

# IF NOT NOW, WHEN?

## L5 OPERATIONS DEPARTMENTAL MANAGER APPRENTICESHIP

### OVERVIEW

This apprenticeship will help you to create and deliver operational plans, manage projects, lead and manage teams, manage change, finances and resources and talent, including how to coach and mentor your teams.





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An Operations or departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives. 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.

Typical job titles that take advantage of this apprenticeship include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

## 1 What's included?

Here is a list of the core knowledge, skills, and behaviours you will develop on this apprenticeship:

- Organisational performance - delivering results
- Interpersonal excellence - managing people and developing relationships
- Personal effectiveness - managing self

## 2 Minimum 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.

## 3 Duration

Typically this apprenticeship will take 2 ½ years.

## 4 Progression

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership and Management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.

 Apprenticeships