Job Description

General Manager| The Paddington Bear Experience



Who we are:

The Path Entertainment Group is dedicated to creating world-class experiences. We combine first class live experience makers with world class renowned brands and IP to create dynamic and enthralling location-based entertainment.

Monopoly Lifesized the debut attraction of the Path Entertainment Group opened in London in 2021, and has since opened in Riyadh, the US and Mexico. SAW opened in 2022 with Lionsgate followed by the Paddington Bear experience opening in May 2024, at a major landmark site, located opposite London's Big Ben.

The Path Entertainment Group has a strong desire to disrupt and develop a diverse and strong audience base for popular culture led experiences. We are a company of people with rich skills in producing, content development, venue management and design.

Our Live Stage Production arm, Showpath pushes the boundaries of exceptional productions in order to reach a global audience. Productions include Dungeons and Dragons, Twenty Sided Tavern, in the Sydney Opera House plus a major US Tour, Come Alive Australia tour and Dirty Dancing US Tour.

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:	General Manager
Reports to:	Director of Commercial Operations (or similar role of seniority)
Place of Work:	County Hall, London
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

We are looking for an experienced and ambitious General Manager, to lead The Paddington Bear Experience, currently operating at County Hall 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 lead the day to day operation of the attraction, executing the business plan and delivering the company's ambitions.

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.

Understanding data and technology and using these to determine how best to improve business operations, will be key to the success of this role.

You will also be responsible for all revenue generating verticals, including Ticketing, Food & Beverage, Retail and Photography. Ensuring commercial growth across all categories, whilst maximising Net Profit and Spend Per Head.

Key Responsibilities:

<u>Leadership</u>

- The General Manager will serve as the most senior authority in the building, ensuring consistent alignment between commercial objectives, guest experience and operational delivery.
- Provide effective leadership and motivation to a high-performing team, through training, recruitment and performance management. Oversee scheduling and staffing to ensure operational efficiency while fostering a culture of excellence.
- Full accountability for budgets and cost control, analysing financial performance to maximise profitability.
- Create new initiatives and return on investment cases, to maximise Spend Per Head and Net Profit.
- Lead decision making, based on data insight and audience trends captured through Ticketing and EPOS systems.

- Hold full accountability for Payroll and HR duties using our HR software, such as managing holiday, sickness & absenteeism, 1-2-1s, probationary reviews, and appraisals.

Commercial Development

- Lead the venue management team to deliver clear training plans, allowing staff to develop sales techniques in key commercial areas 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.

Guest Experience

- Uphold the highest guest service standards for the attraction, leading all guest facing teams to go above and beyond on a daily basis.
- Work collaboratively across all departments to share feedback and evaluate the operation on a regular basis- suggesting improvements and taking ownership of actioning change.
- To encourage guests comments and feedback across all touch points, leading the coordination of responding to feedback, on site and through online channels.

Duty Management

- Act as Manager on duty on a rota 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.
- To always act in the best interest of the Company when actioning any cancellations.
- Collate full and detailed reports for the reasons of cancellations, informing the Senior Leadership team of the reasons for any game cancellations and sharing relevant reports.

Marketing

- Lead relationships with external partners and hold them to account for driving ticketing revenue.
- Develop plans based on budget and seasonal trends, to keep the attraction relevant to our target audience.
- Work closely with the Brand and IP owners to ensure we are working within guidelines and delivering exceptional content across all sales and marketing channels.

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.

Key Performance Indicators

- Maintaining budgets and staffing costs
- Achievement of income targets
- 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

Knowledge, Skills & Experience

Essential

- Ability to lead teams with clarity, energy and purpose
- Result focused with the ability to take full ownership of operations
- Proven track record of managing successful venue operation 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

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

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 ad 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 maybe 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 CV to jobs@pathents.com