

Apprenticeship Standards Factsheet

Level 5* - Operations/Departmental Manager

Occupation

An Operations or 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 organisation's 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.

Topics Covered (Knowledge & Skills)

Organisational performance – delivering results (operational & project management, and finance)

Interpersonal excellence – managing people & developing relationships (leading & managing people, building relationships, and communication)

Personal effectiveness – managing self (self awareness, management of self, and decision making)

Duration

Typically, this apprenticeship will take 2 ½ years

Progression

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

***Level 5 apprenticeships are higher apprenticeships & equivalent to a foundation degree or a Higher National Diploma.**



Employee Apprenticeship Scheme

01206 872596

www.essex.ac.uk/staff/recruiting-staff/employee-apprenticeships

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