

BALTIC



Vacancy
Visitor Experience Manager

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| Job Title | Visitor Experience Manager |
| Salary | £29,979 per annum (£18,736.87 per annum pro-rata) Subject to annual pay review April 2026 |
| Contract | Part Time (on a rota basis) |
| Deadline | Friday 6 March 2026 |

Baltic is recruiting for a Visitor Experience Manager to proactively support and manage a team of Baltic Crew (Gallery Assistants), duty manage and hold responsibility for the operational running of our Visitor Experience team, our galleries and our visitor offer providing the very best in visitor welcome and experience.

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| Reports to | Senior Visitor Experience Manager |
| Working hours | 23.125 hours per week (on a rota basis) |
| Place of Work | Baltic, South Shore Road, Gateshead, NE8 3BA |
| Benefits | 30% discount at Baltic Shop and discounted menu at Baltic Kitchen, 10% off standard rooms & food at Malmaison Hotel Newcastle, discount at Eldon Square, Pension Scheme, Employee Assistance Programme |

About the role

The ideal candidate will have experience in working in the hospitality sector, have management experience, be highly organised, and able to motivate and inspire a team in delivering our incredibly important welcome, and maintain our exceptional customer experience standards within a challenging and exciting contemporary arts sector.

The working pattern for this role focuses on providing duty management of the building on some weekdays (Tue-Fri), and every weekend. A typical working day is 09:00-18:15 with occasional extra hours for events, projects and training.

The working pattern is:

2x 9.25 hour shifts week 1 – Tuesday and 1 weekend day

3 x9.25 hour shifts week 2 – Tuesday and full weekend

An Enhanced DBS check is also required for this role.

Job Profile

Visitor Experience Manager

Key Outputs and Accountabilities

- To support the planned and safe daily operation of Baltic by performing the role of Duty Manager as the principal point of contact.
- To be responsible for rostering staff to support operational needs, customer engagement and customer service.
- To be responsible for the recruitment and induction of front-line staff, in line with Baltic's employment policies and in respect of equal opportunities.
- To be responsible for performance management of Security staff, including regular one to one meetings & annual performance and development reviews.
- To be a principal point of contact for all visitor comments and complaints.
- To support public safety through the implementation of agreed procedures, including emergency evacuation.
- To support administrative tasks that connect Visitor Experience & Facilities team to ensure efficient operations, safety and security,
- To take an active role in the implementation of Baltic's Child and Vulnerable Adult Protection Policy.
- To liaise with Baltic hires team & catering partners to benefit the provision of quality customer service.
- To support the delivery of events, lettings, and hires through effective on-site liaison with colleagues and external organisations in order to provide high quality visitor/client service.
- To assist to maintain the security, presentation and safety of Baltic and exhibitions.
- To liaise with external event organisers, community partners and others to benefit cohesion between Baltic's operations, Front Room social programme delivery and activities on Baltic Square.
- To assist with the operation of certain building systems.
- To assist with developing visitor interpretation, and visitor information including being responsible for guided tours and narrated information.
- To undertake administrative tasks associated with the position and maintain appropriate records accordingly.

About Baltic

Since 2002, Baltic Centre for Contemporary Art has stood as an iconic landmark and much-loved gallery, on the Newcastle Gateshead quayside. We are the largest art gallery in the UK without a permanent collection, free to access and receive over 400,000 visits each year. Baltic boasts four galleries, community spaces, library, sensory room, cafe, shop and rooftop restaurant, and breathtaking views of the Quayside.

We capture the public's imagination with our dynamic mix of awe-inspiring exhibitions, community gatherings, and opportunities to learn. Baltic's daring exhibition programme focusses on new work, platforming local, national and international artists through twelve annual commissions. We have exhibited over 850 artists from 78 nationalities, including world renowned names Martin Boyce, Antony Gormley, Yoko Ono, and Jenny Holzer.

Baltic inspires the next generation of artists by empowering children and young people to experience art, create art and enhance their confidence, skills and wellbeing. We build lifelong engagement, creating clear stepping stones from early engagement with young people via local schools, to supported opportunities and pathways into creative careers. 29% of our visitors are aged below 24, and 41% are Family groups.

Baltic is supported by Arts Council England, Gateshead Council and Northumbria University. We generate earned income through our commercial activities including Baltic Shop, venue hire, donations and catering outlets.

Our Values

We value listening: A listening organisation is a relevant organisation. We create positive impact by understanding and responding to the needs and motivations of our audiences and communities.

We value accountability: An accountable organisation is transparent and rigorous. We build trust by behaving with honesty and integrity.

We value courage: A courageous organisation is bold and takes risks. We platform progressive and thought-provoking ideas and practices.

We value equity: An equitable organisation values equality, inclusion and diversity. We champion equity and challenge racism and prejudice.

We value sustainability: A sustainable organisation is resourceful and environmentally conscious.