

**ACCREDITATION**

Your role is to ensure media, VIPs, volunteers etc. receive an accreditation that provides access to specific areas at the arena. You check their ID-card, compare it with the information in the database, and print the accreditation using UEFA's system. It is important you are computer-savvy, detail- and service-oriented, and can handle stress. You will be working from the accreditation centre at the arena. This position requires availability on 16-24 May.

**CEREMONIES**

Your task is to assist at the ceremonies taking place before and after the final. You work well in a fast-paced environment, you are proactive and punctual. It is an advantage if you have previous experience of event management. This position requires availability on 21-24 May.

**COMMERCIAL OPERATIONS****Assistant Youth Programme**

Your task is to train, manage and entertain mascots, flag bearers and ball carriers. You are reliable and service-oriented. Many of the participants in the UEFA Youth Programme are children, so previous experience working with children (e.g. in a school or similar environment) would be a plus. This position requires availability on 22-24 May.

**Assistant Marketing Operations**

Your task is to support UEFA's Marketing Department in various areas, such as assisting in the set-up of partner promotion activities and the preparation of tickets, parking cards, and gift packaging. You are reliable, flexible and resourceful. It is an advantage if you have an interest in and have previous experience of marketing and sponsorship. This role requires availability on 21-24 May.

**MARKETING/LEGAL**

Your task is to monitor commercial activity and identify and report activities contrary to UEFA's commercial partners' rights in and around the venue. You have very good knowledge of Swedish and English, and access to a smartphone with enough memory to store pictures/maps/messages on matchday. You are flexible and service-oriented, and it is an advantage if you have an interest in and previous background in law or marketing, and have good knowledge of Stockholm and Solna. This position requires you to be available on matchday.

**VOLUNTEER MANAGER**

Your task is to assist the Volunteer Manager in the Volunteer Centre, the volunteer hub for the final. You will answer questions from volunteers, maintain a productive flow in the centre, and handle administrative tasks. You are cheerful, open, friendly and helpful. This position requires availability on 20-25 May.

**HOSPITALITY**

Your task is to support the Hospitality team with guest management and staff catering services. You are presentable, service-oriented, a problem-solver, and speak both English and Swedish fluently. This position requires availability between 18-25 May or only on 24 May.

**LOGISTICS OPERATIONS**

Your task is to assist the Store Manager in various areas, such as the inventory of gifts, promotional gifts and uniforms, as well as transport and distribution to hotels and other locations. You are reliable, have good organisational skills, are used to physical labour, and have good knowledge of

Stockholm and Solna. A driving licence is required for this position, and a forklift licence is considered an asset. This position requires availability on 15-25 May.

## **MATCH OPERATIONS**

### **Assistant Match Organisation Volunteer**

Your task is to assist and provide services to the two finalists and the match officials. This requires preparing organisational meetings and sports materials for training sessions. You have an ability to work in a fast-paced environment, are reliable and have good organisational skills. The role requires you to work irregular hours, and it is an advantage if the person is 25 years or older. This role requires availability on 22-24 May.

### **Doping Control chaperone Volunteer**

Your purpose is to assist with Doping Control. Your tasks include informing stakeholders, and ensuring practical preparations regarding doping control have been made. This position requires taking a significant amount of responsibility, and so persons aged 25 or over are encouraged to apply. You are reliable, and handle sensitive information with discretion. This role requires availability on matchday.

## **MEDIA OPERATIONS**

Your main task is to represent the 2017 UEFA Europa League Final, provide services and make information available to media. Your tasks will be varied, ranging from administrative support, control of accessibility in media areas and installation of equipment to distributing bibs and food & drinks. You will be stationed at the media centre, however, some tasks will be carried out at the stadium. You are service-minded, flexible, good at handling stress, and have an interest in media and football. An ability to speak other languages in addition to fluent Swedish and English is an advantage. This position requires availability on 22-24 May.

## **TICKETING**

Your task is to support the Ticketing Team in the stadium ticketing office. Your main task is to check the seats at the arena, verify they match tickets, and ensure seats are labelled correctly. Other responsibilities include testing the ticketing system and problem-solving. The role may also require supporting UEFA with last-minute sales packaging. You have good administrative skills, are reliable and can communicate easily in English. This position requires availability between 20-24 or 23-24 May.

