



Job Roles

- Everyone who works in a business will have a particular job to do
- Each job is very different

- Center Parcs is a company that runs a number of forest holiday villages

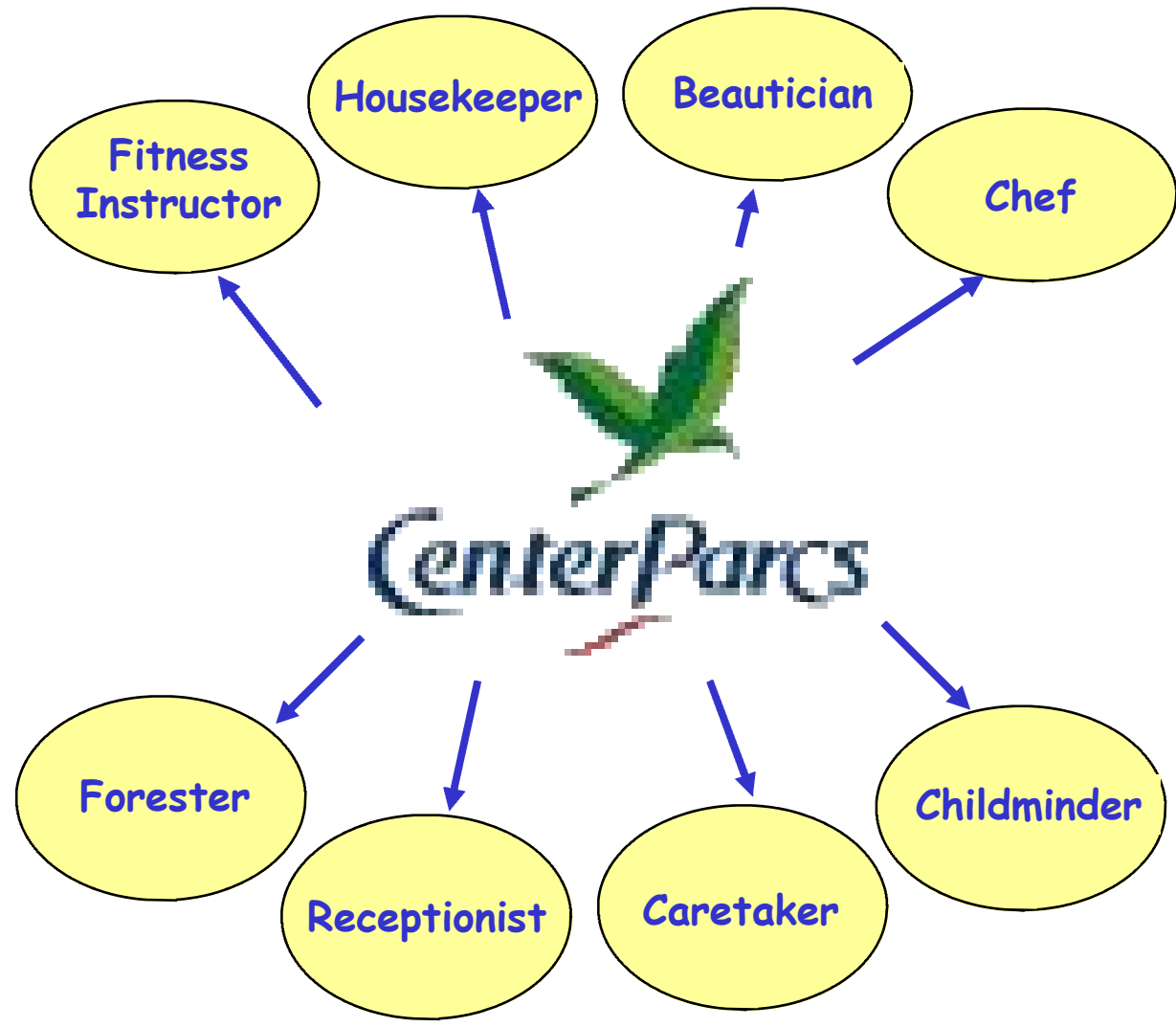


- Two examples of the different jobs at Center Parcs are given below:





Some of the Other Jobs Are:





What Makes Each Job Role Different?

