

OPERATIONS MANAGER

Level 5 Apprenticeship

The broad purpose of this occupation is to provide leadership, with both operational and project responsibilities. An operations manager is responsible for managing individuals or a team, offering direction, instructions, and guidance to achieve set goals.

They are crucial for the smooth functioning of all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures.

Operations managers provide clear and inclusive leadership and direction within their area of responsibility. This typically involves setting, managing, and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. In smaller organisations, they are also likely to contribute to the execution and achievement of these strategic objectives.

An operations manager may work as part of a network or in a team setting. They operate within agreed budgets and available resources, reporting to senior leaders. They are responsible for decision-making and guiding or influencing the decisions of others. This includes applying business continuity principles, collecting and interpreting data to identify trends, analysing resources, and finding ways to improve efficiencies.

Key information:

Typical Job Roles:

Area manager, Department manager, General manager, Operations manager, Regional manager, Specialist manager.

Duration:

20 months + End Point Assessment (EPA)/ Apprenticeship (AA).

Minimum Off-the-job required hours (OTJT):

509 hrs over the duration of the programme.

Qualifications Gained:

- Level 5 Operations Manager Apprenticeship standard
- Upon completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management.
- Level 2 Functional Skills Maths and English (if applicable)

Progression:

- Senior Leader
- Management Degree Apprenticeship

Programme Value:

£9,000 (funded by the Skills Levy or through government funding dependent on company size).

83% of businesses say leadership development is crucial for success

Companies with strong leadership programmes see a 25% increase in productivity

Investing in leadership reduces employee turnover by 20%

