

Team Leader Level 3

Role Overview

The broad purpose of this role is to provide leadership with operational and project responsibilities. Team leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures.

In their daily work, an employee in this occupation interacts with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales, and marketing. This role also involves interaction with external stakeholders such as customers, clients, and suppliers. It may include off-site and hybrid working.

An employee in this occupation is responsible for supporting, managing, and developing individuals; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships both internally and externally.

Team leaders may work as part of a network or in various team settings. They operate within agreed budgets and available resources, reporting to mid-level and senior managers. While they may occasionally make decisions, they more often guide or influence the decisions of others, including collecting and interpreting data to identify trends, analysing resources, and finding ways to save money and improve efficiency.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Setting, monitoring and managing objectives and performance which link to organisational outcomes.
- Managing resources to deliver tasks within budget and targets.
- Contributing to the training and ongoing development needs of the individual or the team.
- Collating and interpreting data and shares outputs with stakeholders to support decision-making.
- Contributing to projects, initiatives, and their implementation to achieve organisational goals.
- Monitoring and applying operational policies, relevant legislation, and regulation, and making recommendations to ensure individual and team compliance.
- Identifying, assessing, and monitoring potential risks, and supporting the mitigation of risk within the organisation.
- Communicating information to drive operational activities and improve organisational performance.
- Managing the team and resources to reduce carbon footprint and reduce business costs.

Professional Recognition

This apprenticeship aligns with The Chartered Management Institute for Associate Membership and the Institute of Leadership and Management for Associate Membership.

Duration

15 - 18 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.