



Team Leader/Supervisor

Course Duration / 18 Months Level 3

Apprenticeship Standard

Managing teams and projects to meet a private, public or voluntary organisation's goals.

Course Overview

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**.

* **Roles/Occupations** may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.



Education & Skills
Funding Agency



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Team Leader/Supervisor Course Content

Knowledge

- * Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
- * 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.
- * Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.
- * Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Skills

- * 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.
- * Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.
- * Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

Behaviours

- * Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- * Determination when managing difficult situations.
- * Open, approachable, authentic, and able to build trust with others. Seeks views of others.
- * 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.
- * Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values