

Operations Manager Level 5

Role Overview

Operations managers perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals. They are essential to all business models that have an operational area or department with a workforce to lead, manage, and support.

The occupation provides leadership, with both operational and project responsibilities. An operations manager is responsible for managing individuals or a team, offering direction, instructions, and guidance to achieve set goals. They are crucial for the smooth functioning of all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures. Operations managers provide clear and inclusive leadership and direction within their area of responsibility. This typically involves setting, managing, and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. In smaller organisations, they are also likely to contribute to the execution and achievement of these strategic objectives.

Functional Skills

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

Course Content includes:

- Providing leadership and people management.
- Keeping up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector.
- Analysing, interpreting and cascading data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.
- Managing and influencing activities and projects within budget and resources to deliver change and continuous improvement.
- Collaborating with and managing stakeholder relationships.

- Leading the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.
- Interpreting and complying with relevant legislation and regulation and the impact on their organisation (including equality, diversity and inclusion).
- Leading the team and individual training needs and support continuous professional development.
- Communicating complex information to build understanding and drive team and organisational performance.
- Managing activities which drive the organisation's sustainability goals.
- Building and managing internal relationships and collaborate with colleagues to enable cross-team working.
- Leading and responding to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.
- Developing and implementing the operational plan that aligns with the strategic direction of the organisation.

Professional Recognition

This apprenticeship aligns with The Chartered Management Institute for Member, as well as Chartered Manager status and the Institute of Leadership for Member.

Duration

24 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.

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