

APPRENTICESHIP STANDARD - FOR OPERATIONS / DEPARTMENTAL MANAGER LEVEL 5

OVERVIEW

An Operations / Departmental Manager is someone who manages teams and/or projects and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy.

KEY RESPONSIBILITIES

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.

WHY US?

Over **50** years' experience

We successfully train over **3000** apprentices per year

Our success rate is **higher** than the national average

We have a **specialist** in house Commercial Training company

Proud recipients of the Matrix Quality Standard

We **listen** and meet your business needs

LEARNER BENEFITS

- Continuous development of personal effectiveness and impact as an Operations / Departmental Manager
- Increased knowledge and confidence to influence behaviours
- Personalised support from a dedicated team of qualified assessors/training consultants
- Develop the ability to lead, motivate and inspire to drive better results
- Use core management techniques to provide practical leadership and operational management skills

BUSINESS BENEFITS

- Managers with relevant Skills, Knowledge and Behaviours to develop their teams and drive business results
- Training tailored to organisational goals and values
- Collaboration between in-house training teams and experienced Key Group staff
- Flexible delivery options
- Measurable return on investment
- Option to include a recognised Management qualification





ENTRY REQUIREMENTS

Suggested minimum of 5 GCSEs Grade C or above / Appropriate Role



FUNCTIONAL SKILLS

Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the end-point assessment



COURSE DURATION

This programme is up to 24 months in duration



QUALIFICATION / AWARDING BODY

Where selected, Key Group can offer the Level 5 Diploma in Leadership and Management, in addition to the Apprenticeship Standard

COURSE CONTENT

Our programmes are a mix of flexible blended options, which we will discuss with you to ensure we fit in with your day-to-day operation. To develop the Skills, Knowledge and Behaviours included in the Standard; we can include workshops, online training, webinars, line management, coaching and mentoring, as well as independent study.

KNOWLEDGE

Delivered through stand-up workshops, 1:1 teaching, online training, webinars and independent study as appropriate to the business.

SKILLS

Will be acquired and demonstrated via continuous professional development throughout the duration of the course.

BEHAVIOURS

The transference of Knowledge and Skills will be further developed and will be assessed within the workplace.



OTHER PROGRAMMES

Key Group is currently able to offer a number of other apprenticeship programmes, including but not limited to:

Customer Service

Good customer service is essential to the success of any business or organisation. As a frontline representative of the business, these people will be required to deal with customers in a positive, reliable and professional manner and create a strong, positive impression on behalf of your business.

Business Administration

Business Administrators handle the day-to-day tasks in an office environment and are considered crucial to the success of any business. The job role of a business administration apprentice will depend on the requirements of the employer and requires a strong sense of responsibility, accuracy and attention to detail.

We continuously monitor the Standards as they are released by the Government and will be expanding our portfolio to meet customer demand.

If there is a Standard, or area of training, that you do not see above, but would like to discuss with us, please get in touch.

ASSESSMENT

There are five components that make up the End Point Assessment for the Operations/Departmental Manager Level 5 Standard:

- Knowledge test
- Structured competency based interview
- Portfolio of evidence
- Work-based project with presentation
- Professional discussion

PROFESSIONAL BODY ALIGNMENT

Successful completion of this apprenticeship programme enables learners to register as full Members with the Institute of Leadership & Management and those with 3 years' of management experience can apply for Chartered Manager status through ILM.

PROGRESSION
From here to

**Chartered
Manager
(Level 6)**

OTHER SERVICES

Talent match

Key Talent Match was developed to help businesses acquire the right emerging talent to ensure they have the skilled workforce they need to remain competitive into the future.

Key Talent Match will support you in recruiting and developing new staff through the Apprenticeship and Traineeship programmes. Together we will plan and implement your talent acquisition strategy to give your business the best chance to see a return on investment.

All applicants complete a 5-stage recruitment process before they meet with you. This makes sure you are only interviewing the candidates that are most suited to your culture and needs.

WWP & Consultancy Services

WWP, our Commercial Training division, is a market-leading, global learning organisation which has 36 years' experience innovating large scale organisational and workforce performance improvement solutions. WWP has a comprehensive network of learning specialists who have extensive industry experience. We will work with you to interpret organisational needs, learning aims and objectives. The WWP Modular Learning System provides you with a toolkit, enabling learning programs to be developed quickly, simply and cost effectively, ensuring a solution that meets your requirements.



