

Operations Departmental Manager Level 5 Apprenticeship Standard

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.

Fees

This apprenticeship is 95% government-funded with a 5% employer co-investment of £350.

If you are an employer with a pay bill over £3 million each year, you will automatically be paying into the apprenticeship Levy.

- Duration: **18-24 Months**
- Location: **Workplace**

Once you have your employer's approval to undertake this apprenticeship, please contact Pauline Bolt for details on how to apply. pbolt@ihm.org.uk

Entry Requirements

It is expected that the learner will have a minimum of 5 GCSEs at Grade C or above. Alternatively, learners with long-standing evidence of work to a Level 3 standard may apply if they are supported by their employer and would then follow Functional Skills training alongside the apprenticeship.

It should also be noted that the learner will need to achieve a Level 2 standard in English and Mathematics prior to their End Point Assessment. These are referred to as *Functional Skills* and during enrolment learners will be required to complete both Maths and English Initial Assessments and diagnostic tests to assess their level of understanding. If learners are exempt due to prior achievements, certificates must be presented as evidence *before enrolment* if this is the case, failure to do so will result in learners having to complete Functional Skills.

To be eligible for the apprenticeship learners will need to work a minimum of 30 hours per week and have the support of their line manager and employer. Learners will complete a self-assessment which will assess their knowledge, skills and behaviours to ensure they are eligible for the apprenticeship.

Units

1. Leading People

- Understand different leadership styles
- Know how to motivate and improve performance
- Understand organisational cultures and diversity and their impact on leading and managing change
- Know how to delegate effectively.

2. Managing People

- Know how to manage multiple teams, and develop high performing teams
- Understand performance management techniques, talent management models and how to recruit and develop people.

3. Operational Management

- Understand operational management
- Understand business development tools.
- Understand operational business planning techniques
- Knowledge of management systems, processes and contingency planning
- Understand how to initiate and manage change by identifying barriers and know how to overcome them.
- Understand data security and management, and the effective use of technology in an organisation.

4. Building Relationships

- Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking
- Knowledge of collaborative working techniques to enable delivery through others and how to share best practice
- Know how to manage conflict at all levels.

5. Communication

- Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.
- Be able to chair a meeting and present information

6. Project Management

- Know how to set up and manage a project using relevant tools and techniques and understand process management
- Understand approaches to risk management
- Be able to evaluate the effectiveness of a project

7. Finance

- Understand business finance, how to manage budgets and financial forecasting
- Know how to set and manage a budget
- Understand the methods of financial forecasting

8. Self-Awareness

- Understand own impact and emotional intelligence
- Understand different and learning behaviour styles
- Be able to reflect on one's own working style and performance
- Be able to plan activities based on learning styles

9. Management of Self

- Understand different approaches to planning own workload
- Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks
- Know how to plan their own personal development (CPD)
- Be able to use time management and prioritisation techniques

10. Decision Making

- Understand problem-solving and decision-making techniques, including data analysis
- Understand organisational values and ethics and their impact on decision making
- Be able to critically analyse and evaluate data

Course Delivery

This will include a wide range of teaching and learning techniques and styles including one-to-one coaching, discussions and teaching, observations, practical assessments, mentoring, independent research and e-learning. The assigned PMA Tutor/Assessor will use online face to face platforms such as Zoom/MS Teams/FaceTime/Skype, as well as periodic workplace visits.

Learners will have access to Aptem, our e-portfolio system that supports in monitoring progression throughout the apprenticeship. It is the central system that keeps track of learner assignments, evidence and holds resources that will support learners to complete the apprenticeship.

Line managers will be a key driver in learner development, importantly in agreeing the unique learning plan and kept abreast of progress at every step.

What is 20% OTJ

What is off the job training: learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship. This can include training delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties. Both Learner and employer will receive a Guide surrounding 20% OTJ training.

Apprentices will be expected to keep a log of all learning activities working towards the 20% off the job requirements.

Off the job activities could include;

- Attending masterclass teaching and learning sessions
- Coaching
- Independent research
- In-house training
- Shadowing
- Industry visits
- Mentoring
- Supervision with employer
- Writing assignments
- Online learning
- Manufacturer training
- Role play
- Simulation exercises
- Team meetings that include training
- Completion of reflective journal

Functional Skills

Functional Skills are nationally recognised qualifications in English and maths. They are part of a government initiative and designed to improve literacy and numeracy skills across the workforce. Due to this, Functional Skills are a **mandatory** part of Apprenticeship Standards. Anyone enrolling to an Apprenticeship must complete Functional Skills English and Functional Skills maths unless they have already achieved them previously at Level 2 or

have GCSE's (or equivalent) in both subjects at Grade C or above. Certificates must be presented as evidence **before enrolment** if this is the case, failure to do so will result in learners having to complete Functional Skills.

In order to support you in completing Functional Skills, PMA will undertake an initial assessment and diagnostic assessment which will enable its specialist tutors to identify which areas to focus on with you and this will form the basis of a personalised learning plan.

It is important to bear in mind that Functional Skills do require apprentices to sit formal examinations. The team will support you with exam technique alongside your learning plan, and will arrange for the examinations to take place at your workplace.

If you are undertaking a Level 2 Apprenticeship, you are required to complete Functional Skills English and maths at Level 1. If however you complete Functional Skills early, it is a government requirement for PMA to upskill you to Level 2 Functional Skills. If you are undertaking an Apprenticeship at Level 3 or higher, then you will automatically be enrolled to Level 2 Functional Skills.

End Point Assessment (EPA);

EPA is the name given to a series of tests that an apprentice must complete at the end of their Apprenticeship in order to receive their certificate. The EPA confirms apprentices are capable of undertaking the job that they have been training to do. These tests are undertaken with an external organisation (known as an end point assessment organisation) to remove any bias from the examination process. The employer will choose the end point assessment organisation and PMA will support them to obtain information pertinent to this if needed.

When apprentices enrol on to an apprenticeship, they study various units covering a wide range of relevant topics for their job enhancing their knowledge, skills and behaviours. This is often referred to as being 'on programme' and apprentices must complete all of the mandatory components of this including Functional Skills where appropriate.

Once this is completed, it is at this point the employer, after discussion with their apprentice and PMA, 'signs off' their apprentice as ready for EPA. This decision process is known as the 'gateway' to End Point Assessment.

The apprentice must be assessed by a minimum of 2 different assessments methods and the methods used will be the ones most relevant to the job. This testing will examine that the apprentice is capable of doing their job. After the EPA, the apprentice is graded by pass, merit or distinction. Clear grading descriptors set out the requirements for each grade.

Apply Now

Once you have your employer's approval to undertake this apprenticeship, please contact Pauline Bolt for details on how to apply. pbolt@ihm.org.uk