

# Manager (Departmental / Operations ) Level 5

**Increase**  
Leadership &  
Management  
Skills

**Support**  
**Career**  
Advancement

Professional  
Pathway

**Enhance**  
Capabilities

**#Future**  
**#Leadership**  
**#Manager**



# Manager (Departmental / Operations) Level 5

An Operations or Departmental Manager is someone who manages teams and/ or projects, and achieving operational 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 organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

## Key learning objectives

- Able to communicate organisational vision and goals and how these to apply to teams.
- Support development through coaching and mentoring and enable and support high performance working. Able to support the management of change within the organisation.
- Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery through others.
- Able to build trust and use effective negotiation and influencing skills and manage conflict.
- Able to identify and share good practice and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.

## Programme Duration & Assessment

The apprenticeship programme runs for up to 18 months, with an additional 5 months added for End Point Assessment (EPA). Throughout the apprenticeship you will be assessed via a variety of assessment methods including assignments, product evidence and witness testimonies.

## Delivery Model

The delivery model is suitable for all learners as it is fully remote with optional drop in sessions every Wednesday 14:00-17:00 for assignment support.

## End Point Assessment

Your final assessment will be with an external organisation, which will involve.

**Assessment method 1:** Professional discussion, underpinned by a portfolio of evidence. **Assessment method 2:** Project proposal, presentation and questioning

## Entry Requirements

5 x GCSEs A\*-C / 9-4 including Maths and English or equivalent. Competent computer skills (qualification not required) and in a position that aligns with a management role.

If applicants do not hold the necessary grades, they may have the opportunity to complete a functional skills course alongside your apprenticeship. Suitability will be determined following an initial assessment and diagnostic. The programme duration may be extended to allow for functional skills.

## Main learning objectives



Operational Management



Project Management



Leading People



Managing People



Problem Solving



Self-Awareness



Management of Self



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