

BALTIC



Vacancy
Café Assistant

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Job Title	Café Assistant
Salary	£12.60 per hour
Contract	20 hours per week on a rota basis (overtime available)
Deadline	Sunday 19 October 2025 23:59

Baltic is a large must-visit art gallery and an iconic destination on the Gateshead quayside. We offer a warm welcome to 400,000 visitors each year and have just received our 10 millionth visitor.

We have an exciting opportunity for someone to join the team at Baltic as a Café Assistant. We're looking for a friendly, enthusiastic, and reliable individual who enjoys working with people and takes pride in delivering excellent customer service.

As part of our lively and welcoming café team, you'll play a key role in creating a warm and enjoyable experience for all our visitors. You'll help serve food and drinks, keep the café clean and well-stocked, and contribute to the smooth day-to-day running of the café. You'll also help ensure our café reflects the energy of Baltic's exhibitions and events.

If you have a positive, can-do attitude and enjoy working in a fast-paced, creative environment, we'd love to hear from you. Full training will be provided, so this role could suit someone with previous hospitality experience or someone keen to learn on the job.

Reports to	Café Manager
Working hours	20 hours per week on a rota basis across our opening days (Wednesday to Sunday) between 9:45am and 6:15pm Availability for evenings and weekends are essential
Place of Work	Baltic, 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, 20% discount at SIX Restaurant, 10% off standard rooms & food at Malmaison Hotel Newcastle, discount at Eldon Square, Pension Scheme, Employee Assistance Programme

About the role

As part of the Baltic Kitchen team, you will ensure Baltic Kitchen is maintained and operated to a high standard including serving customers, preparation of meals and beverages, cash handling, stock management and always providing the highest level of customer service.

Candidates must have eligibility to work in the UK. Baltic is committed to the goal of building a diverse workforce. We are inviting people with different skills, experiences, backgrounds, gender, orientation, and neurodiversity to apply for all job opportunities.

Job Profile

Café Assistant

Key Outputs and Accountabilities

- Assisting with the preparation of and the serving of all meals and beverages to customers, always ensuring great customer service
- Using the EPOS till, serve customers and cash up at the end of service
- Check stock levels and replenish when necessary.
- Ensure good knowledge of products on sale and on special offer
- Ensure the café/restaurant is presented to a high standard throughout the day and carry out a thorough cleaning at the end of the day
- Ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up
- Ensuring health and safety regulations are followed
- Completing any administration as requested including food temperatures, wastage and cleaning schedules
- Assisting in the effective management of stock and portion control
- To raise any issues or customer suggestions and complaints to the Catering Manager
- Assist with the ordering and deliveries as required

Person Specification

Essential

- Excellent communication skills
- Excellent customer service skills
- Good levels of literacy and numeracy

Desirable

- Experience in the catering industry
- Basic knowledge of food hygiene and Health & Safety

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.