

Operations Manager

Level 5

Increase
Leadership &
Management
Skills

Support
Career
Advancement

Professional
Pathway

Enhance
Capabilities

#Future
#Leadership
#Manager



Operations Manager Level 5

This occupation is found in small, medium, large, and multinational organisations in private, public, and third sectors across all areas of the economy.

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.

The broad purpose of this occupation is to provide leadership, with both operational and project responsibilities. 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.

Programme Duration & Assessment

The apprenticeship programme runs for up to 18 months, with an additional 5 months added for End Point Assessment (EPA). Throughout the apprenticeship you will be assessed via a variety of assessment methods including assignments, product evidence and witness testimonies.

Delivery Model

Four weekly Teaching and Learning sessions on teams, lasting on average two hours and eight weekly reviews with line manager.

End Point Assessment

Your final assessment will be with an external organisation, which will involve. **Assessment method 1:** Professional discussion, underpinned by a portfolio of evidence. **Assessment method 2:** Project proposal, presentation and questioning

Entry Requirements

GCSE English and maths at A*-C / 9-4 or equivalent.

Competent computer skills (qualification not required) and in a position that aligns with a management role.

If applicants do not hold the necessary grades, they may have the opportunity to complete a functional skills course alongside your apprenticeship. Suitability will be determined following an initial assessment and diagnostic.

Main developmental areas



Project scope and planning



Project implementation



Project evaluation and commendations



Managing and leading a team



Organisational governance



Operational planning



Stakeholder relationships



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