



Operations Manager Level 5

This programme is suitable for professionals with responsibility for achieving operational or departmental goals and objectives as part of their organisation's strategy.

Level 5 Managers are responsible for duties such as, creating and delivering operational plans, managing projects, leading teams, managing change and financial and resource management. Responsibilities also include talent management, coaching and mentoring.

Roles may include Operations, Regional, Divisional or Department managers and Specialist managers.

Learners will gain knowledge and skills in management that will enable them to understand operational management approaches and models, business finance, including, how to manage budgets, and financial forecasting, business development tools (e.g. SWOT), and approaches

to continuous improvement, operational business planning techniques. And how to manage conflict at all levels, motivate and improve performance, delegate effectively, time management techniques and tools, problem solving and decision making techniques, approaches to risk management, initiate and manage change and manage activities which drive the organisations sustainability goals.

Duration

Typical duration to gateway - 24 months.
EPA - up to 5 months.

Entry Requirements

Applicants must; be a new or experienced manager/supervisor or team leader looking to develop and improve their practice and have the support of their employer to undertake the programme. They must achieve the required level of Maths and English as part of the apprenticeship if recognised qualification is not already held.

Benefits to Learner

1. Develop a range of essential management skills they can apply in their workplace
2. Understanding of management theories to support their practice
3. Build leadership capabilities to motivate teams and drive business

Benefits to Business

1. Motivated and productive managers
2. Strong leaders that support business growth
3. Managers that have a great understanding of management theories and models

Commitment and Delivery

Mandatory off the job training hours must be carried out each week. These hours will be calculated, based on the individual's contract size. A maximum of 6 hours a week will need to be carried out by those working a 30+ hour week.

Learners must attend a mandatory monthly group class session where learning will be evidenced through class activities and the completion of a learning log at the end of each session.

The class tutor will provide both verbal and written feedback on progress. These sessions can count towards off the job training hours. Please note although the majority of class sessions may take place via Microsoft Teams, your tutor may ask you to attend classroom sessions at Witham ACL centre.

Enrichment sessions could be available to further support and consolidate learning, these sessions are not mandatory however these hours can count towards off the job training hours.

A minimum of one monthly meeting with a dedicated tutor who will guide and support learners on a one-to-one basis. The tutor will monitor individual progress, set appropriate learning activities and set SMART targets throughout the apprenticeship and prepare them for their end point assessment.

These meetings may take place over Microsoft Teams or in the workplace. Learners will build a portfolio of evidence, comprising of knowledge, skills, and behaviours. Work will be assessed and marked.

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or in one of our centres.

Reviews of progress are carried out every 12 weeks with the learner, their line manager and the tutor.

End Point Assessment (EPA)

EPA will typically take 5 months and assessments can be taken in any order, it includes a written project report with presentation and questions and professional discussion underpinned by a portfolio of evidence.

Progression

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years of management experience can apply for Chartered manager status through the CMI.

They can also go onto a Level 7 Senior Leader Apprenticeship or Level 7 Diploma in Management with other providers.

They could also progress onto other job roles, such as, operations manager, regional manager, divisional manager, department manager and specialist managers.

Contact

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