

**Job purpose:**

The role of Game Manager for SAW: The Experience is a key role in the operation of simultaneous game experiences. The role will be responsible for monitoring multiple automated escape rooms at once and operating the game controls and technical elements. You will work as part of a small team and together, you will be responsible for running the technical operation of the experience while it is open to the public.

You may have experience in the lighting or sound department, in stage management or as a games master in an escape room setting. Most importantly, you will be computer literate and feel confident in your ability to learn a bespoke game operation software and, how to power on and off lighting and audio equipment - all training will be provided.

You will be able to maintain a view on the bigger picture, manage multiple responsibilities at once and have excellent problem-solving skills. You will be working in a high-pressure, fast-paced environment and you will be required to troubleshoot problems and maintain strong communication under fast-moving, live conditions.

The Game Manager will consistently monitor our customers' progress and safety, and shape how they interact with the experience, to maximise their journey and participation.

**Main Responsibilities:**

- Power on lighting, audio and game operation systems.
- Carry out daily rig check using QLab and perform checks on all interactive game elements.
- Carry out daily checks across the entire show space, ensuring all scenic elements, props, lighting and audio equipment is functioning and maintained to a high standard.
- Work as part of a team monitoring the immersive experience from start to finish, ensuring customers' safety and security throughout.
- Oversee and operate multiple escape rooms simultaneously using COGS software, monitoring players' progress and selecting appropriate hints to maintain their engagement with the games.
- Maintain a detailed and up to date knowledge of the games, puzzles, software and interactive elements.
- Reset props and equipment between games under very tight time constraints.
- Maintain constant, clear communication with other members of your team and the wider company, including cast and front of house.
- Being the first to identify and escalate customer, gameplay and technical issues to the relevant departments, as they arise.
- Following Health & Safety procedures and ensure all activity is carried out to a high standard.
- Assist with the safe evacuation of customers in the event of an emergency.

**Additional Responsibilities:**

- Assist with basic day to day maintenance of the set, props and other equipment, including basic DIY tasks and refilling smoke and haze machines.
- Assist the Stage Manager with rapid repairs in between games, as they arise.
- Log and report any issues for show reports.
- To be an active member of the wider team, working to support and assist staff in other departments where necessary.
- Other duties as required.

**Personal Specification:****Essential qualities:**

- Technically competent with the ability and enthusiasm to learn new software and systems.
- A team-player, with the ability to form strong working relationships.
- Excellent communication and listening skills.
- Proactive, energetic and agile, comfortable with moving through tight spaces in low light.
- Thrives working under fast-paced and high-pressure conditions, with the ability to respond quickly and calmly to potential issues.

**Desirables:**

- A passion and interest in immersive experiences.
- Experience of working in a similar "Games Master" type role, ideally within immersive/escape room environments or otherwise within the entertainment and live arts industries.
- Good working knowledge of Health & Safety and accessibility procedures.
- Experience in show control software such as Qlab or COGS.