

Apprenticeship Standard for Operations Manager Level 5



Occupational Profile

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.

In their daily work, an employee in this occupation interacts with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales and marketing, and project groups. Operations managers also engage with external stakeholders such as customers, clients, and suppliers. They may work in diverse environments, including offices, onsite locations, or remotely, demonstrating a high level of flexibility and adaptability to meet organisational needs.



An employee in this occupation is responsible for leading and managing their operational function. This includes being accountable for developing team members, managing projects, planning and reviewing workloads and resources, delivering operational plans, resolving problems, and building relationships both internally and externally.

An operations manager may work as part of a network or in a team setting. They operate within agreed budgets and available resources, reporting to senior leaders. They are responsible for decision-making and guiding or influencing the decisions of others. This includes applying business continuity principles, collecting and interpreting data to identify trends, analysing resources, and finding ways to improve efficiencies.

Operations managers understand how their role supports the broader organisational structure. They apply codes of practice, legislation, and regulations relevant to their organisation's operations. This encompasses legal and ethical responsibilities, as well as equity, diversity and inclusion, health and safety, and the sustainability impacts of the organisation

Occupation

Operations Manager/Regional Manager/Divisional Manager/Department Manager/Specialist Managers

Duration

Typically this Apprenticeship will take 18 months plus 5 months for the end point assessment.

Qualifications

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer but may typically be five GCSEs at Grade C/4 or higher.

Cost - £9000

If you are a Levy payer, this will come out of your Levy account. If you are a non-levy payer, the government via the ESFA will pay 95% of the programme and the remaining 5% will be paid by the employer within the first 3 months of the programme.

There is no cost to the learner.



Progression

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years of management experience can apply for Chartered Manager status through the CMI.

Duties

	What is required
Duty 1	Provide leadership and people management.
Duty 2	Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.
Duty 3	Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.
Duty 4	Manage and influence activities and projects within budget and resources to deliver change and continuous improvement.
Duty 5	Collaborate with and manage stakeholder relationships.
Duty 6	Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.
Duty 7	Interpret and comply with relevant legislation and regulation and the impact on their organisation.
Duty 8	Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
Duty 9	Lead the team and individual training needs and support continuous professional development.
Duty 10	Communicate complex information to build understanding and drive team and organisational performance.
Duty 11	Manage activities which drive the organisation's sustainability goals.
Duty 12	Build and manage internal relationships and collaborate with colleagues to enable cross-team working.
Duty 13	Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.
Duty 14	Develop and implement their operational plan that aligns with the strategic direction of the organisation.