“You can expect to receive a level of service and expertise commensurate with a group that has been established for over 50 years”

UKPRN: 10003593

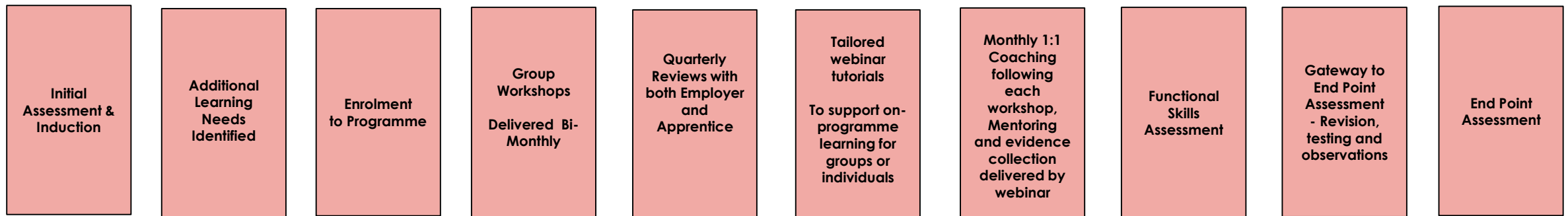
Operations/Departmental Manager– Level 5 (18-24 months)

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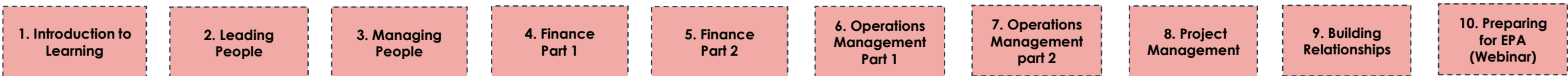
On completion of the programme, the participant will have developed skills to a national Standard which can be reinforced with membership of the Chartered Management Institute (CMI) and/or the Institute of Leadership & Management (ILM).

Apprentices can register as full members with the CMI and/or the ILM, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI and/or ILM.

Structure of the programme



1 Day Workshops



APPRENTICESHIP STANDARDS - OPERATIONS / DEPARTMENTAL MANAGER LEVEL 5

KNOWLEDGE | SKILLS | BEHAVIOURS

KNOWLEDGE - WHAT IS REQUIRED?

(through formal learning & applied according to business environment)

ORGANISATIONAL PERFORMANCE- DELIVERING RESULTS

OPERATIONAL MANAGEMENT	Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (eg 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	Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.
FINANCE	Understand business finance: how to manage budgets, and financial forecasting.

INTERPERSONAL EXCELLENCE- MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS

LEADING PEOPLE	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	Know how to manage multiple teams, and develop high performance teams. Understand performance management techniques, talent management models and how to recruit and develop people.
BUILDING RELATIONSHIPS	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.
COMMUNICATION	Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.

PERSONAL EFFECTIVENESS – MANAGING SELF

SELF AWARENESS	Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.
MANAGEMENT OF SELF	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	Understand problem solving and decision making techniques, including data analysis. Understand organisational values and ethics and their impact on decision making.

SKILLS- WHAT IS REQUIRED?

(acquired and demonstrated through continuous professional development)

ORGANISATIONAL PERFORMANCE- DELIVERING RESULTS

OPERATIONAL MANAGEMENT	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	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	Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/recommendations accordingly.

INTERPERSONAL EXCELLENCE - MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS

LEADING PEOPLE	Able to communicate organisational visions and goals and how these 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	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	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.
COMMUNICATION	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.

PERSONAL EFFECTIVENESS – MANAGING SELF

SELF AWARENESS	Able to reflect on own performance, working style and its impact on others.
MANAGEMENT OF SELF	Able to create a personal development plan. Use of time management and prioritisation techniques.
DECISION MAKING	Able to undertake critical analysis and evaluation to support decision making. Use of effective problem solving techniques.

BEHAVIOURS- WHAT IS REQUIRED?

(developed and exhibited in the workplace)

TAKES RESPONSIBILITY	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations. Seeks new opportunities.
INCLUSIVE	Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.
AGILE	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	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.