

Operations Manager Level 5 Apprenticeship

OVERVIEW

Operations managers undertake leadership and management duties with teams and senior managers where there is a requirement to ensure that teams carry out their role to meet organisational goals. They are a key component of all types of business model where there is an operational area or department with a workforce to lead, manage and support. The broad purpose of the occupation is a leadership role, with operational and project responsibilities. An operations manager will have responsibility for managing individuals or a team. They provide direction, instructions, and guidance to ensure the achievement of set goals. They are vital for the smooth functioning of all departments in any organisation and are often responsible for ensuring their function is correctly administered and maintained in line with legislation and the organisation's policies and procedures. Operations managers will provide clear, and inclusive leadership and direction relating to their area of responsibility within an organisation. Typically, this involves setting, managing, and monitoring achievement of core objectives that are aligned to the overall strategic objectives of their organisation. In a smaller organisation they are also likely to contribute to the execution and achievement of the strategic objectives.

END POINT ASSESSMENT

To successfully complete the Apprenticeship, each Learner must pass an independent End Point Assessment, which includes:

- **Consultative Project**
- **Professional Discussion**

Successful outcome will be graded as either Pass or Distinction.

DELIVERY STRUCTURE

Programme delivery is flexible and is tailored to meet industry, sector and roles needs. Apprentices benefit from a blended learning programme that includes:

- Skills coach and tutor support
- Online learning and delivery sessions
- Self-study tasks
- Regular progress reviews, calls or visits with their skills coach
- English/Maths specialist tutor support where required

TYPICAL OCCUPATIONAL DUTIES AND RESPONSIBILITIES

- Provide leadership and people management
- Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector
- Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets
- Manage and influence activities and projects within budget and resources to deliver change and continuous improvement
- Collaborate with and manage stakeholder relationships
- Lead the creation and implementation of their resource plans considering future organization needs and impact on change requirements
- Interpret and comply with relevant legislation and regulation and the impact on their organization
- Lead and manage the team to ensure the application of equity, diversity, and inclusion principles
- Lead the team and individual training needs and support continuous professional development
- Communicate complex information to build understanding and drive team and organisational performance
- Manage activities which drive the organisation's sustainability goals
- Build and manage internal relationships and collaborate with colleagues to enable cross-team working
- Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs
- Develop and implement their operational plan that aligns with the strategic direction of the organisation

KEY INFORMATION

- 🌿 **Duration of Programme:** 20 months
- 🌿 **Qualifications Gained:** Level 5 Apprenticeship in Operations Manager, ILM Level 5 Diploma in Management embedded qualification), Level 2 in Functional Skills Maths and English (if applicable)
- 🌿 **Typical Job Roles:** Operations Manager, Regional Manager, Divisional Manager and Specialist Managers
- 🌿 **Progression:** Upon completion Apprentices can register as full members with the Institute of leadership and management and/or the Chartered Management Institute. Those with 3 years of management experience can apply for Chartered manager status through the CMI. Progression to the Degree Level apprenticeships for Leadership and Management may be possible
- 🌿 **Programme Value:** £9,000 (funded by Levy or Government funding depending on company size)

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