

OPERATIONS/DEPARTMENTAL MANAGER STANDARD LEVEL 5

An operations/departmental manager manages teams and/or projects, achieving operational or departmental goals and objectives, They are accountable to senior management. Responsibilities may include creating & delivering operational plans, managing projects, leading & managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

TRAINING BENEFITS

On completion of this 20 month standard learners will show a range of skills in creating & delivering operational plans, managing projects, leading & managing teams, managing change, financial and resource management, talent management, coaching and mentoring. The apprenticeship standards “knowledge, skills and behaviours” are developed over the course of the programme via scheduled classroom learning interventions with employer mentors and Lifetime Regional Trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

WHAT'S COVERED?

- **Personal Development:** Apprentices learn how to identify, create and drive a personal development plan through use of time management and prioritisation techniques. Reflect on own performance, working style and its impact on others.
- **Leading and Managing People:** Apprentices learn about communicating organisational vision/goals & apply to teams. Support development, support high performance working, and support the management of change, manage talent and performance, develop, build and motivate teams, delegate and enable delivery through others.
- **Communication:** Apprentices learn how to communicate effectively (verbal, non-verbal, written, digital), chair meetings and present using a range of media, challenge and feedback. Build trust, use effective negotiation and influencing skills, manage conflict, identify and share good practice..
- **Decision Making:** Apprentices learn about how to undertake critical analysis and evaluation to support decision making using effective problem solving techniques.
- **Operational Management:** Apprentices learn about inputting to strategic planning, create & deliver operational plans in line with organisational objectives and identifying / overcoming barriers. Commercial awareness identifying opportunities, setting KPIs, monitoring performance, produce management reports.
- **Project Management:** Apprentices learn about setting up and managing a project using relevant tools and techniques, understand process management and risk management.
- **Finance:** Apprentices learn about business finance: how to manage budgets, and financial forecasting, monitor budgets and provide reports, consider financial implications of decisions, adjust approach accordingly.

Continued overleaf



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ASSESSMENT

Regular evaluation sessions with managers and trainers will include performance observations, Q&A sessions and a series of professional discussions. Recommended completion of a recognised Management diploma at level 5. To prepare for a final assessment apprentices will be asked to complete a number of activities in-between visits.

END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The operations/departmental manager level 5 End Point Assessment will include the following types of assessment:

- Knowledge test using scenarios and questions
- Structured competency based interview
- Assessment of portfolio of evidence
- Assessment of the work based project followed by a presentation of the project with Q&A session
- Professional discussion



GET IN TOUCH

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