## **TRANSPORTATION**

### **Welcome Volunteer**

Volunteers with the Transportation team welcome the UEFA Football Family, sponsors and broadcasters at the airport. You will be the first point of contact for many visitors and staff at the 2017 UEFA Europa League Final, and therefore have an extremely important role. The position involves providing information, schedules and other necessary information. Volunteers will help with the processes implemented at airports, such as assistance with luggage (e.g. baggage claims) and escorting appropriate individuals/groups. The role requires good interpersonal and communication skills, fluency in Swedish, English and other languages. The position may involve standing up for extended periods. This position requires availability on 22-24 May.

**Fleet coordinator**

You contribute to the flow of transport in a safe and secure manner. You will ensure new requests are handled correctly, distribute keys to drivers, and ensure procedures before and after the event are complied with. You have good organisational skills, handle stress well and can communicate in both English and Swedish. In addition, you have good computer skills. This position requires availability on 17- 26 May.

**Dispatch Coordinator**

You create and manage the driver roster and its scheduling. Your task involves checking schedules and ensuring new requests are handled correctly. You will respond to transport enquiries from hotels and airports. You have good organisational skills, handle stress well and can communicate in both English and Swedish. In addition, you have good computer skills. This position requires availability on 17-25 May.

**Chauffeur**

If you have a driving licence and have good knowledge of Stockholm and Solna, then this role is for you! We expect you to be responsible and service-oriented, and have good social and language skills. You will be required to take good care of the car you have been assigned. As a Transport Volunteer, you will create both the first and last impression of how we work at the 2017 UEFA Europa League Final in Stockholm. Your role is therefore of paramount importance. This position requires availability between 19-25 May or 22-25 May.

**TV OPERATION**

Your role is to support the TV-Operation team with implementing tasks and providing good service to broadcasters and the Host Broadcaster at and outside the stadium. You will provide administrative support (e.g. preparing documents for meetings). The role also includes managing the office and helping distribute food and drinks. You have good organisational skills, are reliable, flexible, positive, and have the ability to work proactively. It is an advantage if you have previous experience in an office environment. This position requires availability on 22-24 May.

**VENUE MANAGEMENT**

Your task is to manage the office areas of the stadium, as well as give support to office staff with various tasks at the 2017 UEFA Europa League Final in Stockholm. This role may include working as a receptionist and so providing the first impression of the final to many of our guests. The role may also include providing information to staff, checking inventory of office supplies, answering the phone, and helping guests find their way through the office landscape. You are reliable, flexible, and proactive. You have good organisational skills, and it is an advantage if you have previous experience of working in an office environment. This position requires availability on 16-25 May.

**VIP SERVICES**

VIP Services are responsible for both Swedish and international guests, VIP guests and welcoming guests to the 2017 UEFA Europa League final. This service is being offered at airports, hotels and at the stadium. The role may involve providing services to newly-arrived guests, but also helping prepare meetings in other locations. As a representative of VIP Services, you have a strong sense for service and an eye for detail. You have good English skills, are flexible in service hours, and can handle stress well. This position requires availability on 21-24 or 23-24 May.

**CITY OPERATIONS**

Your role is to provide guidance and information to fans, tourists and/or Stockholm residents who are attending the game and/or have an interest in the UEFA Europa League, Stockholm or this event. Moreover, the role involves reviewing the safety of specific 'Meeting Points'. Some volunteers will work with the Trophy Tour or other related events. You are an open, friendly and highly service-oriented person. You find it easy to communicate in both Swedish and English. This position requires availability between 20-24 May.

**SPECTATOR SERVICES**

Your task is to welcome visitors to the stadium and direct them correctly at arrival and departure. You provide simple answers related to the stadium, the tournament and the city. It is an advantage if you have previously visited the stadium and 'feel at home' in this city. You are open, friendly and service-oriented. You will carry out your role at the stadium. This position requires availability on 23-24 May.

**TECHNICAL SERVICES**

Technical Services and Overlay Project manage the planning and implementation of services and temporary infrastructure as demanded by internal and — to a certain extent — external stakeholders working at the arena. This requires creating environments within existing conditions that meet the requirements of major sporting events, such as the UEFA Europa League Final. The work concerns areas such as power supply, water, temperature control, waste collection, audio-visual installation etc. You are well organised, flexible and have good communication skills. It is an advantage if you are handy and have a technical background. This position requires availability on 22-24 May.