

Requesting a new or changed role

Creating or editing a role definition is restricted to PizzaGest's technical team. As a customer administrator you assign existing roles, set scope and manage exceptions — but the role catalogue itself goes through a request.

This page explains why, and how to make the request land well.

Why it's reviewed

A role definition is shared. Changing what `hub_manager` means changes it for every employee holding it, in every store, immediately. Unlike an assignment — which affects one person and is easy to reverse — a role change has chain-wide reach, so it is reviewed before it is applied.

Try these first

Most requests turn out to be unnecessary. In order of preference:

1. **Combine existing roles.** Two or three roles together cover most real profiles — see [Common role combinations](#).
2. **Add an individual exception.** If an existing role fits except for one ability, grant or deny that one permission — see [Individual permission exceptions](#).
3. **Check it's not a scope problem.** "They can't see the data" is usually scope, not permissions — see [How scope works in practice](#).

A new role is the right answer when the same combination-plus-exception pattern keeps recurring across several people.

What to include in the request

Detail	Why it matters
The job, in plain words	"Regional supervisor for 12 stores" says more than a list of permissions
What they must be able to do	The actions, named as they appear in the console
What they must not be able to do	Often the more important half, and the part that's usually left out
The closest existing role	And precisely how it falls short
How many people will hold it	One person is usually an exception; several is usually a role
Whether it's permanent	A seasonal need is better served by exceptions with expiry dates

What happens next

The request is analysed against the existing catalogue — partly to build the right role, and partly to check it doesn't overlap an existing one in a way that would make the model harder to reason about.

If a new role is created, it appears in the Role catalogue and you assign it like any other.

While you wait

You don't have to leave someone blocked. Assign the closest role and cover the gap with exceptions, ideally with an expiry date matching your expected timeline. When the new role arrives, assign it and remove the exceptions.