



# Apprenticeships Bradford College

## APPRENTICESHIPS

### Operations / Departmental Manager Level 5

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.

Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

#### Start dates

Various start dates throughout the year.

#### Delivery model

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.

#### 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.

#### Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

#### 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

Contact Bradford College on: 01274 728316  
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