

# Operations Manager Level 5



## Course Aim

- Operational planning (inc approaches and models)
- Develop and use business development tools
- Communication strategies and time management
- Project management tools and techniques
- Finance, budgets and financial forecasting
- Leading and managing people
- Problem solving, critical thinking and influencing skills
- Personal development, emotional intelligence, learning and behavioral styles.

## Target Audience

This qualification is aimed at individuals who manage teams and projects to meet the organisations operational or departmental strategy. They are accountable to senior manager or business owner. Key responsibilities may include creating and delivering operational plans, managing projects, leading a team, leading change, finance and resource and recruitment and talent management.

## Course Objectives

By the end of this programme, the apprentice will be able to successfully manage teams and projects and achieve operational or departmental goals and objectives, as part of the delivery of the organisations strategy.

## Important Information

- Programme length 22-26 months
- Functional Skills is optional for apprentices aged 19+. Apprentices aged 16–19 without GCSEs (grade C/4+) in Maths and English must achieve Functional Skills Level 2 before end-point assessment
- On completion, apprentices can register with the Chartered Management institute and/or the institute of Leadership and Management for Chartered manager status through CMI.

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Costs are determined by the government, details available upon request.