

Operations / Departmental Manager Apprenticeship Standard Level 5

An operations/departmental manager is someone who manages teams and/or projects, and achieving 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.

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers

Knowledge & Skills:

- ◆ Operational Management
- ◆ Project Management
- ◆ Finance
- ◆ Leading People
- ◆ Managing People
- ◆ Building Relationships
- ◆ Communication
- ◆ Self-Awareness
- ◆ Management of self
- ◆ Decision Making

Behaviours

- ◆ Takes Responsibility
- ◆ Inclusive
- ◆ Agile
- ◆ Professionalism

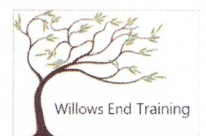
Cost £7,000* (levy paying organisations)



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