

# BALTIC



**Vacancy**  
**Events Assistant**

# Vacancy

## Events Assistant

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<b>Job Title</b>	Events Assistant
<b>Salary</b>	£12.60 per hour
<b>Contract</b>	8 hours per week on a rota basis
<b>Location</b>	Baltic Centre for Contemporary Art, Gateshead, NE8 3BA
<b>Deadline</b>	Apply by 18 May 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 an Events Assistant. We're looking for an enthusiastic, organised, and proactive individual who enjoys working with people and being part of memorable events.

As part of our dynamic and friendly team, you'll help deliver a wide range of events—from exhibition openings and conferences to weddings and fashion shows. You'll play a key role in setting up spaces, welcoming guests, supporting event logistics, and ensuring everything runs smoothly from start to finish.

This is a fast-paced and dynamic role, ideal for someone with hands-on experience in events or hospitality. A positive, can-do attitude is essential, and this position will offer the chance to expand your skills and gain further experience in the arts, hospitality, or event coordination.

<b>Reports to:</b>	Events Assistant Manager
<b>Working hours:</b>	8 hours per week on a rota basis. Flexibility and availability to work nights and weekends is essential
<b>Place of Work:</b>	Your usual place of work will be Baltic, South Shore Road, Gateshead
<b>Annual leave:</b>	25 days plus bank holidays pro-rata
<b>Benefits:</b>	30% discount at Baltic Shop, discounted menu at Baltic Kitchen, 10% off standard rooms & food at Malmaison Hotel Newcastle, Discount at local retailers, Employee Pension Scheme, Employee Assistance Programme

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### About the role

The Events Assistant purpose is to work with our events team to assist in the delivery of a variety of events, ensuring attention to detail and the ability to provide outstanding levels of customer service. Baltic's events team sits with the Hires Department who are responsible for hosting events ranging from corporate conferences to weddings and fashion shows.

# Job Profile

## Events Assistant

### Key Outputs and Accountabilities

- Assisting with the preparation of and the serving of all meals and beverages to customers, providing a professional, consistent and outstanding level of customer service
- Serving on the bar, a range of alcoholic and non-alcoholic drinks, including cocktails
- Using EPOS and other payment systems as well as cash handling
- Check stock levels and replenish when necessary
- Ensure good knowledge of products on sale and on special offer
- Ensure the event spaces are presented to a high standard throughout and carry out thorough cleaning at the end of the event
- Ensuring the 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 deliveries as required
- Setting up for events and de-rigging after the event

### Personal Specification

#### Essential

- Experience in the catering industry
  - Experience in bartending / serving drinks
  - Basic knowledge of food hygiene and Health & Safety
  - Excellent communication and customer service skills
  - Good levels of literacy and numeracy
  - Ability to work well under pressure, ensuring the smooth and efficient running of an event.
  - Customer focused and consistently delivering excellent customer service with an informed, friendly, and effective approach
  - The ability to work as a team and independently
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## 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.

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## 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.