

OPERATIONS AND DEPARTMENTAL MANAGER

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.

Course Overview

Operational Management

Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (eg SWOT), and approaches to continuous improvement. Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance. Knowledge of management systems, processes and contingency planning. Understand how to initiate and manage change by identifying barriers and know how to overcome them. Understand data security and management, and the effective use of technology in an organisation.

Project Management

Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.

Course code
AS5 Mgmt

Award on successful completion
Apprenticeship Standard
Operations and Departmental
manager Level 5

ILM Level 5 Diploma

Study type
Work based

Functional skills - individual
block release sessions for
Maths and English

Level
5

Start date
N/A

Duration
30 Months

Fees
£700

Location
On site

Finance

- Understand business finance: how to manage budgets, and financial forecasting.
- Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/ recommendations accordingly

Leading People

Understand different leadership styles, how to lead multiple and remote teams and manage team leaders. Know how to motivate and improve performance, supporting people using coaching and mentoring approaches. Understand organisational cultures and diversity and their impact on leading and managing change. Know how to delegate effectively.

Managing People

Know how to manage multiple teams and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people.

Building Relationships

Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking. Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Know how to manage conflict at all levels.

Communication

Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.

Personal Effectiveness

- Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.
- Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.

Decision Making

- Understand problem solving and decision making techniques, including data analysis.
- Understand organisational values and ethics and their impact on decision making.

Skills

- What is required (acquired and demonstrated through continuous professional development)
- Able to input into strategic planning and create plans in line with organisational objectives.
- Support, manage and communicate change by identifying barriers and overcoming them.
- Demonstrate commercial awareness, and able to identify and shape new opportunities.
- Creation and delivery of operational plans, including setting KPIs, monitoring performance against plans.
- Producing reports, providing management information based on the collation, analysis and interpretation of data.

Behaviours

- Takes responsibility
- Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- Determination when managing difficult situations. Seeks new opportunities.
- Inclusive
- Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.
- Agile
- Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working.
- Professionalism
- Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values

Entry requirements

The entry requirement for this apprenticeship will be decided by each employer but typically are five GCSEs at Grade C or higher.

Methods of assessment

Assessment method 1:

Professional discussion, underpinned by a portfolio of evidence With the following grades:

- Fail
- Pass
- Distinction

Assessment method 2:

Project proposal, presentation and questioning With the following grades:

- Fail
- Pass
- Distinction

What can I do next?

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.