



Supervisor Roles & Responsibilities

CHECKLIST

Daily, weekly and monthly duties, the SHEAF people check, and six steps to prepare for a difficult conversation

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Sincerity · Helpfulness · Effectiveness · Attentiveness · Friendliness

Supervisor Roles & Responsibilities

Daily, weekly and monthly checklist

Print it, keep it on your desk, and tick off each duty as you go.

Daily *every shift*

- ☐ Check the roster: the right people in the right places at the right times
- ☐ Brief the team on today's priorities and what a good job looks like
- ☐ Walk the floor: check standards, quality and safety
- ☐ Spot problems early and deal with them before they grow
- ☐ Have one genuine conversation with a team member
- ☐ Recognise one specific thing someone did well
- ☐ Pass important information up to management and down to the team
- ☐ Write down anything important you agreed with someone

Weekly *once a week*

- ☐ Plan next week's rosters and workload
- ☐ Review performance against targets and standards
- ☐ Follow up on last week's agreements and promises
- ☐ Coach or train at least one person
- ☐ Address any recurring issue with a quiet, private word
- ☐ Update your manager on progress, risks and ideas
- ☐ Ask your team: "What would make your job easier?"

Monthly *once a month*

- ☐ Review safety rules, policies and procedures with the team
- ☐ Hold a short one-to-one with each team member
- ☐ Check training needs and development goals
- ☐ Review stock, equipment, budgets or records, as relevant to your role
- ☐ Ask for honest feedback on your own supervision
- ☐ Choose one improvement to focus on next month

The SHEAF people check

Five questions to ask yourself at the end of each week

- S** **Sincerity:** Did my words and actions match?
- H** **Helpfulness:** Did I remove obstacles for my team?
- E** **Effectiveness:** Did I follow through on what I agreed?
- A** **Attentiveness:** Did I really listen, and notice who was struggling?
- F** **Friendliness:** Did I treat everyone with warmth and respect?

My focus this week:

Before a difficult conversation *lateness, poor work or behaviour*

- ☐ Find a private place and a calm moment
- ☐ Prepare the facts, not your assumptions
- ☐ Ask for their side, and listen fully
- ☐ State the standard clearly and respectfully
- ☐ Agree the next step together
- ☐ Write it down and set a follow-up date