

Course Overview

Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

Role Overview

An Operations or departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Knowledge

- Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.
- Know how to set up and manage a project using relevant tools and techniques, and understand process management.
- Understand business finance: how to manage budgets, and financial forecasting.
- Understand different leadership styles, how to lead multiple and remote teams and manage team leaders.
- Understand problem solving and decision making techniques, including data analysis.
- Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.

Skills

- Able to input into strategic planning and create plans in line with organisational objectives.
- Plan, organise and manage resources to deliver required outcomes.
- Able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach and recommendations accordingly.
- Able to communicate organisational vision and goals and how these to apply to teams.
- Able to manage talent and performance. Develop, build and motivate teams by identifying their strengths and enabling development within the workplace.
- Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style.
- Able to reflect on own performance, working style and its impact on others.

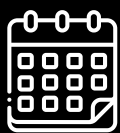
Behaviours

- Open, approachable, authentic, and able to build trust with others.
 - Flexible to the needs of the organisation.
 - Sets an example, and is fair, consistent and impartial.
 - Drive to achieve in all aspects of work.
- Demonstrates resilience and accountability.



Professional Recognition and Progression

On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.



Typical Duration
16 Months



Funding Value
£9,000



Training Method
Blended

Apprenticeship Assessment:

Apprenticeship Assessment is completed between 30-90 days of completion.

Assessment Methods:

- Professional discussion, underpinned by a portfolio of evidence
- Project proposal, presentation and questioning

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

Contact us:

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