

TEAM LEADER AND SUPERVISOR

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building relationships internally and externally.

Course Overview

Leading People

Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.

Managing People

Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.

Course code
AS3 TL

Award on successful completion
Apprenticeship Standard
Team leader and supervisor
Level 3

ILM Level 3 Diploma

Study type
Work based

Functional skills - individual
block release sessions for
Maths and English

Level
3

Start date
N/A

Duration
12 months

Fees
£4500

Location
N/A

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.

Communication

Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

Operational Management

Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business.

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.

Finance

Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.

Personal Effectiveness

- Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence
- Understand time management techniques and tools, and how to prioritise activities and approaches to planning
- Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Skills

- Interpersonal excellence - managing people and developing relationships
- Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
- 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.
- Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams. Building relationships with customers and managing these effectively.
- 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.

Behaviours

- Takes responsibility
- Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- Determination when managing difficult situations.
- 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

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

Method 1. Presentation with questions and answers.

Apprentices will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered within the apprenticeship.

Method 2. Professional discussion underpinned by a portfolio of evidence

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. Questioning should assess the KSBs assigned to this assessment method and the apprentice may use their portfolio to support their responses.

What can I do next?

On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.