

# Operations Departmental Manager

## Apprenticeship

Level: 5

Duration: 24 months

### Overview

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 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.

### Key Knowledge/Skills/Behaviour:

#### Knowledge:

- Understand operational management approaches and models
- Know how to set up and manage a project using relevant tools and techniques
- Understand business finance
- Understand different leadership styles
- Know how to manage multiple teams, and develop high performing teams
- Understand time management techniques and tools

#### Skills:

- Able to input into strategic planning and create plans in line with organisational objectives
- Plan, organise and manage resources to deliver the required outcomes
- Able to monitor budgets and provide reports
- Support development through coaching and mentoring
- Able to communicate effectively
- Able to undertake critical analysis and evaluation to support decision making

#### Behaviour:

- Drive to achieve in all aspects of work
- Open, approachable, authentic, and able to build trust with others
- Flexible to the needs of the organisation
- 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 may typically be five GCSEs at Grade C or higher.

### Typical job roles:

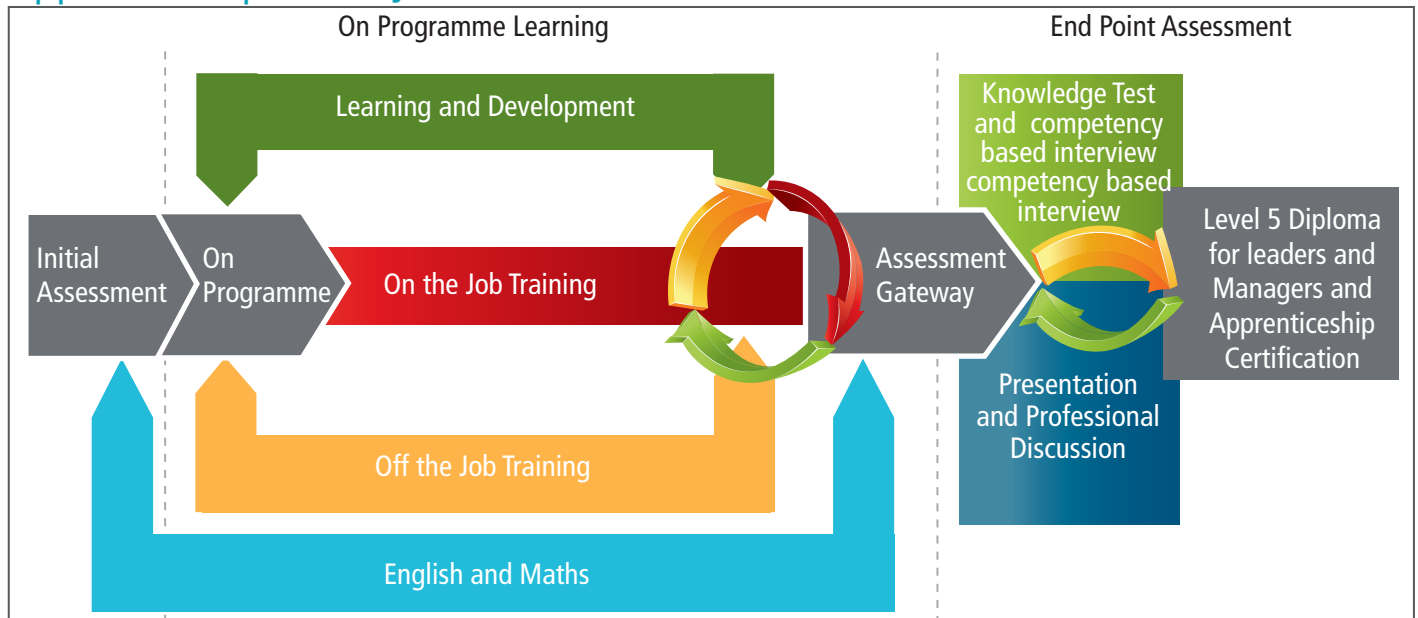
Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Managers.

### Qualification achieved and professional registration:

- Level 5 Diploma for Leaders and Managers

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment. On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

## Apprenticeship Journey



Assessment method	Weighting	Duration	Pass	Merit	Distinction
Knowledge Test using scenarios and questions	30%	60 Minutes	50%	60%	70%
Structured competency based interview	20%	55 Minutes	50%	60%	70%
Assessment of a portfolio of evidence	20%	On Programme	50%	60%	70%
Assessment of the Work-based Project followed by a presentation on Work based Project – with Q&A session	20%	15 Minute Presentation	50%	60%	70%
Professional Discussion	10%	40 Minutes	50%	60%	70%

### Off the job training

The apprentice will spend 20% of their training on learning and developing the required knowledge, skills and behaviours, which will take place out of the workplace and can be in a variety of ways such as; at college, online or face to face training and self-study time.

### Support from us

A dedicated Skills Coach will ensure apprentices are on track to complete their work-based learning and academic studies and will have the opportunity to feedback and tailor the programme further.

### Recruit an apprentice

Our Account Managers will support and guide you through every step of the way when taking on an apprentice, call our team of experts on 020 7391 6400 and we will advise you on the best way to proceed according to your requirements.

**Did you know you can use the government funding for apprenticeships to further develop the skills and knowledge of your existing staff**

**020 7391 6400 | [employer@capitalcct.ac.uk](mailto:employer@capitalcct.ac.uk)  
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