

BALTIC



Vacancy **Front of House Assistant**

Vacancy

Front of House Assistant

Job Title	Front of House Assistant
Salary	£13.45 per hour
Contract	Permanent
Deadline	Tuesday 11 August 2026

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

Reports to	Cafe Manager
Working hours	15 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's shop and discounted menu at Baltic's Café/Bar, Discount at Local Retailers, Pension Scheme, Employee Assistance Programme

Job Purpose

As part of the Baltic Kitchen cafe team, you will ensure Baltic Kitchen cafe 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. This role will be primarily based in the Baltic Kitchen cafe, however there will be a requirement to work across other areas of the Trading area when needed including, events and the shop.

About the role

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

At Baltic, Front of House is where our values meet our audiences. It's where visitors are welcomed, stories begin, events come to life and hospitality is felt not just delivered. As we embark on an ambitious period of change, we are evolving our Hospitality offer to be warmer, more confident, more consistent and commercially strong, while remaining true to the creative spirit of the organisation.

We are looking for Front of House Assistants who care deeply about people, take pride in great service, and want to contribute to an inspiring, professional and welcoming environment across our café, bar, events and hires programme.

This role sits at the heart of our plans to evolve trading at Baltic. This is a focused, organisation-wide strategy to build a more consistent, accountable and profitable Trading operation, without losing creativity, care or purpose. For Front of House, this means delivering consistently high standards of customer service, supporting smooth and successful events, and helping to create a hospitality culture that feels inclusive, confident and purposeful.

As a Front of House Assistant at Baltic, you will:

- Be a welcoming and informed presence for customers and clients
- Deliver high-quality consistent service across day-to-day hospitality, bar service, events and hires
- Support teamwork, communication and problem-solving across Trading and Hospitality
- Play an active role in maintaining standards, improving processes and creating positive experiences

This is a role for someone who enjoys working with people, thrives in busy and varied environments, and wants to be part of a team that is evolving how Hospitality is delivered thoughtfully, sustainably and with shared ownership.

If you are motivated by teamwork, enjoy creating great experiences, and are excited by being part of a wider journey of improvement and growth, Baltic offers an opportunity to contribute, learn and feel proud of the work you do.

Job Profile

Front of House 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.
- Checking stock levels and replenish when necessary.
- Ensuring good knowledge of products on sale and on special offer.
- Ensuring 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

Front of House Assistant

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

Full training will be provided.

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.