	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

1. Policy Statement

At Shorcontrol Safety we believe that strong and clear governance practices are essential to foster trust, confidence, management accountability and to achieve the business' long-term strategic mission, vision, and values.

2. Purpose

The purpose of this policy is to clearly identify the established job roles and responsibilities held within Shorcontrol Safety, to ensure that its business activities are implemented, managed, and continually improved upon, in line with the strategic mission and values of the business.

3. Scope

The scope of this policy aims to comply with best practice guidelines for creating an org chart, as well as the quality assurance requirements of Shorcontrol Safety and our awarding organisations. It is applicable to personnel tasked with appointing individuals to staff positions, as well as those who update and maintain the company's organisational chart.

Exclusion: Academic and Corporate Governance Structures are excluded from the contents of this policy.

4. Definitions

Term	Definition
Organisational (Org) Chart	A graphical representation of relationships between the organisations departments, functions, and employees. It is a diagram that visually conveys the organisation's structure to help understand the chain of command, reporting or relationship structure.

5. General Policy Requirements


5.1 Critical Job Roles

The following positions within Shorcontrol Safety are critical to the company's training and operations functions. Some positions will possess inherent roles which are to remain with the position unless otherwise directed by a member of upper management.

It is important to note that the responsibilities identified below are not an exhaustive list and as roles grow and develop so too may the responsibilities of such roles in line with business needs.

5.1.1 Managing Director (MD)

The managing director has ultimate accountability for the business management systems within Shorcontrol Safety.

	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

- They have overall responsibility for ensuring that personnel performing business related activities are competent to carry out the job to the required standard and that proactive business management practices are implemented at all levels.
- Acting as the Head of Shorcontrol Safety.
- Representing Shorcontrol Safety management and personnel in all manners between the board of directors and Shorcontrol Safety.
- Ensuring roles performed by Trench Control (sister company) or third parties are delegated accordingly to fulfill Shorcontrol Safety business functions (e.g., financial department).
- Responsible for hiring or appointing individuals to the General Manager position.
- May exercise authority in hiring or terminating potential and current employees in other positions.

5.1.2 General Manager (GM)

The general manager is responsible for managing the day-to-day operations at Shorcontrol Safety.

- They have the sole authority, besides the Managing Director, to hire or terminate potential and current employees.
- Assumes roles of management positions in which a staff member has not been hired to fill (e.g., facilities manager, human resources manager, etc.).
- They also have the authority to delegate positions and roles to members of staff.
- They must carry out their role in accordance with business management parameters.
- Provide adequate resources for the business operations required.
- Ensure a process of continual improvement of the business management systems is in place and functioning effectively.
- Ensure that the company remains focused on satisfying learners needs.
- Ensure that environmental, health and safety compliance obligations are met.


5.1.3 Quality, Health, and Safety Manager (QHSM)

The QHSM is responsible for managing the quality and safety management systems within the company.

- They work directly with the Head of Training and Development in ensuring both systems maintain quality assurance in achieving company and accreditation goals.
- They assist the quality committee in the development, implementation, and maintenance of the various quality assurance management systems.
- Develop and implement business management systems that conform to the requirements set out in ISO9001:2015 and ISO14001:2015.
- Report on the performance of the QHS and, quality assurance committee practices including any recommendations for its improvement and ensuring that all staff and contractors are fully aware of their responsibilities.
- Support the development and implementation of the QEHS systems based on performance evaluation and continual improvement.

5.1.4 Head of Training and Development

The head of training and development is responsible for ensuring that Shorcontrol Safety maintains standards and practices required by governing bodies of training courses and programs offered by the company.

	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

- They act as the Dean for all learners who participate in training offered through Shorcontrol Safety.
- Are responsible for ensuring tutors who are employed or work on Shorcontrol Safety's behalf are of the correct and up-to-date qualification to administer the training which they are hired to deliver.
- As acting Dean, the Head of Training and Development must represent learner interests when it comes to matters such as budgeting, scheduling, allocation of resources, etc.

5.1.5 Training Administration Manager

The training administration manager is responsible for managing the training lifecycle from start to finish.

- Administration organises the necessary course resources and ensuring that all post-delivery requirements are met.
- They interact with external awarding organisations on a day-to-day basis or as required.
- Participate in the planning, development, creation, and implementation of training programs.
- Maintain up to date, correct and accurate training records.
- Oversee the preparation and dissemination of materials such as instructors' notes, course books, feedback forms etc.
- Handle and resolve issues related to training as they arise and referring these to the relevant department.
- Gather, file, and submit reports as they come up on site.
- Ensure that the established quality assurance guidelines and policies of the awarding organisations are implemented effectively within the business.

5.1.6 Internal Quality Assessor (IQA)/ Internal Verifier (IV)


The IQA or IV plays an important role in ensuring the validity of assessment decisions, that tutors are conducting assessments in the prescribed manner and delivering consistent results.

