



# Apprenticeship standard: Operations Management Level: 5

An operations/departmental manager is someone who manages teams and/or projects and is responsible for 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.

Key facts:	
Duration	21 months
Study mode/frequency	Regular attendance at training sessions. Use of bespoke virtual learning environment and face to face meetings arranged with nominated management coach.
<b>Standard:</b>  <b>Knowledge/Competency/Skills or Behaviours</b>  Eligibility / Entry requirements: <ul style="list-style-type: none"> <li>• Aged 16-60 years</li> <li>• Passionate about your career in Administration</li> <li>• Willing to work towards Level 2 Math's and English</li> <li>• Fully Funded under levy or 5% employer contribution</li> </ul>	Upon successful completion of the end point assessment, the apprentice will receive their award certificate. <ul style="list-style-type: none"> <li>• Organisational Performance—delivering results</li> <li>• Operational Management</li> <li>• Project Management</li> <li>• Finance</li> <li>• Interpersonal Excellence</li> <li>• Leading People</li> <li>• Managing People</li> <li>• Building Relationships</li> <li>• Communication</li> <li>• Personal Effectiveness</li> <li>• Self-Awareness</li> <li>• Management of Self</li> <li>• Decision Making</li> <li>• Organisational Performance</li> <li>• Operational Management</li> <li>• Project Management</li> <li>• Finance</li> <li>• Behaviours</li> <li>• Takes responsibility</li> <li>• Professionalism</li> </ul>
Functional skills	Required to work towards Level 2 in Math's and English, unless exempt with recognised prior learning.

### Progression route:



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