● Each job is likely to differ in several ways, by:

➤ the tasks or **activities** they carry out



➤ the amount of **responsibility** they have

➤ the amount of **job security** they have



➤ the sorts of **decisions** they make

➤ the **pay** they get

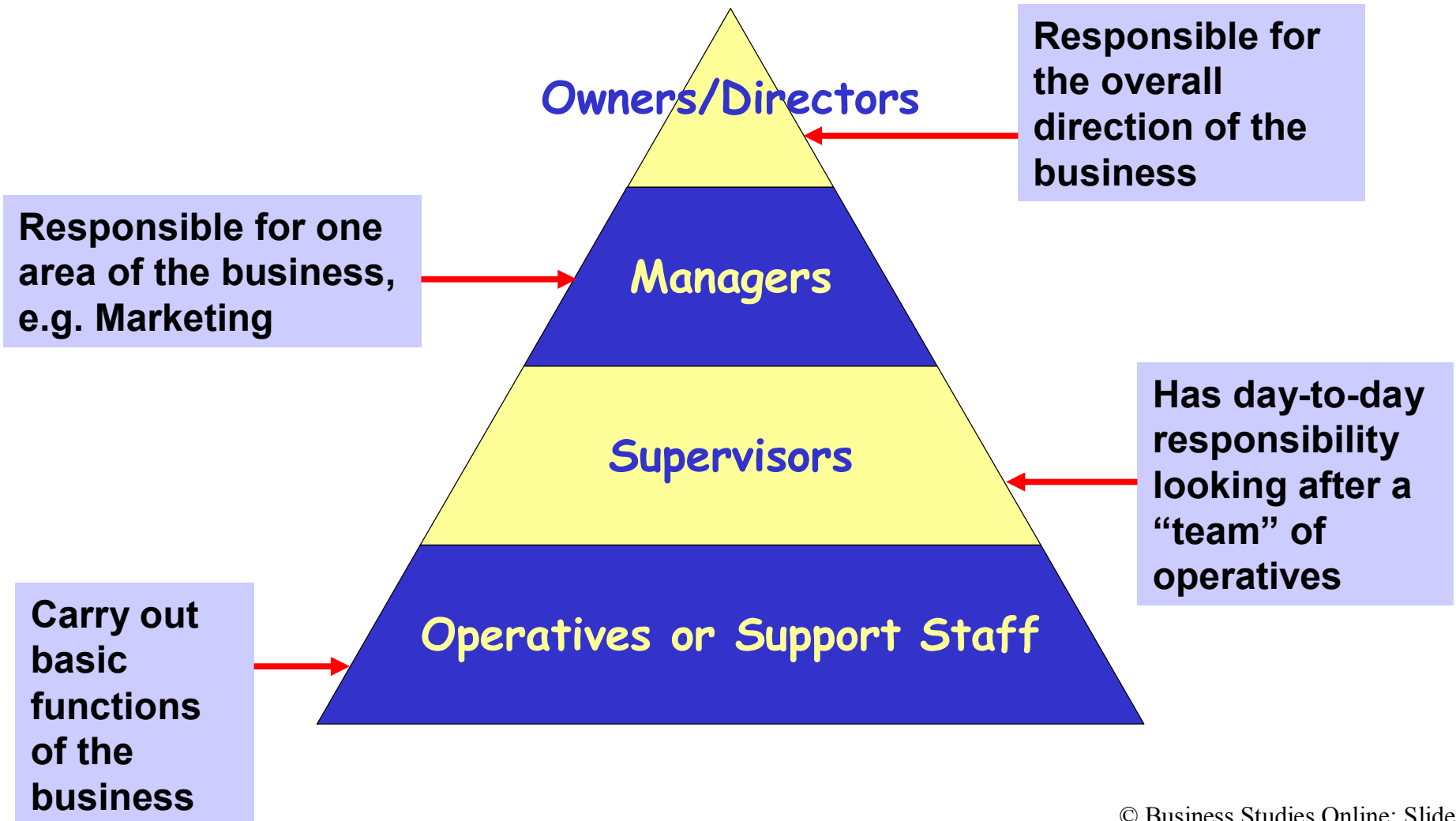


➤ the **skills**, **qualifications** and **qualities** they have



Main Job Roles

- There are four main types of job in businesses





The Role of the Manager at Cadburys

Responsibilities	In charge of a big department, e.g. Production
Daily Activities	Setting targets, e.g. increase sales of dairy milk Looking after the budget Recruitment Reporting to senior management
Job Security	Out...if they don't meet their targets
Decisions they make	Overall planning of the department, e.g. what stock do we need?
Skills & Qualities	Good leader and communicator Well organised
Qualifications	Management qualifications, e.g degree in Business
Pay & Benefits	Starts at £25 000 Company car, share in the profits



The Role of the Supervisor at Cadburys



Responsibilities	Looks after a section in the department, e.g. packaging line
Daily Activities	Monitors work of operatives Advises manager on the work of the section Looks after welfare of operatives
Job Security	Less vulnerable than the manager. They cost less.
Decisions they make	Hands - on decisions at the shop floor level. Shall I move this worker to machine setting?
Skills & Qualities	People skills, Decision-making skills, Technical skills
Qualifications	Such as Certificate in Management skills
Pay & Benefits	Start at less than manager – £18 000, general company benefits



