visitors
- Respond to operational incidents and escalate where necessary
- Complete thorough handovers so Operations team briefed for the next working day

Emergency & Accessibility Oversight

- Manage emergency procedures, including building evacuations, ensuring the safety of everyone on site
- Uphold health, safety, hygiene, and accessibility standards at all times
- Act responsibly to avoid and discourage any form of discrimination or harassment, complying with the Trust's Equal Opportunities Policy
- Actively and positively contribute to all business-related activities as reasonably requested

Knowledge, Skills, Experience and Attributes Required

- PC literate
- 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
- A good level of physical ability as the role involves regular movement of furniture when setting up rooms.
- Positive, can-do attitude and willingness to contribute to team success
- Commitment to the Trust's values, including equal opportunities and respectful behaviour

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, 13 September 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.

Work Location: In person