

## Job Description

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Show Technician: The Paddington Bear Experience

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**THE**  
**PADDINGTON**  
**BEAR**<sup>TM</sup>  
**EXPERIENCE**

Job Title:	Show Technician
Reports to:	Production Stage Manager (Associate General Manager in the absence of the PSM)
Responsible for:	Deputy Show Technicians + Assistant Technical Stage Managers (when operating Show Control)
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

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### 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 saw *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, are currently looking after *Monopoly: Lifesized* at Tottenham Court Road and *The Paddington Bear Experience*.

### The Role:

The Show Technician is responsible for the technical operations of the show; resetting, troubleshooting and maintaining the set, lighting, video and sound systems as well as a bespoke show operation software.

Unlike traditional theatre, the Show Technician does not have a track on the show but instead acts as the first responder for technical failures and errors, audience-related emergencies, and performer-related emergencies (with support from the Stage Manager and Company Manager).

The Show Technician is the first point of contact for the DSTs and ATSMs (when operating show control) in regards to their welfare, schedules and absence, and processing of their payroll.

Please note: The Show Technician is required to deliver the production in line with the Design.

## Key Responsibilities:

### TEAM MANAGEMENT

- Provide effective management and wellbeing support for all staff under the Show Technician's line management, alongside the Stage Manager.
- Oversee the smooth day-to-day running of the experience, in conjunction with the wider show team by ensuring staff are on site and fit to perform their duties.
- Escalate any departmental concerns to the PSM or GM team where appropriate.
- Produce the weekly rota for the Show Tech team, accounting for rehearsal needs, exceptional events or PR and Marketing calls as required.
- Support the Stage Manager in their weekly scheduling, for team members who work across both Technical and Stage Management departments.
- Generate weekly timesheets and the corresponding payroll, including proofing of invoices, for the Technical team.
- Support the performance management, motivation and discipline within the department and contribute to conducting performance reviews, as required by the General Management team.
- Support the General Management team in the recruitment of team members within the Technical department as required, and lead the training of these staff members.

### TECHNICAL OPERATIONS

- Oversee the technical elements of the show including daily powering up and down and daily rig checks of lighting, sound and COGS system software.
- Operation of QLAB and COGS in game rooms both on timecode and as scripted audience-led interactions, including live trouble shooting of technical issues relating to audio hardware and software, lighting and DMX, QLAB and COGS (a bespoke show-specific software – training given).
- Produce and update tech and set specs, manuals and technical bibles as well as daily show reports, in conjunction with the wider show team.
- Support the Gamepath Marketing and PR teams in planning and delivering PR events and Marketing activations specifically for the Experience, in respect of technical needs.
- Support the Gamepath Events and Operations teams in planning (only) for external space hire, in respect of technical capacities of the show space and communicating to the casual event technicians expectations for power on/off in the absence of show crew.  
*NB: The Show Technician may opt in as a technician for space-hire events, as separate to this role.*
- Learn the Show Control track and cover down in any emergency situations.

### CODE RESPONSE

- Attend emergency codes and step in to deescalate throughout the experience or trouble-shoot problems (nb: this may involve addressing or taking reports from members of the public, where appropriate, to support the FoH team).
- Take on Duty Manager duties: manage show stops or technical faults with timecode re-starts, liaising with all departments to coordinate where scenes will recommence from.
- Along with the Venue team, Director of Venues and other Heads of Department, collate and distribute information on emergency procedures relevant to the Performers and crew.

### TECHNICAL MAINTENANCE

- Lead and manage the maintenance and cleaning of set and technical equipment, and venue equipment on request.

- Communicate any damage or technical operating issues, or requests for contractors to the Head of Technical and/or third party providers (via the Producer) and liaise to provide efficient solutions.
- Manage the monthly technical budget, including purchasing.

## GENERAL

- Develop an understanding of FoH operations and where appropriate, cross train with the Venue Manager, to best support the management of audiences.
- In emergency situations, this role may be required to cover Technical positions across other TPEG attractions, in London.
- Cover the Company Manager (ie. managing swings) and the Stage Manager (ie. Duty Manager responsibilities) while on their lunch breaks.
- Cover Stage Manager duties on the SM's regular days off or while they are on annual leave, where Deputies are not available, or as required.

The nature of the role will continue to evolve in line with the creative and operational 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, Stage Management and Wardrobe team for day-to-day operations across the experience.
- Front of House and Ticketing teams for audience entry and management.
- General Management team for business requirements and escalation.
- Venue Management for H&S requirements and any building issues which may impact staff or running of the experience.
- Head of Technical for equipment and technical maintenance.
- Creative Producer and Directing team for the implementation of creative and/or practical notes.
- Performers
- Members of the Public

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## Rollout:

- **Start Date:** March 2025
- **Initial Contract Term:** to 8 March 2026
- The experience is open 7 days a week with entry times between 10am and 6pm. Working hours will normally fall between 8am and 8pm (later working hours to be expected during peak periods and re-casts)
- You will be contracted to work for 40 hours per week across 5 days at £765.20 per week. Additional hours will be paid at the basic hourly rate of £19.13, only where pre-approved by the General Management team.
- Your two weekly rest days will alternate with the Deputy Show Technicians 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, which includes holiday pay and SSP. After initial contract, there is potential to renew subject to performance and offer.
- Holiday embargoes: To ensure sufficient staffing, and parity across the crew pool in key periods, leave embargoes will be in place from **26 May to 8 June 2025 (inclusive), 29 September 2025 – 12 October 2025 (inclusive) and 23 February 2026 – 8 March 2026 (inclusive)** during which time we will not be considering any holiday or NA requests.
- Please note that any 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 (including a laptop and mobile phone).
- You will be expected to be comfortable and able to move in rat runs and tight spaces within the experience.

## **Experience and Person Specification:**

### Essential:

- A minimum of 5 years' experience in a Technical or Technical Stage Management role.
- Proven ability to maintain technical set elements.
- Knowledge of timecoding and QLAB.
- A passion for immersive or location based entertainment.
- Exceptional attention to detail with the ability to assess, troubleshoot and resolve technical problems as they arise.
- Experience in conflict management and emergency response dealing with members of the public.
- A flexible, confident and responsive approach to working.

### Desirable:

- Basic carpentry and prop maintenance skills.
- Previous experience managing large teams.
- Experience in a live/immersive production setting.
- Knowledge of COGS software.

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## **Application Process:**

Please send your CV and covering letter (1-2 pages) outlining how you meet the essential criteria to [recruitment@selladoor.com](mailto:recruitment@selladoor.com) with 'Paddington – Show Technician' in the subject line.

**Deadline:** 10am, Mon 03 March 2025

**Interviews:** Will be in-person in London, Thu 06 March 2025

If you have any questions or want to discuss the role in further detail, please contact Jack Robertson on [jack.robertson@selladoor.com](mailto:jack.robertson@selladoor.com)