The Role of the Operative at Cadburys



Responsibilities	Meeting targets set by line-manager
Daily Activities	Carrying out specific duties set by line-manager, e.g. package the chocolate Assisting other team members
Job Security	Variable, the more low skilled, the more at risk
Decisions they make	Routine decisions about own specific job
Skills & Qualities	Hard working, reliable, able to work as part of a team
Qualifications	Such as NVQ's and modern apprenticeship
Pay & Benefits	Hourly rate, depends on skills, general company benefits



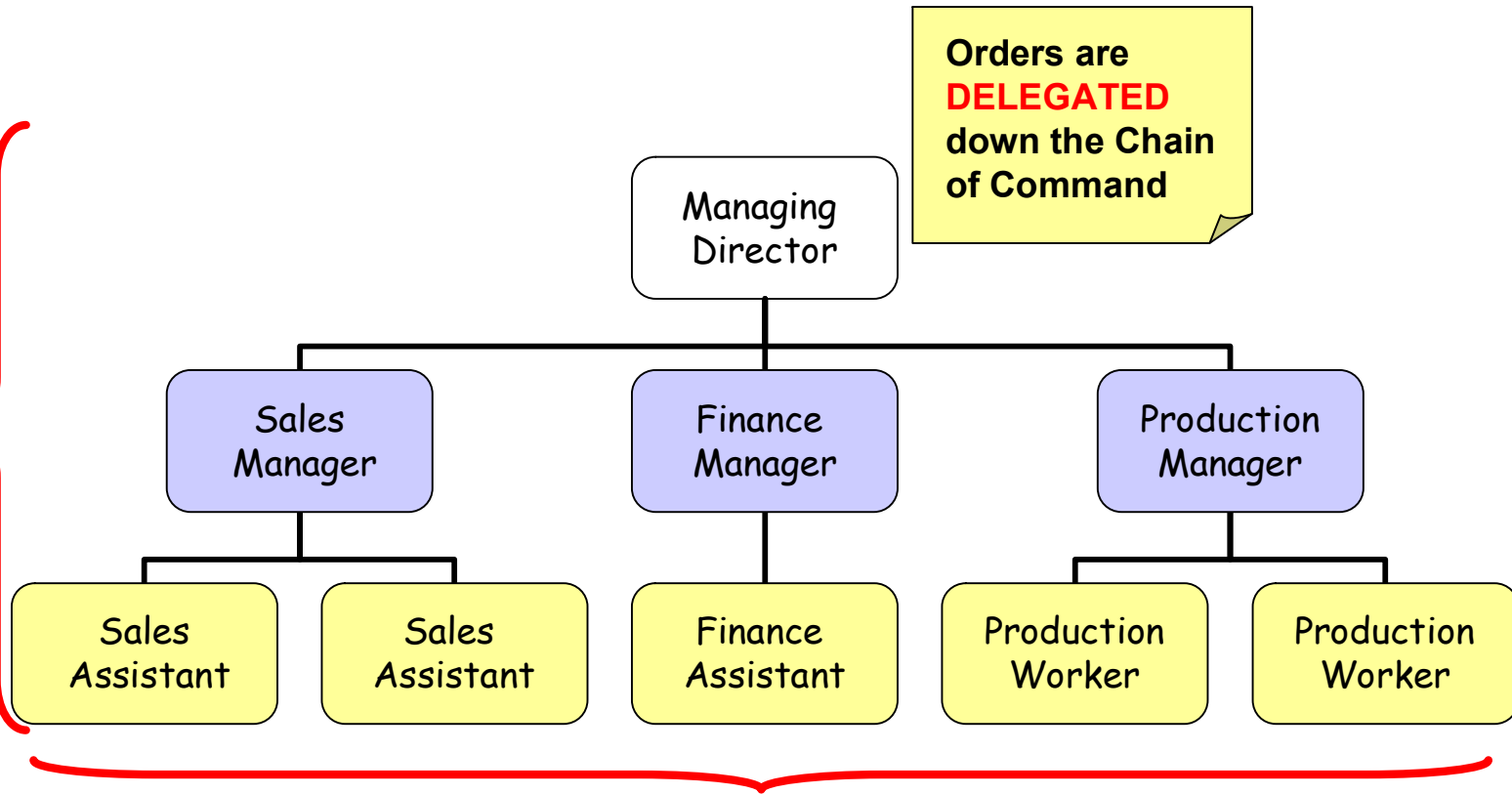


An Example Organisation Chart

Person with the most **AUTHORITY** is at the top.

Person with the least authority is at the bottom.

This is known as the **CHAIN OF COMMAND**



Orders are **DELEGATED** down the Chain of Command

The number of people each manager is responsible for is shown. This is known as the **SPAN OF CONTROL**.
E.g. the Sales Manager has a span of control of 2 people in this example



Problems With Organisation Charts

- They can get VERY complicated for a large organisation
- Even small organisations can have complex structures
- However, they are very useful because:
 - They show who is in charge of what, or whom
 - They make it clear that different people have different job descriptions

