

## 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:	Head of Company and Stage Management (Associate General Manager in the absence of the HCSM)
Responsible for:	Deputy Show Technicians
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 sees *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*. In addition we also have three rehearsal spaces in Deptford, South East London, which is where our main office is based.

### The Role:

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

The role also 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 needs to be confident both with technical trouble-shooting, and also dealing direct with audience and performers (in the first instance/at the point of alarm being raised).

## Key Responsibilities:

- Provide effective management and wellbeing support of all Technical Show staff under the Show Technician's line management alongside the Stage Manager.
- Contribute to the smooth day-to-day running of the experience, in conjunction with the wider show team.
- Attend emergency code situations and step in to deescalate throughout the experience or trouble-shoot problems (this may involve addressing or taking reports from members of the public, where appropriate, to support the FoH team).
- Escalate any departmental concerns to the Head of Company and Stage Management where appropriate.
- Produce weekly Technical Show team rotas and manage daily sickness within the department.
- 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).
- Manage show stops or technical faults with timecode re-starts, liaising with all departments to coordinate where scenes will recommence from.
- Support the performance management, motivation and discipline within the department and contribute to conducting performance reviews, as required by the General Management team.
- Lead and manage the maintenance and cleaning of set and technical equipment, and venue equipment on request.
- Communicate any damage or technical operating issues to the Head of Technical and/or third party providers (via the Producer) and liaise to provide efficient solutions.
- Support with the purchasing of Technical equipment with budget approval from the Head of Technical.
- Produce and update tech and set specs, manuals and technical bibles as well as daily show reports, in conjunction with the wider show team.
- Liaise with FoH on daily show start, audience numbers per pulse, and relay messages relating to audience access needs or demographic considerations from FoH to the cast.
- Support the General Management team in the recruitment of deputies within the Technical Show department as required, and lead the training of these staff members.
- Support the Stage Manager and Head of Company and Stage Management in collating information on emergency procedures in conjunction with the Operations Manager and Venue Manager, relevant to the Technical Show department and support in producing resources for training purposes.
- Support in keeping the Technical Show team up to date with production updates and ensure they adhere to their contractual obligations, as overseen by the Stage Manager.
- Maintain a regular dialogue with the General Management team and keep them in touch with matters concerning the Technical Show department, via the Head of Company and Stage Management.
- Know all Technical and Show Control tracks and cover down in any emergency situations.
- Build a strong understanding of the script/narrative and performer swing system.
- Ensure the experience is operating within current health and safety regulations to provide a safe environment, completing daily checks and producing pre-emptive risk assessments.
- 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 covered Technical positions across other TPEG attractions, in London.

As this is a new production, the full nature of the role continues 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- and Stage Management as well as Wardrobe teams for day-to-day operations across the experience.
- General Management team for ongoing day-to-day operational requirements.
- Ticketing & FoH teams to ensure the smooth running of the experience.
- 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, Creative Director, Associate Creative Director for the implementation of creative and/or practical notes.
- Performers .
- Members of the Public.

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## Rollout:

- **Start Date:** Beginning September 2024
- **Initial Contract Term:** to 1<sup>st</sup> 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 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 £750 per week. Additional hours will be paid at the basic hourly rate of £18.75, 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 at 12-month intervals 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 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 (may include 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 live/immersive productions.
- 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.
- Experience in supporting the pre-production of a first-time opening.
- Knowledge of COGS software.
- Experience in managing scheduling emergencies.

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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:** Thursday 1 August at noon.

**Interviews:** Will be in-person in London, w/c 5 August.

If you have any questions or want to discuss the role in further detail, please contact Nadja Bering Ovesen on [nadja.bering@selladoor.com](mailto:nadja.bering@selladoor.com)