



Course

Level 5 Operations/Departmental Manager Apprenticeship standard



Course duration:
30 months

Summary

Knowledge

- Operational management
- Project management
- Finance
- Leading and managing people
- Building relationships
- Communication
- Self-awareness
- Management of self
- Decision making

Skills

- Operational management
- Project management
- Finance
- Leading and managing people
- Building relationships
- Communication
- Self-awareness
- Management of self
- Decision making

Behaviours

- Taking responsibility
- Inclusive
- Agile
- Professionalism

Learn how to manage teams and projects to deliver the company's operational strategy with our Level 5 Operations/Departmental Manager Apprenticeship.

Every company needs talented managers to deliver their strategic goals. Developing a toolkit of specialist management knowledge and practical skills will be integral to your success. You can look forward to a wide, detailed and challenging course, which should last around 30 months depending on your previous experience.

Who is it for?

You may be a team leader/supervisor wanting to take the next step in your management career or you already have experience in an operations manager type role and are looking to develop the theory to go alongside your practical skills. No matter your industry, sector or the size of your organisation, the management knowledge, skill and behaviours needed are the same.

What will you learn?

As you work towards this apprenticeship, you will develop a range of knowledge and practical skills. How to create and deliver operational plans, manage projects, lead and manage teams, manage change, financial and resource management, talent management, coaching and mentoring. You can learn more about these in the table overleaf. Alongside this, and following an initial assessment, we will work with you, your manager and mentor to create an individual training plan. This will include development of skills such as reading, writing, speaking, listening and communication in English as well as maths, in preparation for Level 2 Functional Skills. Within this plan there will also be activities and learning to improve your personal soft skills.

What comes next?

On completion, you can register as a full member with the Chartered Management Institute (CMI) and/or the Institute of Leadership & Management. With 3 years of management experience, you can apply for CMI Chartered Manager status.

Knowledge

Area	Learning aims and development
Operational management	<ul style="list-style-type: none"> • Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs • Understand business development tools (e.g. SWOT) and approaches to continuous improvement • Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance • Knowledge of management systems, processes and contingency planning • Understand how to initiate and manage change by identifying barriers and know how to overcome them • Understand data security and management, and the effective use of technology in an organisation
Project management	<ul style="list-style-type: none"> • Know how to set up and manage a project using relevant tools and techniques, and understand process management • Understand approaches to risk management
Finance	<ul style="list-style-type: none"> • Understand business finance: how to manage budgets, and financial forecasting
Leading people	<ul style="list-style-type: none"> • Understand different leadership styles, how to lead multiple and remote teams and manage team leaders • Know how to motivate and improve performance, supporting people using coaching and mentoring approaches • Understand organisational cultures and diversity and their impact on leading and managing change • Know how to delegate effectively
Managing people	<ul style="list-style-type: none"> • Know how to manage multiple teams, and develop high performing teams • Understand performance management techniques, talent management models and how to recruit and develop people
Building relationships	<ul style="list-style-type: none"> • Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking • Knowledge of collaborative working techniques to enable delivery through others and how to share best practice • Know how to manage conflict at all levels

Knowledge (cont'd)

Area	Learning aims and development
Communication	<ul style="list-style-type: none"> Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately
Self-awareness	<ul style="list-style-type: none"> Understand own impact and emotional intelligence Understand different and learning and behaviour styles
Management of self	<ul style="list-style-type: none"> Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks
Decision making	<ul style="list-style-type: none"> Understand problem solving and decision making techniques, including data analysis Understand organisational values and ethics and their impact on decision making.

