

LEVEL 3 TEAM LEADER / SUPERVISOR

A Team Leader/Supervisor is a first line management role, with operational/project responsibilities for managing a team to deliver a clearly defined outcome.

They provide direction, instructions and guidance to ensure the achievement of goals. Working in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities:

Supporting, managing and development team members, planning and monitoring workload and resources, resolving problems, and building relationships internally and externally.

Roles/Occupations may include:

Supervisor, Team Leader, Shift Supervisor or Shift Manager.

Sectors may include:

Facilities management sector (cleaning, security, customer service), shopping centres, retail, corporate environments, call centres, construction, automotive, aviation, education and government departments.



DURATION

15 - 18 months



LEVEL 3

Equivalent to 2 A Levels



To find out more, contact the Mercury Apprenticeship team on contact@mercurytrainme.com

TEAM LEADER/SUPERVISORS HAVE THE KNOWLEDGE, SKILLS AND BEHAVIOURS OF:

INTERPERSONAL EXCELLENCE - MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS:

- Leadership styles and the benefits of coaching to support people and improve performance.
- People and team management models, including team dynamics and motivation techniques.
- Performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management and providing constructive feedback.
- Approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict in teams.
- Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

ORGANISATIONAL PERFORMANCE - DELIVERING RESULTS:

- How organisational strategy is developed.
- Know how to deliver a project including: managing resources, identifying risks and issues and using relevant project management tools.
- Organisational governance and compliance, and how to deliver value for money.
- Know how to monitor budgets.

PERSONAL EFFECTIVENESS:

- Reflect on own performance, seek feedback, understand why things happen, and make timely changes.
- Create an effective personal development plan, and use time management techniques to manage workload.
- Use effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

INTERPERSONAL EXCELLENCE:

- Build a high-performing team by supporting and developing individuals, and motivating them to achieve.
- Set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
- Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.
- Communicate effectively (verbally, written, digitally), chair meetings and present to team and management.

BEHAVIOURS:

- Drive to achieve in all aspects of work.
- Determination when managing difficult situations.
- Open, approachable, and able to build trust.
- Is creative, innovative and enterprising when seeking solutions to business needs.
- Positive and adaptable.
- Sets an example and is fair, consistent and impartial.
- Open and honest, and operates within organisational values.

How is the programme assessed?

- 1) Presentation with questions and answers
- 2) Professional discussion underpinned by a portfolio of evidence

Learners will need to achieve a pass within each element of the final assessment in order to gain the qualification

Entry Requirements:

Learners will be required to have or achieve level 2 English and Maths prior to completion of their Apprenticeship.

Functional Skills:

Your Coach/Mentor embeds these subjects throughout the programme. During induction, we will assess your level of Maths and English using a Skills Forward diagnostic system. If you do not hold the qualifications, your Coach/Mentor will work with you to achieve these by the time you are due to complete your Apprenticeship.

Off-the-job learning:

There are a number of activities that count towards this off-the-job training, for examples, watching PowerPoint presentations, listening to Podcasts, reading industry literature, using our virtual learning system for subjects such as anti-terrorism training, safeguarding etc, self-study, completing assignment and observing senior mentors/senior Leaders.

End Point Assessment Gateway and EPA:

The EPA is synoptic and takes place at the end of the apprentice's learning and development, which will be a minimum of 12 months on programme learning. The employer and Mercury will formally sign off that the learner has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move to the EPA.

Partnership Expectations

Learner:

- Voluntarily takes part in the programme for their own development
- Attends all structured learning sessions
- Completes tasks and assignments in agreed time frames
- Takes part in Functional Skills (where needed)
- Takes responsibility for own learning and development

Line Manager:

- Plans time for learning to take place
- Works with Mercury to arrange visits and learning opportunities
- Supports on-the-job learning and offers relevant experience
- Takes part in reviews with apprentices to discuss progress, provide feedback and guide development

Mercury Coach/Mentor:

- Organises monthly face-to-face coaching and mentoring
- Facilitates weekly online coaching and mentor support
- Monitors progress
- Provides feedback to apprentice and manager/supervisor

The above expectations meet the funding rule compliance requirements and will be continually monitored across the duration of the programme



Additional Free Training programmes provided by Mercury during this programme (all accredited certificates)

Equality, Diversity and Inclusion
Managing Conflict in Teams
GDPR
Team working
Self awareness and personal development
Safeguarding Training
Display screen equipment assessor
Communications
Mental health first aider
Fire safety
Introduction to Fraud and Fraud prevention (Retail)
Awareness of Home Working
Awareness of Lone Working
Awareness of Modern Slavery
Risk Assessment (Health and Safety Level 2)