



**Operations/
Departmental
Manager**
Level 5

Seetec
OUTSOURCE



Operations/Departmental Manager

Programme overview

Level: 5

Duration: Approximately 21 months
(+ 3 months for end-point assessment)

Who is the programme suited to?

This programme is designed for individuals who manage teams and/or projects and are responsible for achieving operational or departmental goals and objectives. They are likely to be accountable to a more senior manager or business owner and will play a role in the delivery of the organisation's strategy.

Learners will develop the knowledge, skills and behaviours needed to create and deliver operational plans, manage projects and resources efficiently, lead and manage teams and manage organisational change effectively. They will develop a broad skillset that can be applied across a range of roles and industry sectors.

TYPICAL JOB ROLES

- Operations manager
- Regional manager
- Divisional manager
- Department manager
- Other specialist managers



Key learning outcomes

Knowledge

- Operational management approaches and models
- Project management tools and techniques
- Business finance
- Different leadership styles
- Performance management techniques
- Partner, stakeholder and supplier relationship management
- Different learning and behaviour styles
- Time management tools and techniques
- Problem solving and decision-making techniques

Skills

- Creating plans in line with organisational objectives
- Planning, organising and managing resources
- Budgeting and reporting
- Communicating organisational vision and goals
- Managing talent and performance
- Using effective negotiation and influencing skills
- Able to reflect on own performance
- Use of time management and prioritisation techniques
- Able to undertake critical analysis and evaluation

Behaviours

- Drive to achieve in all aspects of work
- Demonstrates resilience and accountability
- Determination when managing difficult situations
- Inclusive and values diversity
- Flexible to the needs of the organisation
- Creative, innovative and enterprising
- Fair, consistent and impartial
- Demonstrates professionalism
- Operates within organisational values

Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).





Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

seetecoutsource.co.uk



**Proud to be
employee
-owned**