Responsibility Chart

Notes:

1. The objective of the Responsibility Chart is to outline the primary areas of responsibility for each member of staff. It will clarify how each individual's role ties in with other employees within the business.
2. This can then be used to form the basis of an Organizational Chart.
3. For micro businesses (with less than 10 full-time employees) there needs to be some flexibility in areas of responsibility. In this instance, the Chart will be used as a general indication as to areas of responsibility.
4. This information should tie in with the Job Description for each position.
5. Responsibility for areas may change, so the Chart will need to be reviewed every six months.
6. The Chart may or may not include the business owner.
7. Below is an example of a Responsibility Chart for four employees within a business.

STAFF MEMBER	KEY TASKS	SHARED
Office Manager (OfM)	• Monitoring cash flow • Credit management - chasing overdue debts • Liaising with accountant • Bookkeeping • Dealing with the bank • Human resource management • Maintaining employee records • Premises – dealing with all issues relating to the tenancy • Telecommunications – dealing with phone systems • Supplier review	OpM
Operations Manager (OpM)	• All daily operational issues • Website maintenance • IT – maintaining systems • Catalogue – design and production • Pricing • Invoicing • Communications – staff meetings • Client liaison	ITSC MM / GD MM OfM
Marketing Manager (MM)	• Corporate marketing • Advertising • Marketing budget • Competitor monitoring • Newsletter – commissioning and producing	OpM OpM OfM

<u>Admin Assistant</u> **(AA)**	• Dealing with incoming and outgoing post • Handling telephone enquiries • Minuting meetings • Provisions – tea and coffee • Petty cash records • Diary management • Christmas party	OfM

FREELANCE STAFF And EXTERNAL CONTRACTORS	**KEY TASKS**	**SHARED**
Graphic Designer **GD**	• Graphic design of all promotional material. • Corporate design • Logo design	MM MM MM
Website Designer **WD**	• Website design	OpM
IT Support Consultant **ITSC**	• Website technical support • Database • Networks	OpM OpM OpM
Office Cleaner **OC**	• General office cleaning	OfM

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