

BALTIC



Vacancy
Gallery Assistant (Crew)

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Job Title	Gallery Assistant (Crew)
Salary	£12.60 per hour
Contract	Full time, permanent
Deadline	Sunday 23 November 2025 23:59

Baltic Centre for Contemporary Art is a major international gallery situated on the south bank of the River Tyne in Gateshead, England. Having welcomed over 10 million visitors since opening in July 2002, Baltic presents a distinctive and ambitious world-class visual art programme.

Housed in a landmark ex-industrial building, Baltic houses 2,600 square metres of art space, making it one of Europe's largest galleries. Baltic has presented the work of over 850 artists of 78 nationalities in over 300 exhibitions to date.

Are you passionate about contemporary art and do you love connecting with people? We are recruiting for Gallery Assistants (Crew) who can combine an appreciation of contemporary art with the skills, passion and enthusiasm to communicate effectively with our audiences. The ideal candidate will have excellent customer service skills gained through working with the public in a front-line service position and enjoy working in a team.

What We're Offering

We have several part-time positions available:

- Permanent contracts: Up to 46 total hours per week, split across fixed weekly hours.

This role is ideal for new team members excited to join our vibrant community. Please specify your preferred weekly hours (e.g. 8, 16, 24) in the application form.

What You'll Do

- Welcome and assist visitors as the public face of Baltic
- Create engaging art experiences through conversation and support
- Work collaboratively as part of a passionate front-of-house team
- Uphold high standards of customer care in a fast-paced, public-facing role

What You'll Need

- Strong customer service experience in a public-facing position
- Availability to work on a rotating schedule Wednesday–Sunday, including evenings and weekends
- A genuine interest in contemporary art – no previous gallery experience required!

Reports to	Visitor Experience Manager
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

Baltic Gallery Assistants (Crew) combine in-depth knowledge and experience of contemporary art and Baltic with the skills, passion and enthusiasm needed to communicate ideas effectively to all our audiences, navigating them through contemporary art. Our Crew excel in providing an optimum level of visitor service, whilst ensuring public safety and security of the building and its contents.

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

Gallery Assistant (Crew)

Key Outputs and Accountabilities

- Proactively welcome, orientate and support visitors at the information points and in the galleries, in order to help them get the most from their visits to Baltic, encouraging repeat visits.
- Contribute to visitors' enjoyment and understanding through interpretation and communication of information about Baltic and its art, including leading guided tours.
- Be attentive, understanding and sensitive to the needs and wellbeing of the wide range of visitors to Baltic, encouraging diversity and audience development.
- Maintain a good knowledge of contemporary art in the context of increasing public understanding and enjoyment of Baltic's programme.
- Maintain a good knowledge of Baltic and its environs, including the wider cultural offer, regional history and tourism.
- Maintain a thorough and practical knowledge of Baltic's emergency procedures, child and vulnerable adult protection policy and health and safety requirements, assisting with their effective execution and development.
- Maintain high standards of presentation throughout the building, and in particular the galleries and public areas.
- Be attentive to the security of Baltic and its exhibitions in an open public environment.
- Support the Visitor Experience Managers with the smooth daily operation of the galleries.
- Liaise with the Baltic Hires team to provide a friendly and professional service for all our visitors, including proactively promoting our space and assisting with the delivery of events and activities as required.
- Support the wider Learning team at Baltic as well as the Facilities, Communications, Development, Hires, Resources, Programme and Retail teams through opportunities which may arise or when requests are made.

Person Specification

Gallery Assistant (Crew)

Essential

- Experience of working with the public in front-line service
- Excellent communication skills
- Friendly and helpful disposition
- Excellent visitor service skills
- Knowledge, understanding and enthusiasm for contemporary art
- Good team working skills

Desirable

- Second language (conversational level)
- Knowledge, understanding and enthusiasm for promoting the wider cultural offer, regional history and tourism
- Current first aid certificate or current emergency aid training
- Training in public access, e.g. disability awareness
- Training in public speaking or presentation skills
- Accredited visitor service training
- Accredited arts training

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.