

OPERATIONS MANAGER Level 5

Typical Job roles: Operations Manager, Department Manager, General Manager, Regional Manager, Specialist Manager



Duration: This apprenticeship can be achieved in 15-18 months + 3 months EPA

Operations Managers undertake leadership and management duties with teams and senior managers where there is a requirement to ensure that teams carry out their role to meet organisational goals. They are a key component of all types of business model where there is an operational area or department with a workforce to lead, manage and support.

The broad purpose of the occupation is a leadership role, with operational and project responsibilities. An Operations Manager will have responsibility for managing individuals or a team. They provide direction, instructions, and guidance to ensure the achievement of set goals. They are vital for the smooth operation of all departments in any organisation and are often responsible for ensuring their function is correctly administered and maintained in line with legislation and the organisation's policies and procedures.

Content

As part of this apprenticeship with BePro, the apprentice will study a comprehensive curriculum including the new Diploma in Operational Management which directly maps against the knowledge within the apprenticeship standard. Subjects studied throughout the programme include:

Developing, Managing and Leading teams	Stakeholder Relationships
Managing a Project	Managing Change
Operational Planning	Personal and Professional Development

Apprentices will also learn about regulation and legislation, analysing and interpreting data and the use of IT and digital interventions including AI in the workplace.

English & Maths

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the End-Point Assessment. Full support will be provided in the form of regular workshops supported by I:1's with a dedicated tutor.

On-Programme Coaching and Assessment

Apprentices will attend live online workshops to gain the knowledge that is required to become a competent Operations Manager. In addition, they will complete a variety of online and work-based activities to enable them to develop their skills and behaviours and demonstrate competence within their role. Development Coaches will meet with apprentices to help them to gather evidence against the apprenticeship standards and will conduct observations and professional discussions.

A progress review will take place every 8 weeks with line manager involvement to check on understanding and set personalised targets.



End Point Assessment

The End Point Assessment consists of a written project report with a presentation and questions and a professional discussion underpinned by a portfolio of evidence. BePro will provide full support with all elements of the assessment including preparation and practice.

Professional Recognition

This standard aligns with recognition by the Chartered Management Institute or The Institute of Leadership of Management.

Upon completion of the apprenticeship, if an apprentice has over 3 years of experience in a management role, they can also apply for Chartered Management status.