

# Operations Manager - Level 5



The broad purpose of this role is to provide leadership with operational and project responsibilities.

Team leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures.

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. This role also involves interaction with external stakeholders such as customers, clients, and suppliers. It may include off-site and hybrid working.

An employee in this occupation is responsible for supporting, managing, and developing individuals; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships both internally and externally.

Team leaders may work as part of a network or in various team settings. They operate within agreed budgets and available resources, reporting to mid-level and senior managers.



## Delivery:

- Monthly workshops
- Module-Specific Seminars (online)
- Regular 1:1 reviews with a designated Coach
- Dedicated e-portfolio system
- Access to a large range of learning resources and CPD
- Full End Point Assessment preparation and support

**Duration:** The typical duration of this programme is 24 months. You must also allow for an additional 5 months' EPA period.

**Entry Requirements:** Apprentices must be in a role that supports the gathering of evidence for the apprenticeship standards

**End Point Assessment:** The EPA comprises varied assessments including professional discussion underpinned by a portfolio of evidence and a written project report with presentation and questions.

The cost of this Apprenticeship is £9,000, **funded through your apprenticeship levy**. Organisations that do not access the levy are able to access government funding for 95% of this cost, meaning your contribution is only 5%.

## During the apprenticeship some duties covered are:



- **Duty 1** Sets, monitors, and manages objectives and performance which link to organisational outcomes.
- **Duty 2** Manage resources to deliver tasks within budget and targets.
- **Duty 3** Contributes to the training and ongoing development needs of the individual or the team.
- **Duty 4** Collates and interprets data and shares outputs with stakeholders to support decision-making.
- **Duty 5** Contributes to projects, initiatives, and their implementation to achieve organisational goals.
- **Duty 6** Monitors and applies operational policies, relevant legislation, and regulation, and makes recommendations to ensure individual and team compliance.
- **Duty 7** Identifies, assesses, and monitors potential risks, and supports the mitigation of risk within the organisation.
- **Duty 8** Contributes to change and support others through change.
- **Duty 9** Support the development and implementation of sustainable operational plans to achieve organisation goals.
- **Duty 10** Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
- **Duty 11** Collaborates and builds relationships with stakeholders to identify and support improvement opportunities.
- **Duty 12** Communicates information to drive operational activities and improve organisational performance.
- **Duty 13** Manage the team and resources to reduce carbon footprint and reduce business costs.



## Why Varsity Training?

- Worked with over 4,000 public sector organisations across the UK to transform their workforces.
- Supported more than 400 apprentices to achieve their qualifications.
- Delivered over 100,000 hours of training and development across key sectors.
- Maintained an 82% success rate in apprenticeship completion.
- Ofsted “Good” rating in 2024.
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