

Operations / Departmental Manager Level 5

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.

The duration for this apprenticeship is 30 months (this does not include the End Point Assessment (EPA) period).

Apprentices will complete an end point assessment. The End Point Assessment will test the entire Standard, and be undertaken as follows:

1. Assessment of knowledge through a test using scenarios, questions and responses
2. Assessment of competency through a structured competency based interview
3. Assessment of portfolio of evidence
4. Presentation on work based project with Question and Answer session
5. Continuing Professional Development Log reviewed and professional discussion

The purpose of this is to test the knowledge, skills and behaviours of the apprentice as set out in the apprenticeship standard.

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.

For more information about the Operations / Departmental Manager Level 5 apprenticeship, please visit:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-departmental-manager/>

or contact 0113 284 6464 / employers@leedscitycollege.ac.uk.