



# Operations / Departmental manager

Course Duration / 30 Months Level 5

Apprenticeship Standard

**Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.**

## Course 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 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.

**Roles may include:** Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.



## Contact Us

### Telephone Number

0845 223 5020

### Website

[www.apprenticeship-centre.co.uk](http://www.apprenticeship-centre.co.uk)

### Email Address

[info@apprenticeship-centre.co.uk](mailto:info@apprenticeship-centre.co.uk)



# Operations / Departmental manager Course Content

## Knowledge

- \* Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (eg SWOT), and approaches to continuous improvement.
- \* Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.
- \* Understand business finance: how to manage budgets, and financial forecasting.
- \* Know how to manage multiple teams, and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people.
- \* Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.

## Skills

- \* Able to input into strategic planning and create plans in line with organisational objectives.
- \* Plan, organise and manage resources to deliver required outcomes. Monitor progress, and identify risk and their mitigation. Able to use relevant project management tools.
- \* Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/recommendations accordingly.
- \* Able to communicate organisational vision and goals and how these to apply to teams.
- \* Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace.
- \* Able to build trust, and use effective negotiation and influencing skills and manage conflict.

## Behaviours

- \* Able to reflect on own performance, working style and its impact on others.
- \* Able to create a personal development plan. Use of time management and prioritisation techniques.
- \* Able to undertake critical analysis and evaluation to support decision making Use of effective problem solving techniques.
- \* Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- \* Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.