

BALTIC



Vacancy
Security Assistant (Casual)

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Job Title	Security Assistant
Salary	£12.60 per hour
Contract	Casual basis
Deadline	Friday 6 March 2026 23:59

Baltic is recruiting for a Security Assistant to work on a casual basis within this iconic North East building, with great communication and customer care skills. The ability to work as part of a team, as well as being comfortable as a lone worker during night shifts is essential.

The ideal candidate will have relevant experience in providing a professional onsite security presence, providing protection to property and staff. Experience with CCTV and Building Management Systems is essential.

Reports to	Security Supervisor
Working hours	Casual basis when shifts are available. which includes day and night shifts, these are commonly 6:00-18:00, 18:00-6:00 or 18:00-00:00
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 post holder will operate within a Security Team and ensure an adequate security function is in place at the Baltic site on a 24-hour basis. Due to the hours being irregular and public transport not always being viable a car user would be desirable.

Job Profile

Security Assistant

Key Outputs and Accountabilities

- To provide a security service to the Baltic building including the monitoring of CCTV system, intruder alarm system, building management systems and life safety systems.
- Control entry and exit of all non-public attendees at Baltic.
- Control entry and exit of Baltic car park, including handling customer/visitor enquiries, ticketing or attending to issues as they arise in person & over the intercom system.
- Control goods inwards/outwards at Baltic.
- Communicating effectively verbally & by email to a variety of Baltic staff teams, including other users of the building such as our catering partners, co-workspace users & freelance artists & technical teams.
- To maintain a log of all incidents and provide written and verbal reports to, Security Supervisor Head of Visitor Experience & where appropriate to Head of Facilities.
- To answer telephone enquiries via the main switchboard as and when required in a professional and helpful manner.
- To provide a portering service when required.
- To assist with maintaining inventories of equipment, fixtures and fittings.
- To provide any other support to the Security Supervisor as required.
- Undertake any other duties relevant to the purview and responsibilities of the role.

Person Specification

Security Assistant

Essential

- Relevant experience in security environment.
- Knowledge of modern Building Management Systems.
- Knowledge of the Data Protection Act, in relation to CCTV.
- Knowledge or experience of Health & Safety in the workplace.
- Excellent customer care skills.
- Excellent communication skills.
- Excellent team working skills.
- Ability & confidence to work autonomously.

Desireable

- First Aid Qualification
- Customer service experience or 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 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.