



# MANAGEMENT - OPERATIONS / DEPARTMENTAL MANAGER

## Level 5, Apprenticeship Standard

### ELIGIBILITY/ENTRY REQUIREMENTS

- Aged 16+ years.
- Grades 4-9 in maths and English, although some employers will accept other relevant qualifications and experience, including a relevant Level 2 qualification.
- Apprentices without English or maths at Level 2 must achieve this prior to taking the end-point assessment.

An Operations/Departmental Manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisations' 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.

### APPRENTICESHIP REQUIREMENTS

Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.



## TYPICAL JOB ROLES IN THIS AREA INCLUDE:

Operations Manager, Regional Manager, Divisional Manager, Department Manager.

## PROGRESSION ROUTE:

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.

### KEY FACTS:

<b>Delivery location</b>	Workplace.
<b>Typical duration</b>	24 months.
<b>Study mode/frequency</b>	Blended learning approach and monthly support within the workplace by a dedicated specialised sector assessor. Regular communication throughout the month.
<b>Apprenticeship Standard</b>	Operations Departmental Manager.
<b>Knowledge and skills</b>	<ul style="list-style-type: none"><li>• Operational management</li><li>• Project management</li><li>• Finance</li><li>• Leading people</li><li>• Managing people</li><li>• Building relationships</li><li>• Communication</li><li>• Self-awareness</li><li>• Management of self</li><li>• Decision making</li></ul>
<b>Competency/skills or behaviours</b>	<ul style="list-style-type: none"><li>• Takes responsibility</li><li>• Inclusive</li><li>• Agile</li><li>• Professionalism</li></ul>
<b>Functional Skills</b>	Functional Skills will be required for English and maths at Level 2 if you have not attained a GCSE at grade 4 or above (or equivalent).
<b>Assessment</b>	End point assessment will include a knowledge test using Knowledge test using scenarios and questions, Assessment of portfolio of evidence, Assessment of work based project, Professional discussion.

For further information contact START on **0161 886 7461** or email **start@tcg.ac.uk**  
Stockport, Trafford, Apprenticeship, Recruitment Team



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