SOP Template: Staff Roles, Training, and Scheduling

This SOP defines the **staff roles, training, and scheduling** process to ensure clear role allocation, effective training programs, and efficient scheduling practices. It covers job descriptions, competency requirements, orientation and ongoing training, shift planning, attendance tracking, and performance evaluation to optimize workforce productivity and maintain high operational standards.

1. Purpose

To establish clear procedures for defining staff roles, providing comprehensive training, and ensuring optimal scheduling and performance of personnel.

2. Scope

This SOP applies to all staff members and supervisory personnel involved in the staffing, training, and scheduling processes.

3. Definitions

- **Staff Roles:** Job positions with defined responsibilities within the organization.
- **Competency:** The necessary skills, knowledge, and behaviors required for a particular role.
- **Shift Scheduling:** Allocating staff to specific work periods based on operational needs.
- **Performance Evaluation:** Regular assessment of employee performance against defined criteria.

4. Roles & Responsibilities

Role	Responsibilities
Supervisor/Manager	Define job descriptions, coordinate training, manage scheduling, oversee attendance and performance evaluation.
HR Department	Develop and maintain training materials, orientation programs, and training records.
Staff Members	Complete assigned training, adhere to schedules, and fulfill assigned responsibilities.
Scheduler	Create, communicate, and adjust work schedules as required.

5. Procedure

1. **Role Definition and Allocation**
   - Draft and maintain up-to-date job descriptions for each position.
   - Define competency requirements for each role.
   - Assign roles based on qualifications and organizational needs.

2. **Staff Training**
   - Develop orientation programs for new staff covering company policies, job duties, and safety procedures.
   - Provide ongoing training sessions (e.g. technical skills, customer service, compliance).
   - Maintain documented records of completed training for each staff member.

3. **Scheduling**
   - Prepare work schedules considering operational requirements, legal regulations, and staff availability.
   - Communicate schedules at least one week in advance.
   - Update and redistribute schedules when changes occur.

4. **Attendance Tracking**
   - Monitor staff attendance using time-tracking systems.
   - Address lateness or absenteeism according to company policy.

5. **Performance Evaluation**
   - Conduct regular performance reviews based on job expectations and competencies.
   - Provide feedback, recognize achievements, and identify areas for improvement and additional training.

6. Documentation

- Job Descriptions
- Staff Training Records
- Work Schedules
- Attendance Sheets/Reports
- Performance Review Forms

7. Review & Update

This SOP must be reviewed annually and updated as necessary to reflect changes in organizational structure, legal requirements, or operational needs.

8. References

- Company Handbook
- Industry-specific regulations and labor laws
- Internal HR policies