

Operations Manager

Sector	Relevant to all employment sectors
Who is it for?	New recruits and existing staff
Start date	Flexible to suit employers
Level	5
Duration	24 Months plus five months for end-point assessment
End-point assessment	Project with report and a professional discussion underpinned by a portfolio of evidence
Qualification	Level 5 Operations Manager Additional qualification Level 5 Diploma for Operational Leaders and Managers
Delivery model	Monthly college session

This standard aims to give the Apprentice the knowledge, skills and behaviors to successfully complete operations manager tasks and duties

Day-to-day tasks may include enhancing processes and best practices, overseeing operations and department, making sure processes comply with legal regulations and upholding health and safety guidelines.

Typical job roles include:

Regional manager

Associate director

Head of department

Executive director

What your Apprentice will learn



Apprentices develop knowledge, skills and behaviours to be able to work effectively in their job role.

These form the Apprenticeship standard that has been developed and agreed with employers.



100%

pass rate at end-point assessment
in 2023/24 for this standard

The knowledge, skills and behaviours that your Apprentice will learn include:

Knowledge

People management

Regulation, legislation and compliance

Communication techniques

Financial management

Problem solving and decision making techniques

Skills

Maintaining stakeholder relationships

Problem solving

Motivating teams

Coaching and supporting team development

Project management

Behaviours

Professionalism

Inclusivity




Accountability and ownership

Seek learning opportunities

Collaboration

Get in touch

apprenticeshipsandtraining@sheffcol.ac.uk
0114 260 2600

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