

BALTIC



Vacancy Hires and Events Manager

Vacancy

Hires and Events Manager

Job Title	Hires and Events Manager
Salary	£30,500 per annum
Contract	Permanent
Deadline	Friday 2 October at 23:59

Hires and Events Managers play a key role in Baltic's commercial success by leading the venue hire and events function, managing a high-performing Front of House team and generating income that directly supports the charity's purpose.

Reports to	Hospitality Operations Manager
Working hours	37 hours per week with availability for evenings and weekends
Place of work	Baltic Centre for Contemporary Art, South Shore Road, Gateshead, NE8 3BA
Annual leave	25 days plus Bank Holidays pro rata
Benefits	30% discount at Baltic Shop and discounted menu at Baltic Kitchen, Discount at Local Retailers, Pension Scheme, Employee Assistance Programme

Job Purpose

Through excellent event delivery, strong client relationships and supporting commercial activity, the role helps ensure Baltic remains both financially sustainable and culturally impactful.

About the role

The Hires and Events Managers are responsible for leading the successful front-line delivery and commercial performance of Baltic's venue hires and events programme. Working within the commercial arm of the charity, the postholder will support the generation of income that supports Baltic's charitable mission, artistic programme and public engagement activities.

Working across two teams, the Hires and Events Managers are responsible managing the end-to-end operation of internal and external hires and events, from enquiry and booking through to planning, delivery and evaluation. The postholders lead a team of Front of House Assistants, ensuring exceptional customer service and operational standards across all a Baltic's hospitality offer.

The Hires and Events Managers proactively manage client relationships, assist with converting enquiries into bookings and identify opportunities to increase commercial income. They also devise, develop and deliver self-generated events and experiences that maximise revenue, increase venue utilisation and contribute to Baltic's long-term sustainability.

Job Profile

Hires and Events Manager

Key Outputs and Accountabilities

Hires and Events Management

- Lead the planning, coordination and operational delivery of all internal and external hires and events across Baltic.
- Ensure the successful delivery of all Hires and Events, including corporate events, private hires, weddings, receptions, conferences, cultural events, fundraising activities and internal organisational events.
- Act as the primary point of contact for clients and stakeholders throughout the event lifecycle.
- Support the creation of detailed event plans, operational schedules and delivery briefs.
- Ensure events are delivered safely, efficiently and to the highest standards of customer experience.
- Work with internal teams and external suppliers to coordinate all operational requirements.
- Manage event budgets, resources and staffing requirements effectively.

Operational Delivery

- Set up, deliver and take down of a range of venue hires and events.
- Front line operational service of food and beverage for Hires and Events.
- Ensure all hires and events comply with health and safety, licensing and safeguarding requirements.
- Undertake risk assessments and ensure appropriate control measures are implemented.
- Monitor quality standards and identify opportunities for continuous improvement.
- Produce reports on commercial activity, performance and client feedback.
- Ensure efficient use of venue spaces and resources to maximise commercial return.

Job Profile

Hires and Events Manager

Key Outputs and Accountabilities

Commercial Development and Income Generation

- Drive income generation through venue hire, events and commercial activities.
- Maximise conversion of enquiries into confirmed bookings through proactive sales activity and relationship management.
- Identify new commercial opportunities that align with Baltic's values and strategic objectives.
- Devise, develop and deliver self-generated commercial events and experiences that generate additional earned income.
- Monitor market trends and competitor activity to identify opportunities for growth.
- Contribute to the development and delivery of commercial income targets and business plans.

Leadership and People Management

- Line manage and develop Front of House Assistants, creating a high-performing and customer-focused team.
- Recruit, train, coach and support team members to achieve operational and commercial objectives.
- Manage staff rotas and deployment to ensure effective event coverage.
- Set clear expectations and monitor performance standards.
- Foster a positive, collaborative and solution-focused team culture.
- Lead by example in delivering exceptional customer service.

Client Relationships, Enquiries and Bookings

- Build strong relationships with clients, partners and suppliers, ensuring a high level of repeat business.
- Manage venue show rounds and client meetings.
- Ensure enquiries are responded to promptly and professionally.
- Undertake booking administration and sales activity during periods when not engaged in operational event delivery.
- Support with quotations, proposals, contracts and client communications.
- Maintain booking systems, event records and commercial reporting processes, where required.

Person Specification

Hires and Events Manager

Essential Experience

- Significant experience of managing and delivering events, venue hires or commercial operations.
- Experience of leading and managing staff in a customer-facing environment.
- Experience of planning and delivering events from enquiry through to completion.
- Experience of generating income through venue hire, events, hospitality or related commercial activity.
- Experience of managing customer enquiries, bookings and client relationships.
- Experience of achieving sales, income or commercial targets.
- Experience of managing customer enquiries, bookings and client relationships

Essential Skills and Knowledge

- Excellent organisational and project management skills.
- Strong commercial awareness and business development skills.
- Outstanding communication and interpersonal skills.
- Ability to manage multiple priorities in a fast-paced environment
- Strong customer service ethos and attention to detail.
- Knowledge of health and safety and licensing requirements within event environments.
- Ability to work flexibly, including evenings and weekends.

Desirable Experience, Skills and Knowledge

- Experience within the arts, culture, charity, or visitor attraction sectors.
- Experience developing and delivering self-generated revenue-generating events.
- Understanding of venue hire, hospitality and event sales.
- Competence in booking, CRM and event management systems.

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.