



Job Description

Duty Manager



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. Highlights include; COME ALIVE, launching an Australian tour in 2026, and previously Dungeons & Dragons: The Twenty-Sided Tavern, which played Off-Broadway and the Sydney Opera House.

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:	Duty Manager
Reports to:	Venue Manager
Place of Work:	Tower Hill, London
Salary:	£16.48 per hour
Contract type:	11 th May 2026 - 8 th September 2026
Hours of work:	40 hours or 20 hours a week contracts available. Including weekends & evenings
Pension:	Company Pension Scheme available

Overview

We are extremely excited to announce that Gamepath Entertainment are looking for an experienced and ambitious Duty Manager, to manage a new interactive exhibition, which will operate in London throughout Summer 2026. We are looking for someone to support the leadership across departments ensuring the consistent delivery of high standards of service and engagement across all stages of the attraction. To also maximize revenue through add-on sales and developing commercial opportunities.

To support training sessions with all Venue staff regarding emergency procedures, bar training, Box Office, general operational duties, retail, and all health and safety compliance.

This role provides strategic support to the Venue Manager, focused on the development of the guest experience and income generation, and is the primary point of contact for the key operational and production teams across the attraction in planning and delivering events and game schedules.

This role is required from 11th May 2026- 8th September 2026 with the potential opportunity to continue into 2027, with future programming being finalised.

Key Responsibilities

Leadership and Development

- Provide effective leadership and motivation to the Guest Experience & Bar team, including ongoing recruitment, inductions, training and ongoing personal development.
- To proactively resolve any issues which may impact the overall experience across the venue.
- To be the point of contact for items related to the building and experience, and help with day-to-day operations and decision making.
- Schedule your own duty management and venue rota through a clear rostering system.
- Manage the contracted hours, overtime, and the allocation of casual hours within delegated budgets and operational requirements.



Guest Experience

- Work with the Venue Manager to continually develop guest service standards for the attraction and update, refresh and help to upskill all guest-facing teams regularly in delivering these standards.
- Provide regular visible leadership to the Guest Experience team, to lead by example in delivering excellent standards of welcome, service and assistance, and ensure commercial opportunities are maximized..
- To encourage guest comments and feedback across all touch points, coordinating and responding to feedback through on-site and online channels.

Commercial Development

- Understand and drive all commercial targets across the attraction and deliver revenue targets through direct ticket, bar & retail sales and cross-selling across departments.
- Support the Guest Experience & Bar team to deliver clear training plans, allowing staff to develop sales techniques in key commercial areas of the venue.
- Ensure the team are skilled and confident in delivering commercial activity including use of ticketing and EPOS systems to sell tickets and manage booking amendments, sell retail and other commercial products.
- Manage and track incentives and targets, to engage the team and harness positive financial results.
- Maintain a flexible approach to new and developing commercial opportunities, work closely with the General Manager to identify and deliver new revenue streams and opportunities.

Duty Management

- Act as Manager on Duty on a rota basis, taking day-to-day responsibility for all aspects of staff management, public and premises safety and security and all aspects of Health and Safety management.
- Lead the decision making process across the venue and experience, using information from all departments to have a full understanding for any cancellations.
- To always act in the best interest of the Company when actioning any cancellations.
- Oversee the operation of the venue bar in collaboration with the bar team, including setup, maintenance, stock management, and ensuring full compliance with licensing and health & safety regulations.

Health and Safety

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



Key Performance Indicators

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

Knowledge, Skills and 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 maintaining and overseeing F&B operational procedures
- Experience of managing EPOS systems
- Experience with F&B cash up/finance procedures.
- Result focused with the ability to take ownership of tasks

Desirable

- Valid UK Driving License
- First aid trained (if not we will arrange this)
- Level 3 Food Hygiene Certified

Health and Safety

- Proactively support the Company's health and 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 procedure 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 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.



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 may be added on a temporary or permanent basis, as appropriate for the expansion of the business.

To apply for this position, please send a cover letter and Job Description to jobs@pathents.com