LEVEL 5 OPERATIONS/ DEPARTMENT MANAGER

MERCURY TRAINING

An operations/departmental manager is someone who manages teams and/or projects, and achieving operations 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 organisations, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

DURATION
18 - 24 months

LEVEL 5
Equivalent to a Foundation Degree

KEY RESPONSIBILITIES:
Creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

ROLES/OCCUPATIONS MAY INCLUDE:
Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Managers.

SECTORS MAY INCLUDE:
Facilities management sector (cleaning, security, customer service), shopping centres, retail, call centres, construction, automotive, aviation, education and government departments.

Education & Skills Funding Agency

Ofsted Good Provider

Supported by National Apprenticeship Service

Apprenticeships

disability confident EMPLOYER

OPERATIONS/DEPARTMENT MANAGERS HAVE THE KNOWLEDGE AND UNDERSTANDING OF:

DUTY 1
Provide leadership and people management.

DUTY 2
Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector.

DUTY 3
Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.

DUTY 4
Manage and influence activities and projects within budget and resources to deliver change and continuous improvement.

DUTY 5
Collaborate with and manage stakeholder relationships.

DUTY 6
Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.

DUTY 7
Interpret and comply with relevant legislation and regulation and the impact on their organisation.

DUTY 8
Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.

DUTY 9
Lead the team and individual training needs and support continuous professional development.

DUTY 10
Communicate complex information to build understanding and drive team and organisational performance.

DUTY 11
Manage activities which drive the organisation's sustainability goals.

DUTY 12
Build and manage internal relationships and collaborate with colleagues to enable cross-team working.

DUTY 13
Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.

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OPERATIONS/DEPARTMENT MANAGERS HAVE THE BEHAVIOURS OF:

B1
Acts professionally, ethically and with integrity.

B2
Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.

B3
Takes accountability and ownership of their own and the team's tasks and workload.

B4
Seeks learning opportunities and continuous professional development for self and the wider team.

B5
Works flexibly and adapts to circumstances.

B6
Works collaboratively with others across the organisation and stakeholders.

HOW IS THE PROGRAMME ASSESSED?

1) Project with a report
2) Professional discussion underpinned by a portfolio *(60 minutes with 6 questions)*

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

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

Equality, Diversity and Inclusion
GDPR
Team working
Self awareness and personal development
Safeguarding Training
Communications
Fire safety
Introduction to Fraud and Fraud prevention (Retail)
Awareness of Home Working
Awareness of Modern Slavery
IOSH Managing Safely (Level 3 Programme Learners)