

SOP: Staff Scheduling, Roles, and Shift Handover Processes

This SOP details the **staff scheduling, roles, and shift handover processes**, including the creation and management of work schedules, clear definition of employee roles and responsibilities, effective communication during shift transitions, documentation of ongoing tasks and issues, and protocols to ensure continuity and accountability. The aim is to optimize workforce management, enhance productivity, and maintain seamless operations through structured shift changes.

1. Objective

To define standards and procedures for staff scheduling, role assignment, and effective shift handover to ensure operational continuity, efficiency, and clear communication among all team members.

2. Scope

This SOP applies to all staff involved in shift work and management responsible for scheduling and supervising workforce operations.

3. Staff Scheduling

- **Schedule Creation:** Schedules are prepared monthly by supervisors using scheduling software or designated templates.
- **Considerations:** Employee availability, skillset, required staffing levels, legal working hour limits, and shift preferences are considered.
- **Publication:** Final schedules are published at least two weeks in advance via email and the internal portal.
- **Changes and Swaps:** Employees wishing to swap or change shifts must submit a request for approval at least 48 hours prior to the affected shift.
- **Record Keeping:** All schedule changes must be documented and communicated to relevant personnel.

4. Roles and Responsibilities

Role	Responsibilities
Supervisor	<ul style="list-style-type: none">• Create and manage staff schedules• Define and communicate roles• Approve schedule changes and swaps• Ensure staff coverage for all shifts
Team Lead	<ul style="list-style-type: none">• Oversee shift activities and address issues• Facilitate shift handovers• Ensure shift tasks are completed
Staff Member	<ul style="list-style-type: none">• Fulfill assigned shift duties• Arrive on time and adhere to break schedules• Participate in shift handovers• Report issues and complete shift documentation

5. Shift Handover Process

- **Pre-Handover Preparation:** Outgoing staff update the shift logbook and prepare summaries of ongoing tasks and unresolved issues.
- **Briefing:** Outgoing and incoming staff conduct a face-to-face or virtual briefing covering:
 - Summary of completed and outstanding tasks
 - Ongoing issues and escalations
 - Status of equipment, supplies, and resources
- **Documentation:** All handover information is recorded in the official shift log (electronic or physical),

signed/acknowledged by both parties.

- **Follow-Up:** Incoming staff review all handover notes and seek clarification as needed.

6. Documentation and Accountability

- All shift activities and issues must be recorded in the shift logbook at the end of each shift.
- Supervisors regularly review documentation for accuracy and completeness.
- Failure to document or inadequate handover may result in corrective action as per HR policy.

7. Communication Protocols

- All critical incidents or escalations must be reported to supervisors immediately.
- Any changes to schedules or roles are communicated via email and board updates.
- Feedback on handover processes is encouraged for continuous improvement.

8. Review and Continuous Improvement

- SOP is reviewed annually or as required following operational changes.
- Feedback from staff on scheduling and shift handovers will inform future SOP updates.

9. References

- HR Policy Manual
- Employee Handbook
- Scheduling Software Guides

Last reviewed: June 2024