- Verify education and training assessment decisions, ensuring that the relevant qualification standards and requirements are maintained, and that the appropriate assessment of candidates is being carried out.
- Implement verification methodologies including sampling of assessment decisions for consistency with qualification requirements and good practice.
- Maintain the provider files and up to date records relating to tutors and the assessments carried out.
- Ensure that quality assurance is always at the core of the assessment practices at Shorcontrol Safety.
- Liaise with External Quality Assessors (EQA's) of External Verifiers (EV) and preparation of data for EQA/EV visits and follow up of action plans within specified timescales.
- Maintain accurate assessment records for inspection by external awarding organisations and upload onto the relevant portals as applicable.

5.1.7 Sales & Account managers (Telesales)

The telesales team act as our account managers as they are the central point of contact for our customers. They engage with customers and communicate key service information, receive bookings, identify new client opportunities etc.

- They generate sales among client accounts, including upselling and cross-selling.
- Adhere to business management guidelines in providing information regarding courses.
- Act as a point of contact for customer feedback and complaints as necessary.

	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

- Operate as the point of contact for assigned customers.
- Develop and maintain long-term relationships with accounts.
- Ensure that clients receive requested services in a timely manner.
- Communicate business management needs as required to clients.
- Identify opportunities to grow business with existing clients.
- Coordinate and collaborate with relevant staff members working on the same account to ensure consistent services.

5.2 General Job Roles

The following positions within Shorcontrol Safety are critical to the company’s training and operations functions. Some positions will possess inherent roles which are to remain with the position unless otherwise directed by a member of upper management.

It is important to note that the responsibilities identified below are not an exhaustive list and as roles grow and develop so too may the responsibilities of such roles in line with business needs. Individual Job Descriptions shall be developed for each role and competence evaluated annually at a minimum.

5.2.1 Sales Personnel (*Telesales, Equipment Sales & Hire*)

The telesales team act as our account managers as they are the central point of contact for our customers. They engage with customers and communicate key service information, receive bookings, orders identify new client opportunities etc.


- They generate sales among client accounts, including upselling and cross-selling.
- Adhere to business management guidelines in providing information regarding courses.
- Implement business strategies related to the selling of company products and services.
- Present, promote and sell company products and services.
- Act as a point of contact for customer feedback and complaints as necessary.
- Operate as the point of contact for assigned customers.
- Develop and maintain long-term relationships with accounts.
- Ensure that clients receive requested services in a timely manner.
- Communicate business management needs as required to clients.
- Identify opportunities to grow business with existing clients.
- Coordinate and collaborate with relevant staff members working on the same account to ensure consistent services.

5.2.2 Equipment Technicians

- Perform equipment maintenance, servicing, and certification processes.
- Answer customer inquiries related to equipment which the company sells or services.
- Install new products and test them to ensure they are working correctly.
- Order parts needed for equipment repairs and servicing.
- Create reports and keep records on services performed.

5.2.3 Occupational Hygienists

- Perform occupational and environmental monitoring services.
- Develop reports for completed monitoring services.
- Create quotes for potential clients.

	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

- Review legislative requirements in relation to occupational hygiene and environmental monitoring.

5.2.4 Tutors

- Administer training services offered through the company.
- Administer training services in accordance with the accredited bodies requirements.
- Adhere to the company's document management system.
- Act as an assessor for courses which require exam administration.
- Report feedback from pupils to management.
- Ensure that they possess the correct certification to administer training courses which they are delivering.

5.2.5 Administration

- Adhere to the company's document management system.
- Process paperwork produced from training services.
- Review and properly file delegate complaints.
- Process purchase orders from the sales department.
- Order office supplies.

6. Responsibilities


Employee Title/Classification	Responsibility
Directors, Top Management & Senior Management	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported from individuals citing behaviour related to this policy.
Employees/ Staff/ Instructors/ Sub-contractors	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy to top/senior management for investigation and resolution.

7. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's unacceptable behaviour related to this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.
Managers and Heads of Departments	Has the discretion of determining the repercussions on the discovery of any subordinate or learner's unacceptable behaviour related to this policy.

8. Related Information and Documents

Document ID	Title
-------------	-------

	Document Title	Job Roles & Responsibilities		
	Doc. Number	GEN-POL-005	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	07/07/2024	Approved Date	07/07/2023

GEN-POL-001	Conflict of Interest Policy
GEN-POL-003	Equality, Diversity & Inclusion Policy
GEN-POL-004	Organisational Structure
GEN-PRO-007	Staff Recruitment & Development
GEN-PRO-003	Performance Management & Disciplinary Procedure
	Job Descriptions

9. Policy Review

This policy shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. '*Related Information & Documentation*' of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.

Revision Date	Author with Title	Description
09/01/2019	Adam Romans; Quality Coordinator	Initial release of document.
28/02/2023	Angela Byrne; QHSM	Review, update and reformat layout/structure.
22/05/2023	Angela Byrne; QHSM	Sales Personnel header specifies Telesales and Equipment sales & hire.
07/07/2023	Angela Byrne; QHSM	Inclusion of Critical job roles and responsibilities from Rev. 03 GEN-POL-004.