

# OPERATIONS MANAGER

The Operations/Departmental Manager Level 5 Apprenticeship prepares individuals for a career in operations or departmental management. This apprenticeship covers a range of topics, including leadership, strategic planning, financial management, project management, and change management.

Upon completion of the apprenticeship, apprentices will have a deep understanding of operations and departmental management and will be able to lead and manage complex projects, teams, and departments. They will also be equipped with the skills and knowledge to develop and implement strategic plans, manage budgets, evaluate performance, and drive change.

As an Operations/Departmental Manager, they will have a crucial role in ensuring that their department or operation runs efficiently and effectively, meeting the needs of their stakeholders, and contributes to the overall success of their organisation.

 <b>Level 5</b>	 <b>£0 to £450</b> <i>Maximum cost for non-levy employers and micro-businesses</i>
 <b>15+ months</b> <i>Approximate on-programme training (does not include EPA period)</i>	 <b>£9,000</b> <i>Maximum cost/funding for levy employers</i>



## Knowledge

- Understand operational management approaches and model
- Know how to set up and manage a project using relevant tools and techniques
- Understand business finance: how to manage budgets, and financial forecasting
- Understand different leadership styles, how to lead multiple and remote teams
- Understand approaches to partner, stakeholder and supplier relationship management



## Skills

- Self-awareness & management of self
- Planning & prioritisation
- Leading & Managing multiple & remote teams
- Building Relationships
- Problem-solving and decision making
- Managing Change
- Dealing with conflict
- Project Management and Business development tools
- Delegating & giving feedback effectively
- Finance and Data Security



## Behaviours

- Drive to achieve
- Inclusive - Open, approachable, authentic, and able to build trust with others
- Agile - Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs
- Professionalism



Option to embed **Cranfield School of Management** Credentials

## ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME



Linked to our Leadership and Sustainability Pathway providing career advancement and progression opportunities.

find out more



# OPERATIONS MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

----- 20+ months -----

----- 15+ months -----

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8
Apprenticeship Induction Personal Development and others	Stakeholder Relationships	Leadership styles and team dynamics and conflict	Managing and leading a team: Coaching and performance management	Managing and leading a team: recruitment	Organisational Governance	Operational Planning	Problem solving
<b>INDUCTION</b>	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>
Preparing for your apprenticeship training Manage and facilitate learning and continuous professional development for their team Analyse performance data for individuals and teams to identify areas for improvement	Manage relationships across multiple and diverse stakeholders Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect	Conflict resolution and mediation processes Ethics and values-based leadership theories and principles, for example employee wellbeing Leadership and management tools and techniques Manage and set goals and accountabilities for individuals and teams	Coaching and mentoring techniques Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals Best practices for coach and mentor individuals within their team The continuous development requirements and learning needs of their team	Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning Analyse performance data for individuals and teams to identify areas for improvement	Understand relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation Organisational policies and procedures Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being	Analyse and prioritise organisation activities in response to the operating environment The sector in which the organisation operates and its impact on their role Business continuity principles, including risk assessment, contingency planning and disaster recovery Develop and implement operational plans that align with the strategic direction of the organisation	Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making The current and future needs of the sector and the impact on their organisation Identify problems and provide solutions
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review

Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results



----- 20+ months -----

----- 15+ months -----

----- 5+ months -----

Module 9	Module 10	Module 11	Module 12	Module 13	Module 14	End-Point Assessment
Project scope and planning	Change management	Project implementation	Future needs of sector	Evaluation and Recommendation	End-Point Assessment Preparation	Highfield Awarding body for competence
Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Portfolio of evidence Project proposal Preparing presentation
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>EPA GATEWAY</b> <b>LIVE ASSESSMENT</b> Professional discussion based on portfolio of evidence Presentation (with Q&A) about project
How to identify and manage organisational improvement opportunities Methods used to identify, manage and prioritise stakeholder relationships The current and future needs of the sector and the impact on their organisation	Change management concepts and methods for implementing change within the organisation	IT and software tools used to support the current and future needs of the organisation, including advances in technology Financial management techniques and implications of decisions for budgets Influencing and negotiation models and techniques	The current and future needs of the sector and the impact on their organisation Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation	Communication techniques and approaches Presentation skills and methods Communicate and present information to stakeholders using different types of media Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process	EPA preparation presentation Mock competency interviews Mock personal development discussions	
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	

