

# smart

TRAINING & RECRUITMENT

*Working together to enrich life!*

## OPERATIONS MANAGER LEVEL 5

This Apprenticeship is for people managing teams and projects in line with organisation's operational or departmental strategy. Managers will develop an analytical mind and 'out of the box' approaches to designing business processes, creating, and managing strategic change, risk management and overall business improvement.

This programme helps management professionals to develop key skills and unique insights into the most important aspects of leadership and management. It will equip them with the skills, creativity and vision that can be incorporated into their day-to-day responsibilities and guide their business in today's fast-moving competitive environment.

Learning topics within this Apprenticeship include:

- **Personal Development**
- **Organisational Governance**
- **Stakeholder Relationship Building**
- **Managing and Leading Teams**
- **Recruitment and Talent Management**
- **Coaching People**
- **Conflict Management**
- **Operations Management**
- **Managing a Project**
- **Managing Change**
- **Decision Making**
- **Continuous Improvement**
- **Problem Solving**

## LEARNER JOURNEY

- 18 months on-programme learning + End Point Assessment
- Monthly, virtual classroom lessons/workshops
- Additional online 1-2-1 support from our specialist tutors
- Workplace training, shadowing & mentoring
- Progress reviews
- Functional Skills support in English and Mathematics
- End Point Assessment preparation

## PROGRESSION

On completion, Apprentices can register as full members with the Chartered Management Institute (CMI) and/or the Institute of Leadership and Management (ILM), and those with 3 years' of management experience can apply for Chartered Manager status through the CMI. Apprentices may also chose to complete further learning and undertake the Senior Leader Level 7 Apprenticeship.

**For full course details please visit:**

<https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-or-departmental-manager-v1-4>



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