



Operations/Departmental Manager Level 5



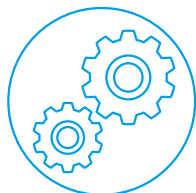
An operations/departmental manager is someone who manages a team and/or projects, and achieves operational or departmental goals and objectives, as part of their organisational strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and 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.

The apprenticeship programme includes the following modules:

- Personal Development
- Communication Skills
- Managing Teams
- Business Planning
- Project Planning
- Financial Practices
- Operational Planning and Management

As well as the on programme assessment there will be an end-point assessment which will be carried out by an external independent assessor. This will include; a **professional discussion** underpinned with a **portfolio of evidence**, **project proposal** with **presentation and Q&A**. Each component of end-point assessment is graded with an overall grade given fail/pass/ or distinction.

How it works



You will have dedicated learning time that takes a blended approach that includes e-learning, self-study as well as attendance at monthly virtual workshops. It will be a perfect opportunity for you to focus on an idea or service improvement that will benefit your service or team. You will build an apprenticeship portfolio of evidence using real pieces of work, presentations, written assignments and professional discussions which your dedicated assessor will guide you on. You'll be demonstrating your learning whilst doing your job.

Over a 14month programme you will attend and participate in monthly virtual workshops to enable you to meet and network with other like-minded professionals, e-learning and self-study activities. We'll cover a range of subjects from building relationships, change management, coaching skills and self- awareness to finance and project management. Presented by a range of subject matter experts and guest speakers you can be confident you'll be given all the tools you need to develop your leadership skills and completed the required assessments.

Entry Requirement



You must be in a management role with the opportunity to fulfill the requirements within each module. Employed for a minimum of 30 hours a week and supported by your manager.

In addition you will require;

- Previously achieved a minimum of a level 3 qualification (or equivalent)
- The appropriate values and attitudes for the programme
- Minimum initial assessment at level 1 in maths and English
- Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment

Qualification



On successful completion of this fully ILM accredited course, you will have achieved a level 5 diploma for Operational Managers.

That all sounds great! What do I need to do next?

If you are interested in the course, please speak to your line manager and then complete your initial apprenticeship application form. A member of the team will then be in touch.