



Operations Manager

Course Duration / 15 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

Operations managers undertake leadership and management duties with teams and senior managers where there is a requirement to ensure that teams carry out their role to meet organisational goals. They are a key component of all types of business model where there is an operational area or department with a workforce to lead, manage and support.

In their daily work, an employee in this occupation interacts with their colleagues from other internal departments such as operational functions, human resources, finance, legal, IT, sales and marketing, and project groups. Operations managers also interact with external stakeholders such as customers, clients, or suppliers. They may work in varied environments including in an office, onsite, or remotely and demonstrate a high level of flexibility and adaptability to meet the needs of the organisation.

An employee in this occupation will be responsible for leading and managing their operational function which includes accountability for developing team members, managing projects, planning, and reviewing workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Operations managers will understand how their role supports the wider organisation structure. They will apply codes of practice, legislation, and regulations in respect of their organisation's areas of operation. This will apply not only to legal and ethical responsibilities, but will also include equity, diversity and inclusion, and the sustainability impacts of the organisations

Roles may include: Operations Manager, Regional Manager, Area Manager General Manager, Divisional Manager, Department Manager and Specialist Managers.



Contact Us

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Operations Manager - Level 5 Course Content

Duties

- Duty 1 Provide leadership and people management.
- Duty 2 Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector.
- Duty 3 Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.
- Duty 4 Manage and influence activities and projects within budget and resources to deliver change and continuous improvement.
- Duty 5 Collaborate with and manage stakeholder relationships.
- Duty 6 Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.
- Duty 7 Interpret and comply with relevant legislation and regulation and the impact on their organisation.
- Duty 8 Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
- Duty 9 Lead the team and individual training needs and support continuous professional development.
- Duty 10 Communicate complex information to build understanding and drive team and organisational performance.
- Duty 11 Manage activities which drive the organisation's sustainability goals.
- Duty 12 Build and manage internal relationships and collaborate with colleagues to enable cross-team working.
- Duty 13 Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.
- Duty 14 Develop and implement their operational plan that aligns with the strategic direction of the organisation.

Professional recognition

This apprenticeship aligns with The Chartered Management Institute for Member, as well as Chartered Manager status where they can evidence 3+ years management experience. This apprenticeship aligns with Institute of Leadership for Member.

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