# Staffing Management Plan

* + 1. Introduction

To guarantee the success of Rams E-Caf, the staffing management plan will be essential. The plan will prioritize strategies to manage and organize human resources effectively. To do this, we will identify staffing needs, acquire the ideal staff, and ensure that their talents are utilized optimally to offer our patrons exceptional service.

Rams E-Caf, values the integral contribution our staff members have when it comes to ensuring that our patrons have a pleasant and inviting time. To maintain this, our staffing management blueprint adheres to our business objectives and entails various focal points: training and growth, performance management, recruitment and selection, and workforce preparation.

* + 1. Roles and Responsibilities

By clearly defining and assigning roles and responsibilities, Rams E-Cafe can ensure effective implementation of the staffing management plan. This collaborative effort among the management team, HR department, hiring managers, supervisors, employees, and customers contributes to the overall success of the café's staffing strategies and ultimately enhances the customer experience.

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| **Role** | **Authority** | **Responsibility** | **Competency** |
| Project Sponsor | Ultimate decision-making power. | Defines the project objectives, scope, and success criteria. | * Strong leadership skills * Strategic thinking * Understanding of organizational objectives |
| Project Team | Authority over assigned tasks and responsibilities | Execute project tasks and assignments. | Varied competencies depending on roles and responsibilities within the team |
| Project Manager | Authority within project boundaries | * Overall project management * Create project plan * Resource allocation * Risk management | * Leadership skills * Communication skills * Organizational skills * Knowledge of project management methodologies and tools |

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| Internal User of the System (APC Community) | Authority to use the Rams E-Caf system for their daily operations. | Utilize the Rams E-Caf system to perform their respective tasks and duties effectively and efficiently. | Familiarity with the Rams E-Caf system interface and functionality.  Understanding of their department's workflows and processes.  Ability to navigate and use the system effectively |
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| External Users of the System (ITRO) | Authority to access and use the Rams E-Caf system for their tasks and assignments. | Utilize the Rams E-Caf system to receive work orders and assignments.  Update job statuses and progress in the system.  Record any relevant data or information related to their tasks. | Proficiency in using the Rams E-Caf system and its features.  Knowledge of the organization's processes and procedures related to their tasks.  Ability to accurately input and update information in the system. |

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| External Users of the System (APC Center) | Authority to access and use the Rams E-Caf system for managerial tasks | Utilize the Rams E-Caf system to review and analyze performance metrics.  Assign work orders and tasks to TELUS Technicians.  Monitor job statuses and progress.  Generate reports and insights from system data. | Proficiency in using the Rams E-Caf system and its managerial features. Knowledge of the organization's processes and procedures related to their managerial tasks.  Ability to interpret and analyze system data for decision-making. |

*Table 6.5—1: Staffing Management Roles and Responsibilities*

* + 1. Project Organizational Charts

The project organization chart for Rams E-Caf provides a visual representation of the hierarchical structure and roles within the project team, establishing clear lines of communication, defining authority levels, and facilitating efficient decision-making. It ensures that team members understand their responsibilities and how they fit into the overall project structure, promoting accountability, coordination, and collaboration. By streamlining communication channels and clarifying roles, the organization chart enhances transparency, resource alignment, and effective project governance, contributing to the successful execution of the project.

*Figure 6.5—1: Project Organizational Chart*

* + 1. Staffing Management

The Staff Management Plan for Rams E-Caf is designed to ensure the efficient and effective utilization of human resources throughout the project lifecycle. This plan outlines the strategies and procedures for acquiring, developing, and managing the project team to meet project objectives and deliverables.

In the staff acquisition phase, the plan defines the roles and responsibilities needed for the project and outlines the process for recruiting and selecting qualified individuals. This includes identifying the required skills and expertise, advertising job openings, conducting interviews and assessments, and obtaining approvals from project stakeholders. By carefully selecting the right individuals for each role, the plan aims to build a high-performing team that can effectively contribute to the success of Rams E-Caf.

Once the team is assembled, the staff development phase focuses on enhancing the skills and competencies of team members. This includes conducting skills assessments, identifying training needs, and providing relevant professional development opportunities. The plan also encourages knowledge sharing and cross-functional training to foster a collaborative and learning-oriented environment. By investing in the continuous development of the project team, Rams E-Caf can ensure that its members have the necessary skills and knowledge to deliver high-quality outcomes.

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| Role | Project Responsibility | Skills Required | Number of Staff | Performance Reviews | Recognition and Rewards |
| Project Manager | Overall project planning, coordination, and execution | Leadership, communication, strategic thinking, problem-solving | 1 | Regular evaluations based on project milestones | Performance bonuses, promotions, recognition in meetings |
| Project Team Leader | Team coordination and task delegation | Leadership, communication, organization, decision-making | 1 | Regular evaluations based on team performance | Team performance bonuses, commendations |
| Project Team Members | Execution of project tasks and deliverables | Technical skills related to specific project requirements | 5 | Regular evaluations based on individual performance | Individual performance bonuses, appreciation emails |
| Executive Sponsor | Provide guidance, support, and resources for the project | Leadership, strategic thinking, decision-making | 1 | Periodic reviews to assess project progress and alignment | Public recognition, bonuses, leadership opportunities |

*Table 6.5—2: Staffing Management*