Operations Manager Apprenticeship
(Level 5)

Overview

An Operations Manager manages teams and/or projects. They must ensure the fulfilment or specific goals and objectives alongside being accountable to senior management. An Operations Manager is often responsible for coordinating activities and setting deadlines for the team as a whole.

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, steering change, financial and resource management, talent management, coaching and mentoring.

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

Specific job roles may include; Operations Manager, Regional Manager, Department Manager and Specialist Manager.

About the programme

Entry Requirements
This standard is ideal for new employees who want to learn and progress, or for existing employees who are looking to retrain or upskill. It is ideal for an employee who is looking to develop leadership skills in their industry.

As a guide, 5 GCSEs are Grade 4 (or equivalent) are required as a minimum. Relevant prior experience may also be taken into consideration.

Level
5

Duration
24 - 30 Months

Delivery Model
Blended approach to delivery which could include webinars, face-to-face, telephone and online learning to develop the knowledge, skills and behaviours of the standard.

Qualifications
- Level 2 Functional Skills in Maths and English if required
- ILM or CMI Level 5 Diploma in Leadership and Management (optional)

End Point Assessment
- Knowledge Test
- Competency Based Interview
- Assessment of Portfolio Evidence
- Professional discussion relating to CPD Activity
- Presentation of work-based project

Progression
Apprentices can register as full members with the Chartered Management Institute (CMI) and/or the Institute of Leadership & Management (ILM). Those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

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Learning Journey

1. **24 - 30 months on programme** - This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in 20% off-job training.

2. **Gateway** - After the 24 – 30 months of teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on programme assessment.

3. **End Point Assessment** - This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, professional discussion relating to CPD activity and presentation of work-based project.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore, we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated tutor who is there to guide them through their training programme. As well as their tutor, learners have access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified. We will facilitate the delivery of the learners' End Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

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What your employees will learn

Knowledge

- **Leading People** - Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
- **Building Relationships** - Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross-team working to support delivery of organisational objectives.
- **Project Management** - Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
- **Decision Making** - Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Skills

- **Managing People** - Able to build a high-performing team by supporting and developing individuals and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
- **Communication** - Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.
- **Operational Management** - Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data and create reports.
- **Self-Awareness** - Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

Behaviours

- **Takes Responsibility** - Driven to achieve in all aspects of work. Demonstrates resilience and accountability.
- **Inclusive** - Open, approachable, authentic, and able to build trust with others. Seeks views of others.
- **Agile** - Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.
- **Professionalism** - Sets an example and is fair, consistent and impartial. Open and honest. Operates within organisational values