

# Job Description

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Venue Manager | The Paddington Bear Experience



## Who we are:

The Path Entertainment Group is a leading force in location-based and live entertainment, dedicated to crafting world-class, immersive experiences powered by some of the world's most iconic brands.

Our debut attraction, Monopoly Lifesized, launched in London in 2021 and quickly became a global phenomenon, expanding to Riyadh, opening in a US Tour visiting Denver, Colorado in October 2024, and more recently Charlotte, North Carolina. In partnership with Lionsgate, SAW: The Escape Experience followed in 2022, bringing fans into the twisted world of Jigsaw. Most recently, The Paddington Bear™ Experience opened in May 2024, a landmark family attraction located in the heart of London, just steps from Big Ben.

With expertise spanning producing, content development, venue management, design, marketing, and communications, The Path Entertainment Group brings together best-in-class creative and commercial talent under one roof. We are united by a shared ambition: to disrupt the entertainment space with dynamic, IP-driven experiences that captivate audiences worldwide.

Our live stage production division, Showpath, continues to push the boundaries of theatrical storytelling. Current highlights include Monopoly Lifesized (US Tour), and Dungeons & Dragons: The Twenty-Sided Tavern, now playing Off-Broadway and set to transfer to the Sydney Opera House before embarking on a major U.S. tour in 2025.

UK made – internationally focused, with major rollout planned for the US and other markets. Our key ingredient is play. We fuse competitive socialising concepts with theatricality and globally recognised brands in major city markets across the globe.

<b>Job Title:</b>	Venue Manager
<b>Reports to:</b>	Commercial Operations Director (or similar role of seniority)
<b>Place of Work:</b>	County Hall, London
<b>Salary:</b>	£50,000 per annum
<b>Hours of work:</b>	40 hours a week, including weekends & evenings – Full-time role
<b>Additional Hours:</b>	To be agreed in advance including attending meetings, conferences, seminars, overseas travel and events
<b>Pension:</b>	Company Pension Scheme available

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## Overview

We are extremely excited to announce that The Path Entertainment Group are looking for an experienced and ambitious Venue Manager, to lead The Paddington Bear Experience, currently operating in London. We are looking for someone who considers themselves to be driven and creative with natural business acumen and an entrepreneurial spirit.

This role will have full autonomy to manage the day to day operation of the attraction, providing strategic support to the Commercial Operations Director.

You will be expected to develop and maintain a positive working culture, which focuses on developing and training a dedicated team of people and creating an excellent customer experience.

You will also be responsible for all our food & beverage, retail and photography offerings within the experience, ensuring commercial growth across all verticals, maximising spend per head (SPH), and growing net profit.

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## Key Responsibilities:

### Leadership & Development

- Provide effective leadership and motivation to the Guest Experience team, which includes up to 30 positions daily. Leading on recruitment, inductions, guest service training and ongoing personal development.
- To proactively resolve any issues which may impact the overall experience across the attraction.
- To be the point of contact relating to building/attraction knowledge and help with day-to-day operations and decision making.
- Coordinate weekly management meetings with the venue team and create clear and concise forward-thinking objectives.
- Responsible for departmental Payroll and HR responsibilities using our HR software, such as managing holiday, sickness & absenteeism, 1-2-1s, probationary reviews, and appraisals.

### Guest Experience

- Develop guest service standards for the attraction and update and help to upskill all guest facing teams regularly in developing these standards.
- Deliver excellent customer service skills, and ensure commercial opportunities are maximised.
- Work collaboratively across all departments to share feedback and evaluate the operation on a regular basis, suggest improvement and action to resolve recurring issues.
- To encourage guests comments and feedback across all touch points, coordinating and responding to feedback on site and online channels.

### Commercial Development

- Support the venue management to deliver clear training plans, allowing staff to develop sales techniques in key commercial area of the attraction.
- Ensure effective incentives and targets are in place to engage the team and harness positive financial results.
- Develop knowledge of Ticketing and EPOS Systems to ensure the venue is operating in the most effective way to support the staff delivery.

### Duty Management

- Act as Manager on Duty on a roto basis, taking day-to-day responsibility for all aspects of management, public and premises safety and security and all aspects of Health & Safety management.
- Lead the decision making process on game / attraction management, using information from across departments to have full understanding for any cancellations.
- Collate full and detailed reports for the reasons of cancellations, information the Senior Leadership team of the reasons for any game cancellations and share relevant reports.
- To always act in the best interest of the Company when actioning any cancellations.

### Health & Safety

- Support the Operations Manager in compiling, updating and maintaining all Health & Safety, Fire and other Premises Management and Risk Management policies and procedures.
- Be the point of contact and liaise with contractors to ensure site works are undertaken safely and within permitted hours.
- Collate and circulate venue wide Health & Safety information and documentation.

### **Key Performance Indicators**

- Effectiveness of line management, staff morale and retention
- Effectiveness of internal relationships and communication
- Success of individual projects across the Guest Experience journey
- Accuracy, relevance and timeliness of regular reports
- Guest review comments and scores
- Achievement of income targets
- Maintaining budgets and staffing costs

## **Knowledge, Skills & Experience**

### *Essential*

- Ability to lead teams with clarity, energy and purpose
- Proven track record of managing successful venue operations departments
- Excellent team leader who can work flexibly to meet business requirements
- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities
- Customer focused with excellent verbal communication skills, with the ability to work at all levels within the business and communicate confidently with the Senior Leadership Team
- Experience of opening and launching new F&B concepts
- Experience of creating, maintaining and overseeing F&B operational procedures
- Experience of managing F&B and retail suppliers
- Experience of managing EPOS systems
- Experience of forecasting and maintaining labour margins
- Experience with F&B cash up / finance procedures
- Result focused with the ability to take ownership of tasks

### *Desirable*

- Valid UK Driving License
- Personal License Holder (if not we will arrange this)
- First Aid Trained (if not we will arrange this)
- Level 3 Food Hygiene Certified

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## **Health & Safety**

- Proactively support the Company's Health & Safety agenda.
- Ensure all team members are aware of their health & safety responsibilities as required by the company Health & Safety policy, monitor compliance with procedural requirements.
- To be aware of and comply with safe working practices as laid down under the Health & Safety policy as applicable to your place of work, including awareness of any specific hazards in your workplace.
- Ensuring the wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory and ensure this is applied across all departments where applicable.
- Report any defects in the building, plant or equipment according to company procedures.
- Ensure that any accidents to team members, customers or visitors are reported immediately in accordance with correct procedures and ensure awareness of these procedures across the company.
- Attend Statutory Fire and any relevant Health & Safety training, be fully conversant with and abide by all rules concerning Fire and Health & Safety. Be vigilant in ensuring this is managed effectively across the operation.
- To be fully conversant with all Risk Assessments for your departments, COSHH Regulations, Fire and Bomb Procedures and ensure team are up to date and proactively manage their responsibilities in these areas.

### Equal Opportunities

The Path Entertainment Group is an equal opportunities employer. We are committed to fostering a diverse and inclusive workplace where everyone is treated with respect and given equal opportunities, regardless of age, disability, gender identity, marital status, pregnancy, maternity, race, religion or belief, sex or sexual orientation.

### Confidentiality

Whilst working for the Company there will be access to a wide variety of confidential information concerning the Company, Customers and Team members. It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company unless otherwise stated. Please refer to the Handbook for full policy details.

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This job description is intended to illustrate the main duties and responsibilities of the job. It is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature maybe added on a temporary or permanent basis, as appropriate for the expansion of the business.

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To apply for this position, please send a cover letter and CV to [jobs@pathents.com](mailto:jobs@pathents.com)