OPERATIONS/DEPARTMENTAL MANAGER
Managing scientific teams and projects in line with an organisation's operational or departmental strategy.

Level 5 occupational competence (at end of programme)
24-30 months duration, depending on prior experience/learning
£9,000 maximum funding available from Apprenticeship Levy

Targeted at developing identified future talent/managers within the business to lead operations/departments

Occupation Summary:
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 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.

Typical job roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

Training Provider Analysis:
This is a popular apprenticeship standard used widely across sectors. Training provider analysis identified a number of potential organisations that deliver a Level 5 Operations Manager through either a blended learning or face to face interaction.

Apprenticeship Funding:
Organisations with a wage bill >£3m will pay 0.5% in to their Apprenticeship Levy which can be used for the training and assessment of apprentices through an online account. If you do not pay the levy you can access training and assessment of apprentices as an SME, paying 5%. Of the costs or accepting transfer from larger organisations

Knowledge
• Understand operation management approaches and models
• Project management, project leadership and business finance
• Understanding different leadership styles, how to lead teams, motivate & delegate
• Approaches to partner, stakeholder and supplier relationship management
• Personal Effectiveness; Self-awareness, management of self and decision making

Skills
• Strategic planning & creating plans in line with organisational objectives
• Plan, organise and manage resources to deliver outcomes inc. risk management
• Monitor budgets and provide financial reports to support decision making
• Able to communicate organisational vision & goals and how these align to teams
• Able to manage talent and performance
• Able to communicate effectively (verbal, non-verbal, written, digital)
• Able to reflect on own performance and create personal development plans

Behaviours
• Takes responsibility to drive and achieve in all aspects of work
• Determination when managing difficult situations, seeks new opportunities
• Open, approachable, authentic and able to build trust with others
• Flexible to the needs of the organisation
• Sets an example of professionalism, is fair, consistent and impartial

Entry requirements:
• Individual employers will set their own selection criteria but entrants will typically have at least 5 GCSE's at grade C/4 or equivalent.
• Apprentices without Level 2 English and maths will need to achieve this level prior to endpoint assessment.
• For those with an education, health and care plan, the English and maths minimum requirement is entry Level 3.

Progression Routes:
• At the end of the apprenticeship apprentices will have achieved specific Level 5 management competency & skills.
• 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.

Is this an apprenticeship standard to develop technical talent within your organisation to become the next generation of departmental managers?