

# Operations/Departmental Manager Apprenticeship

An operations/departmental manager is someone who manages teams and/or projects, and achieves goals and objectives, as part of the delivery of the organisation's strategy.

## Eligibility

Apprenticeships are available for new or existing employees of all ages, including graduates, who need to develop skills.

## Fees

All or most of the fees are funded by the government or via the Apprenticeship Levy, with additional incentives for employers of under-19s. Contact us for specific information.

## Optional Recognised Certification

ILM Level 5 Diploma in Leadership and Management.

## Career Progression

The apprenticeship can be a gateway to a senior or strategic management role.

## Benefits to your business

- Achieve measurable improvements and results
- Develop effective and confident leaders with the ability to lead, motivate and inspire
- Use of core management techniques to provide practical leadership and operational management skills
- Empower managers to drive through and manage change
- Improve project management capability
- Development of workplace problem-solving skills
- Practical application of management models to everyday work scenarios
- Raise professional profiles within your organisation
- Quality, tailored training with minimal disruption to the main job role

## Who is this for?

Ideal for professionals who manage teams or projects and are responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy.

Typical responsibilities include strategic planning, creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, supporting people through coaching and mentoring.

## Course structure and delivery

Our unique 24-month programme is divided into distinct training blocks, designed to engage and inspire delegates. Each block has a clear objective and outcome, relevant content, demonstration and practice opportunity. Regular feedback is provided throughout the course. Apprentices have access to our Damar Open Learning platform, where e-learning content is made available to develop knowledge and skills further.



### LEADING PEOPLE

Communicate organisational vision and goals, facilitate high performance working and support team through change. Leadership styles, improving performance, the importance of organisational culture and equality, diversity and inclusion in the workplace.



### BUILDING RELATIONSHIPS

Relationship management, collaborative working and conflict management. Build and maintain relationships with internal and external stakeholders.



### MANAGING PEOPLE

Managing multiple and remote teams, improving team performance and recruiting staff members. Manage team performance and talent and delegate work.



### PROJECT MANAGEMENT

How to set up, manage and review a project.



### MANAGEMENT OF SELF

Manage time and plan personal development.



### OPERATIONAL MANAGEMENT

Management models, continuous improvement, management systems, change management, use of technology and data security. Implement an operational plan, manage change, demonstrate commercial awareness and create management reports.



### COMMUNICATION

Interpersonal skills and how to apply different forms and techniques of communication. Effective communication in a range of situations in a number of different formats.



### FINANCE

Set, manage and review a budget. Financial management and financial forecasting.



### SELF-AWARENESS

Self-reflection, understanding emotional intelligence and learning styles.



### PROBLEM SOLVING AND DECISION MAKING

Solve problems and make decisions

