

Job Description

Senior Company Manager: The Paddington Bear Experience

THE
PADDINGTON
BEAR™
EXPERIENCE



Job Title:	Senior Company Manager (title might be subject to change)
Reports to:	General Manager & Associate General Manager [Selladoor Worldwide]
Responsible for:	Company Manager, Head of Wardrobe, Stage Manager, Show Technician (and Performers, in conjunction with the Company Manager)
Place of Work:	Based at The Paddington Bear Experience, County Hall
Hours of work:	40 hours a week, including weekends – full-time role
Additional Hours:	To be agreed in advance and approved by General Management

The Path Entertainment Group:

The Path Entertainment Group (TPEG) partners with some of the world's largest brands, bringing their leading IP to life by producing first-class experiences across the globe. TPEG is comprised of two divisions, Gamepath, specialising in themed attractions, and Showpath focusing on live stage productions. As a company we work towards the vision to create innovative translations of much-loved titles for audiences to engage with in ways they never have before.

The Path Entertainment Group's Live Experience Attraction Portfolio is produced under Gamepath. Their established track record of creative development, production, venue and space management, has produced award winning attractions and partnerships with *Monopoly Lifesized* (Hasbro) and *Saw: The Escape Experience* (Lionsgate) both in the UK and internationally. In partnership with The Copyrights Group and Lionsgate, 2024 has seen *The Paddington Bear Experience* open at London's County Hall.

Selladoor Worldwide:

Selladoor Worldwide are a UK Theatre Producer and General Management provider, founded in 2009. Current projects include *We Will Rock You* (worldwide tour) and *Madagascar* (USA & UK Tour) as well as general managing the recently concluded, UK Theatre Award winning *The Spongebob Musical!* on behalf of sister company The Path Entertainment Group.

Uniquely Selladoor also provides General Management provision for live/immersive experience. We recently oversaw the year-long run of *Saw: The Escape Experience* at Tower Hill and we are currently looking after *Monopoly: Lifesized* at Tottenham Court Road and *The Paddington Bear Experience*. In addition we also have three rehearsal spaces in Deptford, South East London, which is where our main office is based.

The Role:

The Senior Company Manager line manages the Company Manager (and Performers), Stage Manager, Head of Wardrobe and Show Technician, and supports them in the leadership, scheduling and management of their teams.

The Senior Company Manager is responsible for leading a cohesive and motivated workplace, fostering a positive and inclusive environment, and ensuring the wellbeing and mental health of all involved. Your ability to handle conflicts with tact and diplomacy, as well as to provide guidance and encouragement, will be essential. You will oversee budgets and payroll for all departments within your remit and operate as the first point of contact for HoD's, and Performers in the absence of the Company Manager.

Key Responsibilities:

- Provide effective management of all staff under the SCM's line management.
- Oversee the smooth day-to-day running of the experience, in conjunction with the wider show team by supporting the efficient running of all departments within your remit.
- Lead on the promotion of staff welfare by addressing wellbeing concerns promptly and confidentially, offering support and resources to the Heads of Departments (HoDs) and escalating to General Management team where appropriate.
- Check and approve payroll as submitted by HoDs for their departments.
- Oversee departmental schedules to ensure manageable workloads, fair division of work between staff and that everyone has a healthy work-life balance.
- Ensure that no over-time is accrued and/or query over-time requests and seek pre-approval from the GM team, where you deem them essential.
- Oversee the HoDs in producing the weekly rotas ensuring coverage of NAs, holidays and breaks as required, and that the rota includes coverage of any PR, Marketing and other events.
- Support the HoDs in producing rehearsal schedules and test audience schedules for Performers, Stage Management team and Wardrobe team, in conjunction with Creatives and General Management.
- Oversee the monthly running costs and budgets relevant to the departments.
- In the absence of the CM, manage swings and oversee mid-show cast swaps as required due to injury or illness, and act as the first point-of-contact for cast wellbeing concerns (CM on Duty).
- In the absence of the ST, manage show pauses and stops (DM on Duty).
- Oversee performance management, motivation and discipline within the departments, including conducting performance reviews, as required by the General Management team.
- Suggest and implement no-cost strategies, in conjunction with the General Management team, to boost morale and ensure a cohesive and motivated workforce.
- Support the Performers, Stage Management, Show Tech, Wardrobe, FoH and Venue Management teams in any potentially conflicting situations throughout the experience.
- Seek to defuse any tension that arises between departments, by facilitating and mediating effective communication.
- Support the General Management team in recruitment within the Wardrobe, Company, Show Tech and Stage Management departments.
- Support the on-site induction of new staff across the Wardrobe, Company, Show Tech and Stage Management departments.
- Collate information on emergency procedures in conjunction with the Operations Manager and Venue Manager, relevant to the Performers, Wardrobe, Show Tech and Stage Management departments and produce resources for training purposes.
- Keep the Performers, Show Tech and Stage Management teams and Wardrobe team up to date with production updates and ensure they adhere to their contractual obligations.
- Compile and produce incident reports as required, and establish protocols for post-show debriefs following incidents reports, to improve overall production processes.
- As necessary, review protocols with HoDs and the General Management team pertaining to emergency code responses and Performer safeguarding.
- In conjunction with HoDs, maintain comprehensive records of injuries and first aid interventions. The SCM is responsible for documenting any progressive return-to-work plans, in conjunction with the General Management team or modified performance tracks, based on medical advice.
- Review and analyse show reports for repeat issues and raise solutions to the General Management team.
- Maintain a regular dialogue with the General Management team and keep them in touch with matters concerning the experience.

