

# Operations/Departmental Manager Apprenticeship



# The Level 5 Operations/Departmental Manager Apprenticeship allows employees to develop into confident managers of teams and projects in line with your organisation's operational or departmental strategy.

Working in the private, public or third sector specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Key areas of responsibility may include:

- Creating and developing operational plans
- Managing change
- Financial and resource management
- Talent management
- Coaching and mentoring

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

This apprenticeship's typical duration is two and a half years.

## Cost and Funding

The government has allocated a set rate of funding for the delivery of this apprenticeship.

If you are a Levy payer this can be allocated from your Levy.

If you are non-Levy payer with more than 50 employees the government will pay a fixed percentage of the apprenticeship fee, and you will pay the remaining 10 per cent. Incentive payments of £1,000 are payable if the learner is under 19 years old.

## Entry Requirements

- Five GCSEs at Grade C or higher
- Be in a job role relating to this specific pathway

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## Overview of Modules and Teaching

There will be a total of eight modules taught throughout the two and a half years, plus a business project as part of the final assessment.

1. Using Reflective Practice to Inform Personal and Professional Development
2. Principles of Operational Leadership and Management in an Organisational Context
3. Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success
4. Managing Stakeholder Relationships
5. Managing Projects to Achieve Results
6. Managing Change
7. Creating and Delivering Operational Plans
8. Managing Finance

The Operations/Departmental Manager apprenticeship at Coventry University provides employers the opportunity to develop first class team leaders or project managers.

The apprentice could gain an understanding in the following areas:

- ▶ Operational management approaches and models, including creating plans to deliver objectives and setting KPIs.

- ▶ Business development tools and approaches to continuous improvement.
- ▶ Operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance.
- ▶ Knowledge of management systems, processes and contingency planning.
- ▶ Initiating and managing change by identifying barriers and know how to overcome them.
- ▶ Data security and management and the effective use of technology in an organisation.

They will also gain knowledge in Project Management and will learn how to set up and manage a project using the relevant tools and techniques with an aim to understanding process management. Students will study approaches to risk management.

The apprenticeship also includes a financial aspect, which aims to develop an understanding of how to manage business budgets and financial forecasting.

On successful completion, apprentices will gain a level 5 diploma and can register as full members with the Chartered Management Institute.

## For more information

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