

## **Exhibition Team Leaders to the Swedish pavilion Expo 2020 Dubai**

### **Background**

The Swedish participation at Expo 2020 is the government's largest investment on trade, investment and tourism promotion. The aim is to promote Sweden as a knowledge society and the competitiveness and creativity of Swedish industry, as well as to strengthen a versatile and positive image of Sweden abroad.

The Swedish pavilion will host a public exhibition, a conference section for the participating companies and organizations, and a broad programming content both inside and outside the pavilion. A number of high-level delegations, both from the public and from the private sector, will occur during the six months of Expo 2020.

### **About the exhibition**

The Exhibition of the Swedish pavilion entails the essence of what Sweden would like to communicate during the Expo under the theme *Co-Creation for Innovation*. It has been co-created by the official partner companies to the Swedish participation and will tell the story of how Sweden and Swedish companies are contributing to building smarter societies.

It comprises of appr. 700 sqm and has both analogue and digital interactive installations. The team leaders in the exhibition play a vital role for communicating the content of the exhibition, but also for co-creating with the visitors based on the co-creative manifesto for the Swedish pavilion. We would like all visitors to the Swedish pavilion to get the understanding that Sweden stands for co-creation and that they have been invited to co-create with Sweden!

### **About the position as Team-Leader**

The assignment as Team-Leader entails working in close cooperation with the Guide team. Team-Leaders working in the Swedish Pavilion should be hospitable, friendly, outgoing, stress-tolerant, and be very service minded. In addition, strong communication and collaborative skills are required. Given that Expo 2020 is taking place in Dubai, candidates that are Arabic speakers are of particular interest, but also other languages are an advantage as there will be many international visitors.

Team-Leaders work 6,5 h per day in shifts, 6 days a week on a rotating basis. The daily opening hours of the pavilions at Expo are 10.00 – 22.00. The Expo site closes at 01.00 during weekdays and 02.00 during weekends (Thursday – Saturday).

### What's included in the Team Leader's position

- Greet and welcome visitors to the exhibition
- Interact with and guide the visitors through the different themes in the exhibition
- Introduce the visitor to Swedish culture and Swedish business traditions. Inform about Sweden and the co-financiers of the Swedish pavilion
- Adapt messaging depending on the needs and interest of the visitor
- Suggest changes to the Exhibition Guide routines if needed. Assist with help and support where needed.
- Interact with the visitors based on the Swedish quality manifesto for Co-creation (with appropriate training).
- If necessary, health and safety efforts (after receiving first-aid training)
- Managing changes of Guides' schedules
- Being the go-to-person during the shifts if any incidents occur
- Reporting incidents with visitors to HR Director
- Reporting any staff issues to HR Director
- Be part of the pavilion's *Crisis Response Team* and ensure the safety and security in the exhibition

### Profile

- High School or University degree, minimum age 18 Y
- Languages:
  - For all candidates: fluency in English
  - Good knowledge of Arabic is a plus
  - Other language skills such as Urdu, Chinese, Russian is also a plus
- Knowledge and interest in Sweden is a strong advantage
- Good communication skills, hospitable, self-confident and interested in people
- Motivated to convey a positive image of Sweden
- Open personality, good service and co-operation ability
- Flexible, perceptive, efficient and solution-oriented
- Responsible, confident and comfortable with working under pressure
- Good team player with the ability to support and help out when needed.



Stockholm  
March 17, 2020

### **Contract period**

Temporary employment with placement at the Swedish Pavilion at Expo 2020 in Dubai from 1 October 2020 to 24 April 2021 (exact dates according to agreement).

Training of all personnel is carried out 1-19 October in Dubai.

Salary level according to agreement.