

# Operations Departmental Manager

## Overview

This is a **Level 5** apprenticeship standard. An operations/departmental manager is someone who manages teams and projects to achieve operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager/director 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

## Topics covered

- ✓ Interpersonal and organisational performance
- ✓ Creation and delivery of operational plans, including KPIs, monitoring performance against the plans
- ✓ Managing resources, development of sales and marketing plans
- ✓ Knowledge of management systems, processes and contingency planning
- ✓ Leadership styles, leading multiple and remote teams and manage team leaders
- ✓ People and team management models, talent management models and motivation techniques
- ✓ Business budgets and financial forecasting
- ✓ Negotiation, influencing and effective networking with partners, stakeholders and suppliers
- ✓ Emotional intelligence and different learning styles
- ✓ Decision making and problem solving including data analysis
- ✓ Management of self and self awareness
- ✓ Data security and risk management

## Who should pursue this Apprenticeship

This apprenticeship has been designed to managers who are at the start of their career and who wish to take their first steps into professional management, as well as those who may already have developed practical experience but who wish to develop their theoretical understanding of management skills.

## This Level 5 Apprenticeship includes

- ✓ On the job skills training
- ✓ Off the job skills training
- ✓ CPD support and preparation
- ✓ Work based project support
- ✓ Planning, Target Setting and Feedback
- ✓ Mock End Point Assessments
  
- ✓ **End Point Assessment** (after at least 12 months and successful completion of the above)
  - **Knowledge test** using scenarios with questions and responses
  - Structured **Competency-based interview**
  - Assessment of **portfolio of evidence**
  - **Presentation of work based project** with Q & A session
  - **Continuing Professional Development Log** reviewed and **professional discussion** session
  - The overall grade is based on the combination of performance in all assessment activities .

**Typical Duration: 24 months**

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

**Further information**  
**01293 562651**

[www.rewardstraining.co.uk](http://www.rewardstraining.co.uk)  
[enquiries@rewardstraining.co.uk](mailto:enquiries@rewardstraining.co.uk)