



Operations / Departmental Manager Level 5 Apprenticeship

An operations/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 organisation's 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.



Your training will include the following topics:

- Introduction to Management Theories
- Operational Business Planning
- Operational Management
- Project Management
- Financial Management & Performance
- Leading People
- Managing People
- Building Relationships & Stakeholder Management
- Effective communication
- Self-Awareness
- Self-Management
- Decision Making
- Management Behaviours

Who is it suitable for?

This apprenticeship is suitable for senior managers in a range of hospitality environments including bars, cafes, conference centres, restaurants, hotels and contract caterers. Suitable job roles include, Operations Manager, Regional Manager, Divisional Manager, and other specialist managers

How long will it take?

A minimum of 18 months training followed by up to 2 months for EPA

Functional Skills requirement:

You will need to achieve a minimum of level 2 in maths and English or provide evidence of a suitable equivalent achievement. All apprentices will be required to work on maths and English as part of their personal development

Progression routes

Upon completion of this standard you will be able to progress to a level 6 apprenticeship, such as the Chartered Manager (Degree)

What are the end point assessment requirements?

You will complete a portfolio of evidence, a knowledge test, a competency-based interview, a business project, followed by a professional discussion to achieve the apprenticeship standard