



OPERATIONS/ 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.

Level	5
Duration	19 months
Job Examples	Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

THE PROGRAMME

On programme

Regular assessment (involving employer and training provider)

Development of a portfolio demonstrating learning and development activities with their application in the workplace. - a work-based project

Through evidence of 360-degree feedback within the ongoing development portfolio.

Successful completion of a management diploma L5:

- Managing Projects to Achieve Results
- Managing Finance
- Using Reflective Practice to Inform Personal and Professional Development
- Managing Change
- Principles of Operational Leadership and Management in an organisational Context
- Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success
- Managing Stakeholder Relationships
- Creating and Delivering Operational Plans

Commitment from the Employer and Staff:

During the Apprenticeship programme, 20% of the contracted working hours will be spent on learning and developing the required Knowledge, Skills and Behaviours. This development time will include learning new relevant tasks within their role, embedding the knowledge within their role, practical workplace training, spending development time with their Line Manager, attending online



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and face-to-face courses and time writing assignments/assessments including directed self-study hours: Evidencing the application knowledge within their working day, Independent study and research, Shadowing colleagues and mentoring, Technical training.

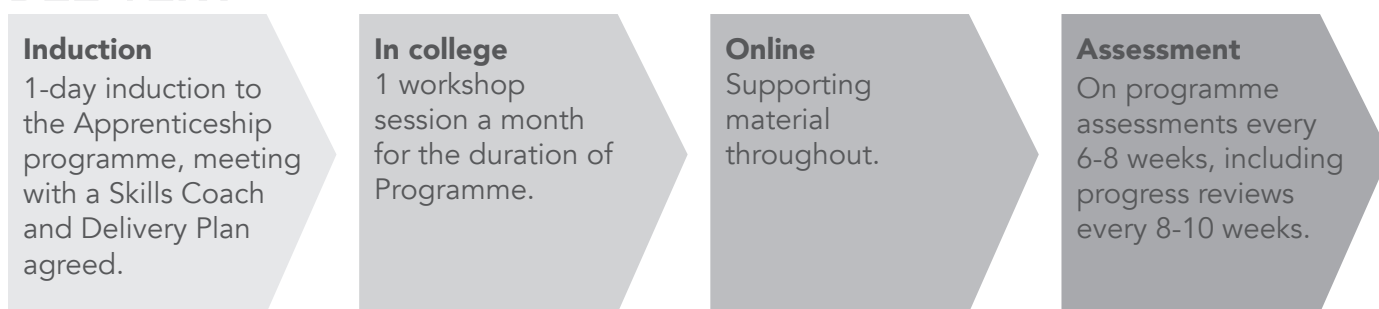
Qualification and Professional membership

Chartered Management Institute Level 5 Diplomas in Management and Leadership. On completion, apprentices can register as full members with the Chartered Management Institute and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

Gateway

- Chartered Management Institute Level 5 Diplomas in Management and Leadership.
- Level 2 Maths & English

DELIVERY



KNOWLEDGE/ SKILLS/BEHAVIOURS

Knowledge

- Leading People
- Communication
- Self -Awareness
- Management of Self
- Decision Making

Skills

- Operational Management
- Project Management
- Finance
- Managing People
- Building Relationships

Behaviours

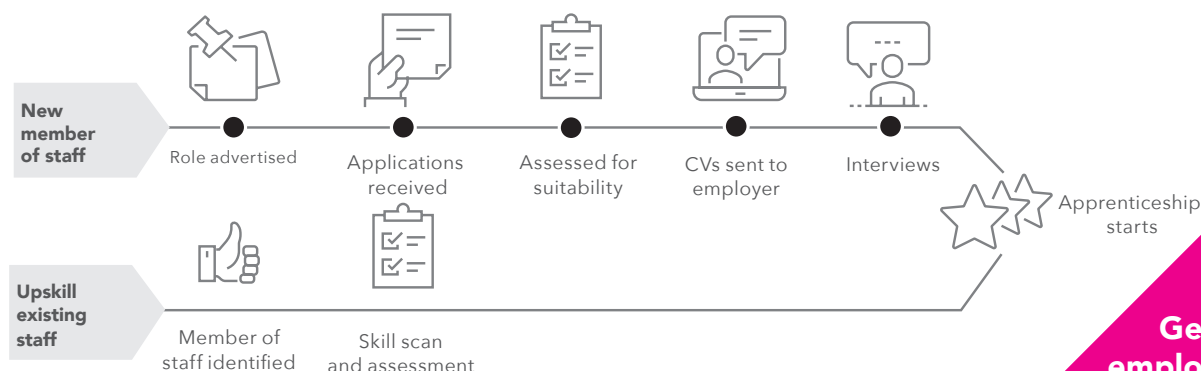
- Takes responsibility
- Inclusive
- Agile
- Professionalism

ENTRY REQUIREMENTS

Set by individual employers. Staff must be employed in a role relevant to this programme to be eligible to apply. Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

CAREER PROGRESSION

Qualifications and further study up to postgraduate level, including progression to the Chartered Manager Level 6 Degree Apprenticeship and the Senior Leader Master's Level 7 Degree Apprenticeship.



General Enquiries:
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020 3954 4965

