

QUALIFICATIONS

The entry requirement will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

LEVEL 5

DURATION: 24-MONTHS

BEHAVIOURS

Takes responsibility: Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.

Inclusive, agile & Professionalism: Open, approachable, authentic. Flexible to the needs of the organisation. Sets an example, and is fair, consistent and impartial.

MAXIMUM FUNDING: £9000

Route: Business & Administration

OVERVIEW

An operations or 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.

SKILLS

Operational Management, Project Management, Finance, Leading People, Managing People, Building relationships, Communication, Self-awareness, Management-of-self, Decision-making.

KNOWLEDGE

Organisational performance - delivering results:

Operational management, Project management, Finance.

Interpersonal excellence – managing people and developing relationships:

Leading people, Managing people, Building relationships, Communication.

Personal effectiveness – managing self:

Self-awareness, Management of self, Decision making.

TYPICAL JOB TITLES

OPERATIONS MANAGER

REGIONAL MANAGER

DIVISIONAL MANAGER

DEPARTMENT MANAGER

SPECIALIST MANAGER