



Job Description

Head of Food and Beverage | The Path Entertainment Group



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.



Job Title:	Head of Food and Beverage
Reports to:	Director of Commercial Operations (or similar role of seniority)
Place of Work:	County Hall, London (Minimum 3 days per week onsite)
Hours of work:	40 hours a week, including weekends & evenings – Full-time role
Additional Hours:	To be agreed in advance including attending meetings, conferences, seminars, overseas travel and events
Pension:	Company Pension Scheme available

Overview

The Path Entertainment Group are looking for an experienced and ambitious Head of Food and Beverage, to support the General Managers operating our London attractions and help develop new and emerging concepts. We are looking for someone who considers themselves to be driven and creative with natural business acumen and an entrepreneurial spirit.

This role will drive secondary sales across Path attractions, which currently include Monopoly Lifesized and The Paddington Bear Experience.

You will drive the growth of our F&B and retail offering to reflect guest expectations, maximise spend per head (SPH), and grow net profit.

Building strong relationships of leadership internally and externally by ensuring our core values; Pioneers, Act, Trust, Hunger, Excellence, Nimble, Talent and Smart have visibility within the business.

Key Responsibilities:

Team Management & Leadership

- Create a framework of support and development for F&B/venue management to ensure we are working towards shared goals and financial results.
- Be present within the venues to understand areas of improvement and act as a key point of contact between Head Office and venues.

Excellent Customer Experience

- Create a customer first environment, delivering efficient service and an elevated and considered experience to all.
- Produce a seasonal product offering across F&B and Retail, using data insight and market analysis.
- Ensure we have consistency across our product offering, with simple and effective set up and delivery.



Commercial Strategy

- Work closely with the Director of Commercial Operations to develop and implement strategies that drive revenue and Net Profit.
 - Review financial reports and identify opportunities for growth and cost efficiencies.
 - Identify ROI projects which will support business expansion and target a new audience.
 - Lead projects and new initiatives from the concept phase through to project delivery and review, taking full ownership of results.
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Marketing

- Deliver ideas and formulate campaigns to attract new audiences to our attractions and drive awareness of our spaces for future events and opportunities and drive upselling revenue opportunities on site.
 - Assist in forming partnerships by establishing/working with local third-party connections and agencies to help increase trade and growth.
 - Work closely with the sales team to take a leading position in seeking opportunities for corporate and private events.
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Training

- Ensure that the F&B/ venue management teams and their staff are fully trained in product and systems knowledge, to deliver the best possible levels of Customer service.
 - You will invest time in staff training above and beyond the normal levels expected within the F&B sector through appraisals and task delegation.
 - Ensure our training tools are suitable and reliable for the diverse team and that training records are kept up to date by venue management teams.
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Developing a Culture of Collaboration

- Contribute to the continuous improvement of processes and procedures. You will inject fun, positivity and confidence into the business, making it an enjoyable place to work.
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Compliance and Safety

- Ensure that all data protection requirements are met in accordance with the Group's policies and procedures and statutory requirements.
 - You will ensure that health and safety requirements are met in accordance with the Group's policies and procedures and statutory requirements.
 - Lead our food compliance management with the support of our third party food specialist, to ensure that food safety standards are reviewed, maintained and implemented across all areas of the F&B operation, in law compliance.
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F&B Operating Systems

- Lead all updates, programming and take full ownership of the EPOS, Payment and Reservations systems.
- Ensure we have business continuity plans in place, should we have any failures within our systems.



Supplier Management

- Lead the day to day relationships with key suppliers, ensuring we have the best products, at the best prices and identify new opportunities and trends which can benefit the business.
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New Business

- Support the Director of Commercial Operations on delivering plans for new concepts to allow the business to expand.
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Health and Safety:

- Proactively support the Company's health and safety agenda.
- Ensure all team members are aware of their Health and Safety responsibilities as required by the company Health and Safety Policy, monitor compliance with procedural requirements.
- To be aware of and comply with safe working practices as laid down under the Health and 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 and Safety training, be fully conversant with and abide by all rules concerning Fire and Health and 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.

Knowledge, Skills and Experience

Essential

- A passion for commercial results with a talent to convert business strategies into exceptional guest experiences.
- Ability to lead teams with clarity, energy and purpose.
- Proven track record of managing successful venue operations departments.
- 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 programming/maintaining EPOS & reservation 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.
- 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 CEO and board of directors.
- Must have an in-depth knowledge and be confident to implement all accepts of F&B compliance in kitchen, restaurants and bars.

Desirable:

- Personal Licence Holder (if not we will arrange this)
- First aid trained (if not we will arrange this)
- Level 3 Food Hygiene Certified

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.

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.

I have read, understood and agreed this job description of: **Food and Beverage Director:**

Signed : _____

Print Name : _____

Date : _____