



# Operations or Departmental Manager Level 5

An Operations or departmental manager is someone who manages teams and/or projects, achieving operational or departmental goals and objectives. Accountable to a more senior manager or business owner. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management.

## Who is it for?

Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

## Duration

Typically this standard is achieved in 18-24 months. This will be achieved through a blended learning approach to include:

- I 11 x face to face masterclass sessions
- I Flexible weekly access to a skills coach
- I Embedded skills learnt in the workplace
- I End Point Assessment (EPA)

## Focus

Organisational performance – delivering results, Interpersonal excellence – managing people and developing relationships, Personal effectiveness – managing self.

## Key content

Knowledge	Skills	Behaviours
<p>Understand:</p> <p>Understand business development tools (eg SWOT)</p> <p>Approaches to risk management.</p> <p>Budgets &amp; financial forecasting</p> <p>How to lead multiple and remote teams.</p> <p>Develop high performing teams.</p> <p>Approaches to partner, stakeholder and supplier relationships.</p> <p>Interpersonal skills.</p> <p>Own impact and emotional intelligence.</p> <p>Time management techniques and tools.</p> <p>Organisational values and ethics and their impact</p>	<p>Able to:</p> <p>Support, manage and communicate change.</p> <p>Plan, organise and manage resources.</p> <p>Monitor budgets and provide reports.</p> <p>Communicate organisational vision and goals.</p> <p>Manage talent and performance.</p> <p>Use effective negotiation and influencing skills and manage conflict.</p> <p>Use of active listening, and able to challenge and give constructive feedback.</p> <p>Working style and its impact.</p> <p>undertake critical analysis and evaluation to support decision making</p>	<p>Drive to achieve in all aspects of work. Demonstrates resilience and accountability.</p> <p>Determination when managing difficult situations. Seeks new opportunities.</p> <p>Open, approachable, authentic, and able to build trust with others, values diversity.</p> <p>Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working.</p> <p>Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values</p>

### Get in touch with us:

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