

Operations / Departmental Manager



Level 5

Overview

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Roles may include:

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager

On completion, apprentices may choose to register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management.

Apprenticeship Breakdown



Level 5



2 and a half years

Apprenticeship Delivery

Apprenticeship Delivery – Blended approach
Face-to-face, Skype, telephone and online learning

End of Course Qualifications

Functional Skills Level 2 in mathematics and English

Level 5 Diploma in Leadership & Management

End Point Assessment

Knowledge test using scenarios and questions



Structured competency based interview



Portfolio or evidence



Assessment of the work-based project followed by a presentation and Q&A session



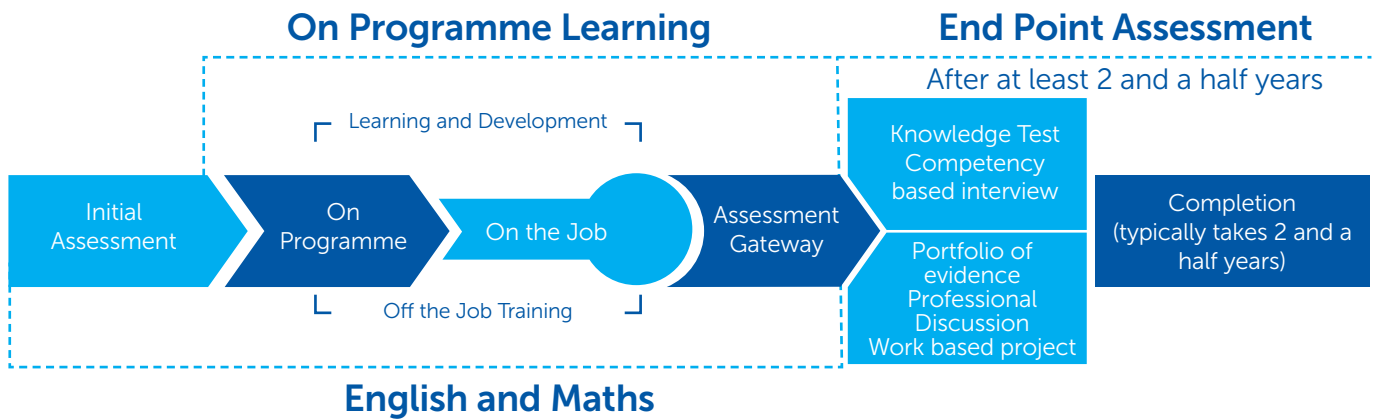
Professional discussion

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Apprenticeship Journey



What will your employees learn?

Knowledge

- Operational Management
- Project Management
 - Finance
- Leading People
- Managing People
- Building Relationships
 - Communication
 - Self-Awareness
- Management of Self
 - Decision Making

Skills

- Operational Management
- Project Management
 - Finance
- Leading People
- Managing People
- Building Relationships
 - Communication
 - Self-Awareness
- Management of Self
 - Decision Making

Behaviours

- Takes Responsibility
 - Inclusive
 - Agile
- Professionalism

How will your employees learn?

Our Skills Coaches will support your apprentice by completing 1-2-1 interactions. These sessions will include the development of teaching and learning, performance reviews with line managers and will also take in to consideration any in-house training that is provided for the apprentice.

To Enrol or Contact Us:
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