

L5

> Apprenticeship

OPERATIONS / DEPARTMENTAL MANAGER

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

> **Duration**

2.5 years

> **Route**

Business and administration

THE ROLE

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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.

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FOR MORE INFORMATION, CONTACT US

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DIGITAL
Skills Solutions



92%

of our apprentices gain full-time employment

Roles/occupations may include:

- > Operations Manager
- > Regional Manager
- > Divisional Manager
- > Department Manager
- > Specialist Manager

Key responsibilities are likely to include:

- > creating and delivering operational plans, managing projects,
- > leading and managing teams,
- > managing change,
- > financial and resource management,
- > talent management,
- > coaching and mentoring.

Progression

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

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.
- > Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Application process

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