Working together to transform lives

Enquiries
Email: hello@bradfordcollege.ac.uk
Telephone: 01274 088 088

Operations or Departmental Manager



Subject Area	Business
Course Type	Apprenticeships
Study Level	Level 5
Delivery Mode	Part-time
Location	Workplace
Duration	1 Academic Year
Start Date	Year round enrolment
Course Code	PA000183

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Course Summary

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. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

What You Will Learn

Learners will be required to attend bi-monthly masterclasses at Bradford College. Our

Assessor will also visit learners for workplace assessments and one to one support.

Knowledge and Skills:

Organisational performance – delivering results

- Operational management
- Project management
- Finance

Interpersonal excellence – managing people and developing relationships

- Leading people
- Managing people
- Building relationships
- Communication

Personal effectiveness – managing self

- Self awareness
- Management of self
- Decision making

Entry Requirements

You must achieve a minimum of Level 1 in your Maths & English initial assessments, or already hold GCSE grades A-C / 9-4 or equivalent.

Progression

On successful completion of this programme, level 5 apprentices can progress to level 6 and 7 qualifications in leadership and management. Careers may also include:

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist Manager

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