



Operations Manager Level 5

Typical **24-month duration** of on programme learning,
followed by an **end point assessment**.

Learner focused approach to learning, with a dynamic
delivery plan. Workplace mentor needed as the programme
is centred around the individual's workplace development.

Profile

Operations managers perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals. They are essential to all business models that have an operational area or department with a workforce to lead, manage, and support.

An operations manager is responsible for managing individuals or a team, offering direction, instructions, and guidance to achieve set goals. They are crucial for the smooth functioning of all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures. Operations managers provide clear and inclusive leadership and direction within their area of responsibility. This typically involves setting, managing, and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. In smaller organisations, they are also likely to contribute to the execution and achievement of these strategic objectives.

An employee in this occupation is responsible for leading and managing their operational function. This includes being accountable for developing team members, managing projects, planning and reviewing workloads and resources, delivering operational plans, resolving problems, and building relationships both internally and externally.



Knowledge

- Presentation skills and methods.
- Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation.
- Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders.
- Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning.
- IT and software tools used to support the current and future needs of the organisation, including advances in technology.
- Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making.
- Financial management techniques and implications of decisions for budgets.
- How to identify and manage organisational improvement opportunities.
- Project management tools and techniques.
- Methods used to identify, manage and prioritise stakeholder relationships.
- The current and future needs of the sector and the impact on their organisation.
- Problem solving and decision-making techniques.
- Influencing and negotiation models and techniques.
- Conflict resolution and mediation processes.
- Communication techniques and approaches.
- Ethics and values-based leadership theories and principles, for example employee wellbeing.
- Change management concepts and methods for implementing change within the organisation.
- Leadership and management tools and techniques.
- The sector in which the organisation operates and its impact on their role.
- The continuous development requirements and learning needs of their team.
- Business continuity principles, including risk assessment, contingency planning and disaster recovery.
- Organisational policies and procedures, for example health and safety.
- Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability.
- Coaching and mentoring techniques.
- The strategic direction of the organisation and the impact on operational plans.

Skills

- Communicate and present information to stakeholders using different types of media.
- Identify problems and provide solutions.
- Manage and set goals and accountabilities for individuals and teams.
- Analyse performance data for individuals and teams to identify areas for improvement.
- Manage and influence project activity to deliver within budget and resource requirements.
- Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being.
- Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals.
- Use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects.
- Research, interpret and analyse information to inform the implementation of business plans or projects.
- Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process.
- Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders.
- Manage continuous improvement and change for their team and organisation.
- Analyse and prioritise organisation activities in response to the operating environment.
- Implement business continuity plans, including risk assessment, contingency planning and disaster recovery, to ensure the uninterrupted operation of critical functions.
- Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation.
- Influence and negotiate with stakeholders to shape and agree goals and outcomes.
- Manage relationships across multiple and diverse stakeholders.
- Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors.
- Manage and facilitate learning and continuous professional development for their team.
- Coach and mentor individuals within their team.
- Develop and implement operational plans that align with the strategic direction of the organisation.

Behaviours

- Acts professionally, ethically and with integrity.
- Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.
- Takes accountability and ownership of their own and the team's tasks and workload.
- Seeks learning opportunities and continuous professional development for self and the wider team.
- Works flexibly and adapts to circumstances.
- Works collaboratively with others across the organisation and stakeholders.

Duties

- Provide leadership and people management.
- Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector.
- Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.
- Manage and influence activities and projects within budget and resources to deliver change and continuous improvement.
- Collaborate with and manage stakeholder relationships.
- Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.
- Interpret and comply with relevant legislation and regulation and the impact on their organisation.
- Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
- Lead the team and individual training needs and support continuous professional development.
- Communicate complex information to build understanding and drive team and organisational performance.
- Manage activities which drive the organisation's sustainability goals.
- Build and manage internal relationships and collaborate with colleagues to enable cross-team working.
- Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.
- Develop and implement their operational plan that aligns with the strategic direction of the organisation.

Apprentice Journey

Enrolment

- Recruitment support
- Information, advice and guidance
- Health and safety vetting
- Initial assessments
- Application form

Induction

- Full induction with trainer
- Manager/mentor involvement
- Individual learning plan
- Commitment agreed
- Skill scan of prior knowledge

Programme

- Trainer-led learning sessions
- Workplace portfolio development
- Off the job hours to complete programme
- Digital platforms and resources
- Functional skills maths and English where applicable
- 12-week progress reviews
- Mentor support & guidance

End Point Assessment

- Project with report
- Professional discussion underpinned by a portfolio of evidence

Understand. Upskill. Unify.

Call: **0330 223 6144**

Email: **info@penshawview.co.uk**

Visit: **www.penshawview.co.uk**

