

# SOP: Staff Roles, Responsibilities, and Shift Schedules

This SOP defines **staff roles, responsibilities, and shift schedules**, ensuring clear job descriptions, accountability, and effective workforce management. It outlines the assignment of duties, expectations for performance, and the organization of shift rotations to optimize productivity and maintain operational continuity. The objective is to promote a structured work environment where all employees understand their roles and adhere to scheduled shifts for seamless team coordination and efficiency.

## 1. Purpose

To establish standardized procedures and documentation for staff roles, responsibilities, and shift schedules, ensuring clarity, accountability, and operational continuity.

## 2. Scope

This SOP applies to all staff members and supervisors within the organization involved in daily operations and shift-based work.

## 3. Staff Roles & Job Descriptions

Role	Main Duties	Reporting To
Manager	<ul style="list-style-type: none"><li>Oversee daily operations</li><li>Allocate resources &amp; assign tasks</li><li>Monitor staff performance</li></ul>	Director
Supervisor	<ul style="list-style-type: none"><li>Coordinate shift activities</li><li>Ensure compliance with policies</li><li>Address on-shift issues</li></ul>	Manager
Staff Member	<ul style="list-style-type: none"><li>Perform assigned duties</li><li>Report issues to supervisor</li><li>Follow standard procedures</li></ul>	Supervisor

## 4. Responsibilities

- Adhere to job descriptions and assigned duties
- Maintain punctuality and attendance on assigned shifts
- Report any absence according to leave policy
- Follow operational policies and safety procedures
- Communicate effectively within teams and during handovers

## 5. Shift Schedules

Standard shift structure may be as follows (to be adapted as per departmental requirements):

Shift	Time	Coverage
Morning Shift	07:00 - 15:00	Manager, 1 Supervisor, 3 Staff
Evening Shift	15:00 - 23:00	Supervisor, 3 Staff
Night Shift	23:00 - 07:00	Supervisor, 2 Staff

- Shifts are rotational to reduce fatigue and allow fair distribution of hours.
- Shift roster is published monthly by the Manager.
- Requests for shift swaps must be approved by a Supervisor or Manager.

## 6. Procedures

1. **Assignment:** Manager assigns staff to specific roles and schedules according to operational requirements.
2. **Documentation:** Current roles, responsibilities, and shift schedules are displayed on notice boards and shared electronically.
3. **Handover:** Outgoing shift must provide comprehensive handover notes to incoming shift staff.
4. **Attendance:** Staff must sign in/out at the start and end of each shift.
5. **Leave/Absence:** All planned leave must be requested in writing as per policy and included in roster planning.

## 7. Review

This SOP and all related schedules will be reviewed at least annually or as needed to ensure ongoing effectiveness and compliance.