

OPERATIONS/ DEPARTMENTAL MANAGER: LEVEL 5



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. 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 and specialist managers.

Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities.

All learning will be supported by dedicated Learning Practitioners.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

Your commitments

If you do not currently hold English and maths qualifications at level 2, you will undertake Functional Skills at Level 2 as part of your apprenticeship programme.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Practitioner will support you and your employer to measure and record this across the whole of your apprenticeship.





Entry requirements

- Initial Assessments in maths and English at Level 1 or above



Typical duration

15 months learning plus up to 4 months End Point Assessment



Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Workplace Development Activities 1-1 coaching



Knowledge, Skills & Behaviours

- Operational Management
- Project Management
- Finance
- Leading people
- Managing people
- Building Relationships
- Communication
- Self-Awareness
- Management of self
- Decision making
- Taking responsibility
- Inclusive
- Agile
- Professionalism



End Point Assessment

- Professional discussion underpinned with a portfolio of evidence
- Project proposal, presentation and questioning

It's as easy as...

1. Sign-up

2. Launch Programme

3. Induction

Knowledge

Knowledge will be delivered through online webinars, 1-1 sessions and individualised learning resources by our Specialist Learning Coaches. You will learn about business planning, contingency planning, project management tools, risk management, financial forecasting and budgeting. We will teach you how to manage multiple teams, different leadership styles and how to motivate and improve performance. You will learn about interpersonal skills, effective networking, problem solving, and the power of emotional intelligence.

Skills

Skills will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Throughout the apprenticeship you will develop skills in strategic planning, creation and delivery of operational plans and producing reports.

We will support you in developing skills in planning, organising and managing resources during a project, support development through coaching and mentoring, develop, build and motivate teams, chair meetings and present using a range of media.

Behaviour

Behaviours - We will support you in developing key behaviours to be an effective operational manager including; demonstrating resilience and accountability, determination when managing difficult situations, being open, approachable, authentic, being creative, innovative and enterprising, responding well to feedback and setting an example to others.

End Point Assessment Requirements

Assessment method 1

Professional discussion, underpinned by a portfolio of evidence. This assessment method has 1 component.

Assessment method 2

Project proposal, presentation and questioning. This assessment method has 2 components.