SOP Template: Roles and Responsibilities Defined

This SOP clearly defines the **roles and responsibilities** of all personnel involved in the organization's operations, ensuring accountability and clarity in task assignments. It outlines specific duties, reporting structures, and authority levels to promote efficient workflow, effective communication, and successful achievement of organizational goals.

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to clarify and communicate the roles and responsibilities of all staff to facilitate accountability, efficiency, and organizational success.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in organizational operations.

3. Definitions

- **Role:** The function or position assigned to an individual within the organization.
- **Responsibility:** The tasks and obligations associated with a specific role.
- **Reporting Structure:** The hierarchical arrangement defining lines of authority and communication.
- **Authority Level:** The degree of decision-making power allocated for the role.

4. Roles and Responsibilities

Role	Primary Responsibilities	Reporting To	Authority Level
Chief Executive Officer (CEO)	- Develops strategic vision - Oversees all operations - Approves major decisions	Board of Directors	Highest
Department Manager	- Manages team operations - Allocates resources - Evaluates staff performance	CEO	High
Team Leader	- Coordinates team activities - Ensures task completion - Provides progress updates	Department Manager	Medium
Staff Member	- Executes assigned tasks - Reports issues to Team Leader - Maintains quality standards	Team Leader	Operational

5. Reporting Structure

All personnel shall adhere to the established reporting hierarchy as documented in the organizational chart. Escalation of issues should follow the appropriate reporting lines.

6. Review and Updates

This SOP will be reviewed annually or as required to ensure roles and responsibilities remain current and aligned with organizational objectives.

7. References

- Organizational Chart
- Job Descriptions

- Code of Conduct
- Previous SOPs