

OPERATIONS/ DEPARTMENTAL MANAGER Apprenticeship

EMPLOYER FACTSHEET GROW YOUR OWN TALENT

Develop your experienced employees to drive the day-to-day operational activities, manage teams and run projects to deliver clearly defined outcomes for your business.

Key Information

Level	5
Duration	24-30 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Typical job titles	Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers
Key responsibilities	Creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring
Qualifications	- Pass end-point assessment - Level 2 math & English
Progression	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.

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We are a top provider in London with consistently high success rates



We are the largest college provider of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Government funding may be available. Eligibility and criteria apply

Employers involved in creating this standard:

CMI, Acivico, Agillsys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council, Lifetime.

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Apprenticeships & Skills
Harrow, Richmond & Uxbridge Colleges

Modules and Content Summary

Knowledge		What is required?
Interpersonal excellence – managing people and developing relationships	Leading People	Understand different leadership styles, how to lead multiple and remote teams and manage team leaders
	Managing People	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	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
Organisational Performance - delivering results	Operational Management	Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs
	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
Personal Effectiveness – managing self	Awareness of Self	Understand own impact and emotional intelligence. Understand different & 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, and how to analyse data to support decision making.
Skills		What is required?
Interpersonal excellence – managing people and developing relationships	Leading People	Able to communicate organisational vision and goals and how these to apply to teams
	Managing People	Develop, build and motivate teams by identifying their strengths and enabling development within the workplace
	Building Relationships	Able to identify and share good practice, and work collaboratively with others both inside and outside of the organisation.
	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
Personal Effectiveness – managing self	Operational Management	Able to input into strategic planning & create plans in line with organisational objectives. Support, manage & communicate change by identifying barriers & overcoming them. Demonstrate commercial awareness, & able to identify & shape new opportunities.
	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
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
Behaviour		What is required?
	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
	Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.