As this is a newly opened production, the full nature of the role will continue to evolve in line with the creative, operational and other requirements of the experience as well as the needs of other departments. You will therefore be expected to undertake any other duties as reasonably required.

Relationships:

- Company Management, Show Tech, Stage Management & Wardrobe teams for day-to-day operations across the experience.
 - General Management team for all ongoing day-to-day operational requirements.
 - Ticketing & FoH teams to ensure the smooth running of the experience.
 - Venue and Building Management for H&S requirements and any building issues which may impact staff or running of the experience.
 - Creative Producer, Creative Director and Associate Creative Director for the implementation of creative and/or practical notes.
 - Performers.
 - Members of the Public.
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Rollout:

- **Start Date:** As soon as possible
- **Initial Contract Term:** 8 months, until 1st June 2025
- The experience is open 7 days a week with entry times between 10am and 5pm. Working hours will normally fall between 8am and 10pm (later working hours to be expected during peak periods and re-cast rehearsals)
- You will be contracted to work for 40 hours per week across 5 days at £850 per week. Additional hours will be paid at the basic hourly rate of £21.25, only where pre-approved by the General Management team.
- Your two weekly rest days will alternate with the Company Manager and Stage Manager to ensure consistent operations of the experience and you should expect at least one of your weekly working days to fall on the weekend.
- This is a self-employed fixed term contract, with holiday pay and SSP benefits. After initial contract, there is potential to renew subject to performance and offer.
- Please note a leave embargo is in place across the crew pool from Monday 16 September 2024 – Sunday 6 October 2024, while we re-cast. Holiday requests will not be considered during this time.
- Please note that all Bank Holidays are considered normal working days and that the experience will be open over the Christmas and New Year period with shorter operating hours expected on Boxing Day and New Year's Day.
- Please note that the administrative part of the role will operate in a 'hot desk' environment and in line with being self-employed, you will be expected to provide your own devices (may include laptop and mobile phone).
- You will be expected to be comfortable moving in rat runs and tight spaces within the experience.

Experience and Person Specification:

Essential:

- A minimum of 3 years' experience in a Company Management role.
- Previous experience managing HoDs and/or large teams.
- Exceptional organizational skills and attention to detail, with the ability to generate complex schedules and work with large budgets.
- Ability to de-escalate tense situations and independently manage conflict resolution.
- Ability to build trust and rapport with a team while simultaneously serving the needs of the business.
- A flair for designing and working with spreadsheets and other IT software in order to proactively manage and implement systems for various employee-tracking needs.
- A flexible, confident and responsive approach to working while adapting to rapidly changing needs and requirements.
- A keen interest in and passion for live/immersive productions.

Desirable:

- Experience in a live/immersive production setting.
- Experience in a Stage Management, Wardrobe or Technical role.

We actively encourage applicants who are looking to further progress their career into General Management and we would support this progression, in time, for the right candidate.

Application Process:

Please send your CV and covering letter (1-2 pages) outlining how you meet the essential criteria to recruitment@selladoor.com with 'Paddington – Senior Company Manager' in the subject line.

Deadline: Rolling recruitment for imminent start. Applications currently accepted until Monday 16 September at noon but applications will be considered as they are submitted and this advertisement may close sooner.

If you have any questions or want to discuss the role in further detail, please contact Nadja Bering Ovesen on nadja.bering@selladoor.com (applications will not be considered via this email address).