

General Manager (Live Experience)

Responsible to:	Executive Director
Responsible for:	Associate General Manager, Production Coordinators (project report), various attraction team members
Place of Work:	Based between Selladoor office in Deptford, Central London attractions and Path offices as necessary.
Hours of work:	40 hours a week, including some weekends – Full time role
Contract:	Permanent
Salary:	£40,000 - £42,000, dependent on experience
Annual Leave:	28 days inclusive of Bank holidays
Probation:	3 months
Notice Period:	3 months (1 month during probation)
Pension:	Company Pension Scheme available

About Selladoor Worldwide

Selladoor Worldwide are a renowned UK Theatre Producer and General Management provider, founded in 2009. Selladoor Worldwide have produced iconic touring productions, in addition to West End runs and international touring covering 4 continents. Current projects include *We Will Rock You* (worldwide tour), *Madagascar* (Australia and USA) and general managing *The Spongebob Musical!* on behalf of sister company **The Path Entertainment Group**.

In addition Selladoor provides General Management provision to The Path Entertainment Group's interactive experiences *Monopoly: Lifesized* at Tottenham Court Road, *Saw: The Experience* at Tower Hill and are in pre-production for a major family film franchise in central London.

You are joining our company at an exciting time for both Selladoor and our collaboration with Path, with a number of exciting adaptations of TV, film and, gaming franchises also in development.

The Role

The General Manager plays a leading role in the day to day running of all affiliate immersive attractions, general managed by Selladoor Worldwide. You will liaise with all attraction departments; Producers, Creatives, Casts, Technical Teams, F&B and Building Management. You will take the lead on the running of the performative element of the attractions, including finance, recruitment, contractual obligations, personnel management and the maintenance and implementation of necessary policies, in order to support the smooth running of the programme.

You will line-manage the Associate General Manager, as well as any project reports and on the ground team (Company Manager/Stage Managers). We are looking for someone who can both hold the day to day operational responsibilities of our projects, a varied workload, manage a team and respond dynamically to evolving business needs.

The role will include, but not be limited to:

Pre-Production

- Attend all Production Meetings, ensuring up to date knowledge of creative and practical elements of the attraction.
- Management of recruitment and contracting for cast and crew

- Work closely with Executive Producer (Path) and creative team in development of experience operations.
- Organisation of casting, as required.
- Management of rehearsals including space, equipment, and scheduling where necessary
- Liaise with the Brand Manager (Path), as required, for approvals and creative requirements.
- Attend all production and creative meetings.
- Work with the Producers (Path) to create production budgets, as required and assist with forecasting.
- Manage any travel and/or accommodation requirements for the Creative Team or related personnel.
- Work with the wider team to organise any press/launch/gala events.
- Maintain regular communication with the Production Manager (or equivalent) and the creative leadership, regarding productivity, budget management and schedule.

Operations

- Work with the Head of Venues (Path) to ensure building operations are responsible and in line with staff requirements.
- Oversight of the weekly schedule for Customer Hosts and Crew.
- Oversee the day to day running of game/interactive element of the attraction.
- Be a first point of call for any staffing issues and/or production problems.
- Maintain working knowledge of the logistics of each attraction.
- Oversight of planning and implementation of any marketing projects.
- Work with the Venue Manager or equivalent, to ensure that health and safety requirements are met in accordance with the Group's policies and procedures.
- Ensure that all staff are registered to work on site and that Venue Safety Inductions and Fire Evacuation Training is given by the appropriate department.
- Work with the Head of Venues, or equivalent, on any disciplinary situations that arise; seeking advice where appropriate, for all incidents requirement management involvement.
- Overall oversight of company welfare and requirements.
- Ensuring creative consistency is maintained and making confident, on-the-ground adjustments as necessary.
- Updating the creative team and the Executive Producer of any issues that need addressing and keeping a record of their progress
- Ensure that operations and experience information is communicated to the Event Manager, so that end of day reports can be compiled for the Directors and the Producer.
- Support Producers by providing information pertinent to International or expansion conversations
- Deputise for other GMs where necessary.

Finance

- Management of any assigned pre-production or running budget, including approval of any spends within delegated budget.
- Continuous appraisal of running spends and regular reporting to the Executive Producer.
- Checking and approval of payroll and holidays, processed by the Company Manager or equivalent staff member.
- Primary liaison with attraction accountants on weekly payroll and petty cash.
- Delegate and oversee the management of departmental budgets, as appropriate.
- Sign off on all invoices related to the running of appropriate department.
- Liaise with the finance department on forthcoming large spends, negotiating payment plans, as necessary.

Compliance & Policies

- Ensure that all data protection requirements are met in accordance with policies, procedures and statutory requirements.
- Work with the Event Manager or equivalent, to create and implement a handbook detailing policies and processes for staff members.

- Work with the Company HR Manager, Event Manager or equivalent to ensure contractual policies are robust, maintained and enforced

Relationships

- To attend Company Events, Previews, Press Nights and Performances as required.
- To be an enthusiastic advocate of Selladoor Worldwide and The Path Entertainment Group.
- Develop and maintain relationships with industry professionals for long term collaboration and partnership
- Enhance and promote the company nationally and internationally when attending conferences and events to ensure the company's visibility and accessibility is maintained.

The above is not a definitive list and you will also play a key part in Selladoor Worldwide's ongoing development, growth and change.

Person Specification

Management

- Proven experience of confidently managing multiple departments within an attraction, production or immersive setting.
- Experience of recruiting a variety of team members, including cast, creative, technical, front of house staff.
- Capable of leading and supporting a team; enabling them to work productively and effectively.
- Ability to confidently line-manage staff, delegating work where appropriate.

Finance

- Proven experience of effectively managing multi-departmental budgets.
- Ability to create spending reports.
- Experience of managing payroll.

Communication Skills

- Excellent written and oral skills, tailoring communications to a range of stakeholders
- To understand and take ownership of client/service provider relationship; ensuring a mutually positive working relationship.
- Experience of working across other departments to create a cohesive work environment

Adaptability and Flexibility

- Can adapt work methods to meet changing conditions, new challenges or new information.
- Experience in building, cultivating and maintaining varied relationships with confidence and accomplished negotiating skills.
- A skilled multi-tasker.

Software

- Comfortable using Excel and Word

To apply

Please send a cover letter outlining your suitability for the role to Rachel.davies@selladoor.com by 12 noon on Wed 14 Dec.

Interviews are intended to take place within that week/following. If you have any questions about the role in advance please contact the above email address and we will be only too happy to respond.