

## Job Description

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Deputy Show Technician: The Paddington Bear Experience

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**THE**  
**PADDINGTON**  
**BEAR™**  
**EXPERIENCE**

Job Title:	Deputy Show Technician
Reports to:	Show Technician (Associate General Manager as required when deputising)
Responsible for:	N/A
Place of Work:	Based at The Paddington Bear Experience, County Hall
Hours of work:	Full-time (40 hours) and Part-time (16 hours) roles available
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, *The Paddington Bear Experience* opened in May 2024 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* at County Hall. In addition we also have three rehearsal spaces in Deptford, South East London, which is where our main office is based.

### The Role:

The Deputy Show Technician will actively support the Show Technician and Stage Manager in leading the technical and manual operations, resetting, troubleshooting and maintenance of the experience including set, lighting, video and sound systems as well as a bespoke show operation software.

The Deputy Show Technician will manage daily power up/down, cover Show Control tracks for meal breaks and clear the show space at end of day. You will also play a leading part in managing emergency responses to both the technical operations and audience interaction within the experience.

## Key Responsibilities:

- Contribute to the smooth day-to-day running of the experience, in conjunction with the wider show team.
- 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), alongside and in the absence of the Show Technician.
- Hand over and escalate any practical notes and pastoral concerns to the Show Technician, Company Manager and Stage Manager where appropriate.
- Organise dep cover in the event of injury or sickness within the department.
- Operation of QLAB and COGS in game rooms both on timecode and as scripted audience-led interactions (training given).
- Manage show stops or technical faults with timecode re-starts, liaising with all departments to coordinate where scenes will recommence from, alongside and in the absence of the Show Technician.
- Support the management of the maintenance and cleaning of set and technical equipment, and venue equipment on request.
- Oversee and carry out daily powering up and down including daily rig checks of lighting, sound and COGS system software as well as the physical show spaces including props and set.
- Resolve any technical issues in a live show setting where possible.
- Communicate any damage or technical operating issues to the Show Technician (or the Head of Technical in the absence of the Show Technician).
- Support with the purchasing of Technical equipment with budget approval from the Head of Technical.
- Support in the record keeping and updating of tech and set specs, manuals and technical bibles, in conjunction with the Show Technician and SM.
- Support the Performers, Stage Management, Wardrobe, FoH and Venue Management teams in any potentially conflicting or emergency code situations and stepping in to deescalate throughout the experience (this may involve addressing or taking reports from members of the public, where appropriate, to support the FoH 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, alongside and in the absence of the Show Technician.
- Support the training of new Technical Show staff.
- Know all Technical and Show Control tracks and cover down during meal breaks or in any emergency situations.
- Produce and distribute daily show reports.
- Ensure the experience is operating within current health and safety regulations to provide a safe environment by completing daily checks.
- Develop and maintain an understanding of FoH operations where appropriate, to best support the management of audiences.

The full nature of the role will 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.

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## Relationships:

- Company Managers, Stage Management, Show Technicians, and 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 problem solving and maintaining the experience.
  - Creative Producer, Creative Director, Associate Creative Director and Resident Director for the implementation of creative and/or practical notes.
  - Performers
  - Members of the Public
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## Rollout:

- Contract period: 17 February 2025 – 12 October 2025
  - Opening Hours and Working Hours: The experience is open 7 days a week. Working hours will normally fall between 8am and 11pm.
  - Weekly time commitment: You will be scheduled to work either 40 (full time) or 16 hours (part time) per week at £16.58 per hour.
  - Contract type and length: This is a self-employed 8-month fixed term contract, which includes holiday pay and SSP. After initial contract, there is potential to renew subject to performance and offer.
  - Leave Embargo: 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) and 29 September 2025 - 12 October 2025 during which time we will not be considering any holiday or NA requests.
  - NB: You will be expected to be comfortable and able to move in rat runs and tight spaces within the experience to be comfortable and able to move in rat runs and tight spaces within the experience.
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## Experience and Person Specification:

### Essential:

- A minimum of 3 years' experience in a Technical or Technical Stage Management role.
- Proven knowledge of and experience in technical theatre and show operations.
- A keen interest in and passion for live/immersive productions.
- Exceptional attention to detail with the ability to proactively attend to any technical needs.
- Ability to assess, troubleshoot and resolve technical problems as they arise.
- Ability to deescalate tense situations and independently manage conflict resolution.
- Experience in conflict management and emergency response dealing with members of the public.
- A flexible, confident and responsive approach to working while adapting to rapidly changing needs and requirements.

**Desirable:**

- Basic carpentry and prop maintenance skills.
- Experience in managing teams.
- Experience in a live/immersive production setting.
- Experience in supporting the pre-production of a first-time opening.
- Knowledge of timecoding, QLAB and COGS software.

Please note that we actively encourage applicants who are looking to further progress their career in Technical and Stage Management of immersive experiences and would support this progression, in time, for suitable candidates.

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**Application Process:**

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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 – Deputy Show Technician' in the subject line.

Deadline: Monday 03 February 2025 at 10am.

Interviews: Applications will be reviewed on a rolling basis until a suitable candidate is found and we therefore encourage early applications.

Please note that The Path Entertainment Group are unable to sponsor any visas. All applicants must have a valid Right To Work in order to be considered.

- Contact name: Jack Robertson
- Contact email: [recruitment@selladoor.com](mailto:recruitment@selladoor.com)