

#01

Roles and Responsibilities

Roles and Responsibilities Template

1. Have each team member complete the template.
2. Then hold a team meeting and have each team member present their template to the whole team.
3. Resolve and overlaps, conflicts, or any gaps.
4. Redo templates as required.
5. Publish on the Intranet.

Roles and Responsibilities	
Name:	Team members name.
Date:	Date of completion.
Title:	Position title such as Infrastructure Manager, Sales Manager.
Second in charge:	When the team member manages their own team, this is the name of the staff member who is second in charge. This may be identified as 'next in-line' - succession planning.
Responsibilities:	List your shared Responsibilities, that is things that that you share with other team members. Shared responsibilities are things such as server monitoring, capacity management, desktop repair, router installations, loan approvals, customer accounts maintenance, sales.
Accountabilities:	List the names of your Accountabilities, that is the things that apply only to you. Accountabilities are not shared; they can only apply to one person. An accountable team member is the owner of an item, they are the person who has decision making authority about the item, they are the person who has the final say about it. Accountabilities examples are things such as, staff retention, back-ups, managed services contracts, loan approvals over a certain amount or customer refunds. Accountabilities include being the owner of processes, how-to guidelines, other documentation, applications, and systems for which you are the decision-maker.
Complimentary skills:	List the skills (things you have learnt) that make you stand out from your other team members, that is, what makes you unique in the team. Examples – Excel, Scheduling, Server builds, Router configuration, writing Scripts, developing Presentations, Call center operator, Mobile sales, Customer service. Also list industry specific knowledge (including industry standards). E.g.: ITIL, BAA.