Skills

Area	Learning aims and development
Operational management	<ul style="list-style-type: none"> • Able to input into strategic planning and create plans in line with organisational objectives • Support, manage and communicate change by identifying barriers and overcoming them • Demonstrate commercial awareness, and able to identify and shape new opportunities • Creation and delivery of operational plans, including setting KPIs, monitoring performance against plans • Producing reports, providing management information based on the collation, analysis and interpretation of data
Project management	<ul style="list-style-type: none"> • Plan, organise and manage resources to deliver required outcomes • Monitor progress, and identify risk and their mitigation • Able to use relevant project management tools
Finance	<ul style="list-style-type: none"> • Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach and recommendations accordingly
Leading people	<ul style="list-style-type: none"> • Able to communicate organisational vision and goals and how these to apply to teams • Support development through coaching and mentoring, and enable and support high performance working • Able to support the management of change within the organisation
Managing people	<ul style="list-style-type: none"> • Able to manage talent and performance • Develop, build and motivate teams by identifying their strengths and enabling development within the workplace • Able to delegate and enable delivery through others
Building relationships	<ul style="list-style-type: none"> • Able to build trust, and use effective negotiation and influencing skills and manage conflict • Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation • Use of specialist advice and support to deliver against plans

Skills (cont'd)

Area	Learning aims and development
Communication	<ul style="list-style-type: none"> • Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style • Able to chair meetings and present using a range of media • Use of active listening, and able to challenge and give constructive feedback
Self-awareness	<ul style="list-style-type: none"> • Able to reflect on own performance, working style and its impact on others
Management of self	<ul style="list-style-type: none"> • Able to create a personal development plan • Use of time management and prioritisation techniques
Decision making	<ul style="list-style-type: none"> • Able to undertake critical analysis and evaluation to support decision making • Use of effective problem solving techniques

Behaviours

Area	Learning aims and development
Taking responsibility	<ul style="list-style-type: none"> • Drive to achieve in all aspects of work • Demonstrates resilience and accountability • Determination when managing difficult situations • Seeks new opportunities
Inclusive	<ul style="list-style-type: none"> • Open, approachable, authentic, and able to build trust with others • Seeks the views of others and values diversity
Agile	<ul style="list-style-type: none"> • Flexible to the needs of the organisation • Is creative, innovative and enterprising when seeking solutions to business needs • Positive and adaptable, responding well to feedback and need for change • Open to new ways of working
Professionalism	<ul style="list-style-type: none"> • Sets an example, and is fair, consistent and impartial • Open and honest • Operates within organisational values

Additional skills

As well as the core curriculum, you will develop a number of additional skills throughout the course of your apprenticeship:

NCFE functional skills

You will work on developing positivity and confidence in the use of maths and English skills in real world and employment-based situations.

Maths

Through Level 2 Functional Skills qualification, you will demonstrate a sound grasp of mathematical skills at the appropriate level and the ability to apply mathematical thinking effectively to solve problems in the workplace and in other real-life situations.

English

Through the Level 2 Functional Skills qualification, you will demonstrate the ability at an appropriate level to read, write, speak, listen and communicate in English, and to apply these skills effectively to a range of purposes in the workplace and in other real-life situations.

British values

As part of your apprenticeship, we will discuss five key values and their impact and importance in the workplace. These will be democracy, the rule of law, individual liberty, mutual respect and tolerance of those of different faiths and beliefs.

Soft skills development

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. Developing these will make a significant impact on your ability to contribute confidently both within and outside of their working environment. PLTS include independent enquiry, creative thinking, reflection, team working, self-management and effective participation.

PREVENT

PREVENT is part of the government's CONTEST strategy of which education is a fundamental part. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism so that people can go about their lives freely and with confidence." CONTEST is split into four work-streams that are known within the counter-terrorism community as the 'four Ps': Prevent, Pursue, Protect, and Prepare.



- Plan** We take into consideration your skills at each stage of the process, planning the learning and follow-up activities.
- Do** You undertake the learning and activities that have been planned.
- Check** We check your learning using a combination of assignments, discussions and observations of workplace activities, ensuring that skills, knowledge and behaviours are embedded and being practised.
- Act** If areas of further learning are identified, reinforcement training is planned in and provided.