



Team Leader Level 3

Typical **15-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

A team leader is found in organisations where there is a need for first-line management and support for teams and senior management.

The broad purpose of this role is to provide leadership with operational and project responsibilities. Team leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures.

An employee in this occupation is responsible for supporting, managing, and developing individuals; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships both internally and externally.



Knowledge

- o Performance management techniques.
- o How to identify the learning needs of others and solutions to address them.
- o Processes and policies which support the delivery of operational requirements.
- o Project management tools and techniques.
- o Relevant regulation, legislation, and compliance that impacts their role and the organisation.
- o Organisational strategy and objectives and how their role impacts on them.
- o How to manage resources to implement operational and team plans.
- o Time management and prioritisation tools.
- o Communication techniques including presentation skills, negotiation and influencing skills.
- o Policy and procedure relating to people and organisational culture.
- o Stakeholder management.
- o Problem-solving and decision-making principles.
- o Principles of change management and continuous improvement.
- o IT and software used to support the activities of the business.
- o External factors that affect the workplace, such as sustainability and net carbon zero, and how they are managed.
- o The impact that internal and external factors such as environmental impacts, have on their role.
- o Leadership and management approaches.
- o The purpose of their role within the organisation, including their level of responsibility and accountability.
- o The impact that cross-team working has in the delivery of organisational objectives.
- o How to collate, interpret and communicate data and information to meet the needs of different audiences.
- o The wider social and economic environment in which the organisation operates.
- o Approaches to managing budgets, and options and choices to maximise efficient use of resources.
- o Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team.

Skills

- Use resources to implement operational and team plans.
- Use tools to organise, prioritise and allocate daily and weekly work activities.
- Able to collate and interpret data and information and create reports.
- Identify and support the development of the team through informal coaching and continuous professional development.
- Use information and problem-solving techniques to provide solutions and influence the decision-making process.
- Use digital tools for planning and project management to monitor project progress, taking corrective action to deliver against the project plan.
- Review work processes to identify opportunities to improve performance and for continuous improvement.
- Use technology and software to produce documentation, such as spreadsheets and presentation packages to communicate information.
- Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback.
- Manage others through change by identifying challenges and the activities to resolve them.
- Interpret organisational strategy and communicate how this impacts others.
- Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application.
- Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required.
- Collaborate with stakeholders in the organisation to ensure the delivery of operational goals.
- Manage and maintain relationships with a diverse workforce and stakeholders.
- Negotiate with and challenge stakeholders to manage change and reduce conflict.
- Interpret policy and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team.
- Identify future changes in the sector such as technology advances that may impact their organisation.
- Monitor the use of technology and the potential to reduce energy consumption through their optimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use.

Duties

- Sets, monitors, and manages objectives and performance which link to organisational outcomes.
- Manage resources to deliver tasks within budget and targets.
- Contributes to the training and ongoing development needs of the individual or the team.
- Collates and interprets data and shares outputs with stakeholders to support decision-making.
- Contributes to projects, initiatives, and their implementation to achieve organisational goals.
- Monitors and applies operational policies, relevant legislation, and regulation, and makes recommendations to ensure individual and team compliance.
- Identifies, assesses, and monitors potential risks, and supports the mitigation of risk within the organisation.
- Contributes to change and support others through change.
- Support the development and implementation of sustainable operational plans to achieve organisation goals.
- Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
- Collaborates and builds relationships with stakeholders to identify and support improvement opportunities.
- Communicates information to drive operational activities and improve organisational performance.
- Manage the team and resources to reduce carbon footprint and reduce business costs.

Behaviours

- Acts professionally, ethically and with integrity.
- Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect.
- Takes accountability and ownership of their tasks and workload.
- Seeks learning opportunities and continuous professional development.
- Works flexibly and adapts to circumstances.

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

- Presentation with questions
- Professional discussion underpinned by a portfolio of evidence

Understand. Upskill. Unify.

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