



Operations/ Departmental Manager Level 5 Apprenticeship Standard

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 organisation's 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.



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Example job roles

Operations Manager, Regional Manager, Divisional Manager, Departmental Manager and Specialist Managers.

Eligibility / Entry requirements:

- Aged 16+ years
- Employed in a suitable management role
- Willing to work towards Functional Skills Level 2 Maths and English (if required)

Price:

£9,000 (inclusive of End Point Assessment)

Progression route:

On completion, apprentices can register as full members with the Institute of Leadership & Management.



Key facts:	
Typical Duration	24-30 months
Study mode/frequency	Regular attendance on bespoke virtual learning environment and face-to-face meetings planned in with a dedicated tutor
Apprenticeship standard	Upon completion the apprentice will receive: <ul style="list-style-type: none">• Operations/Departmental Manager Level 5 qualification• Institute of Leadership and Management (ILM) Level 5 Diploma in Leadership & Management
Knowledge	<ul style="list-style-type: none">• Leading people• Managing people• Building relationships• Communication• Operational management• Project management• Finance• Self-awareness• Management of self• Decision making
Competency/Skills or Behaviours	<ul style="list-style-type: none">• Taking responsibility• Inclusiveness• Agile practices• Professionalism
Functional skills	Required to work towards Level 2 in Maths and English, unless exempt with recognised prior learning.
Assessment	End point assessment which may include: test of knowledge; competency based interview; assessment of evidence; panel presentation of a work based project followed by a professional discussion/Q&A session

Call **01949 20976** or email engagement@srededucation.co.uk for further information.