

Level 5

Operations Manager

TYPICAL DURATION: 24 MONTHS



Role Profile

An Operations Manager manages teams and/or projects to achieve operational goals as part of the organisation's strategy. They are accountable to a higher-level manager or owner, and work in all sectors and organisation sizes. Their responsibilities may include creating and delivering operational plans, managing projects, leading teams, managing resources, coaching and mentoring. This apprenticeship is designed for individuals who are currently in a supervisory or managerial role and are aiming to progress to a more senior management position.

Qualifications

English and maths qualifications must be completed in line with the apprenticeship funding rules

Course Content

During the apprenticeship, individuals will acquire the necessary skills, knowledge, and behaviours for their chosen role and industry. This includes areas such as; Self-Awareness, Management of Self, Decision Making, Leading People, Managing People, Building Relationships, Communication, Operational Management, Project Management, and Finance

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Professional Discussion underpinned by a portfolio of evidence
- Project with report

Typical Job Roles

Operations Manager
Store Manager Middle Manager
Regional Manager
Project Coordinator
Divisional Manager

Further Information

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management.

Progression Routes

Leadership & Management