

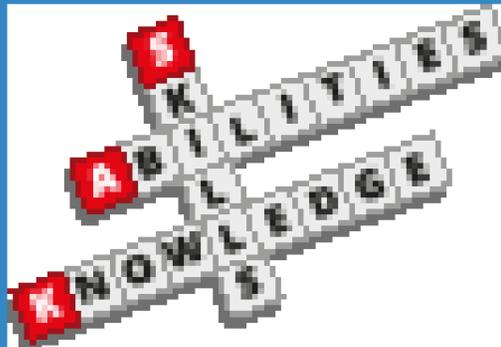
Job Roles

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JOB ROLES	RESPONSIBILITIES
Leaders, Owner or Directors	<ul style="list-style-type: none"> Establish the business' overall goals Set long-term plans and targets for the business
Managers	<ul style="list-style-type: none"> Work to achieve the short and long-term targets set by the owners or directors May be responsible for a function within the business, e.g. marketing or finance Use employees and other resources in the best possible ways
Supervisors/ Team Leaders	<ul style="list-style-type: none"> Help managers to achieve their targets by reporting any problems and passing on instructions Take simple decisions such as allocating jobs among different employees
Operatives/ Shop Floor Workers	<ul style="list-style-type: none"> Carry out the business' basic duties or activities. These could be working on a production line, serving customers in a shop or office duties.

These job roles will also be different in terms of:

- authority
- decision-making
- skills and qualities
- delegation
- pay and benefits.



Organisational Charts

Organisational Charts

Definition: A plan showing the roles of, and relationships between, all the employees in a business.

- It shows the internal structure of a business → the hierarchy → who is in charge of the business → the chain of command → the subordinates → career paths identified → motivates the workers
- The departmental structure
- The span of control → the number of people an individual is responsible for improves efficiency → speeds communication
- Who is responsible to whom → employees know who to report to if there is a problem

Levels of Hierarchy

Definition: The layers of authority within a business. Where each level has responsibility and authority over the levels below.

Chain of Command

Definition: The path along which orders pass within a business from the management to the shop floor.

Line Manager

Definition: The person immediately above the worker, to whom the worker is answerable.

Subordinate

Definition: A person under the authority or control of a line manager within an organisation. They take orders from their line manager and refer directly to them if they require assistance.

Authority

Definition: Having power or control over something.

Delegation

Definition: The passing down of authority to more junior employees.

Span of Control

Definition: The number of subordinates a person is responsible for/has control over.

