

OPERATIONS OR DEPARTMENTAL MANAGER

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

Level: 5 (Equivalent to Foundation Degree)

Typical Duration: 24 months

Maximum Funding: £9,000

KEY THEMES INCLUDE:

The course has been designed to cover 25 key areas of knowledge, skills & behaviour required to be an effective Operations or Departmental Manager.

- Law in business
- Managing self and team
- Professional Development
- Communication
- Delegation
- Problem solving
- Project management
- Operational management
- Finance management
- Behaviours
- Interpersonal skills
- Risk management
- Negotiation and Persuasion
- Leading people

TYPICAL JOB TITLES INCLUDE:

Operations Manager | Regional Manager | Divisional Manager
Department Manager | Specialist Managers

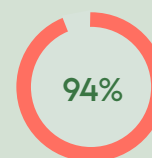
BENEFITS

BENEFITS FOR EMPLOYERS INCLUDE:

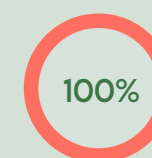
- Develop greater strategic thinking
- Improved business performance
- Increased motivation for delegates
- Helps with career progression planning and succession planning
- Develop improved communication and interpersonal skills
- Visible commitment and investment for delegates and their teams
- Delivered digitally by an experienced team of trainers

BENEFITS FOR EMPLOYEES INCLUDE:

- Improved knowledge, skills and behaviours to improve performance
- Help with career progression
- Increased job satisfaction and confidence
- Raised profile within your organisation
- Platform for further learning and progression
- Recorded workshops that fit in around your working pattern
- Connected learning tracked digitally by an online portfolio



of Employers felt that BPIF Training delivers training that is up-to-date, relevant and meets industry standards.



of Employers would recommend BPIF Training to another employer.

OTHER APPRENTICESHIPS AVAILABLE

APPRENTICESHIP SERVICES	LEVEL	COST	DURATION (MONTHS)	5% COST NON-LEVY
Team Leader / Supervisor	3	£5,000	15-18	£250
Customer Service Practitioner	2	£3,500	18	£175
Customer Service Specialist	3	£4,000	18	£200
Business Administrator	3	£5,000	18	£250
Lean Manufacturing Operative	2	£6,000	18	£300
Print Technician	3	£14,000	30	£600
Print Operative	2	£8,000	24	£400
Operations / Depart Manager	5	£9,000	24	£450
Signage Technician	3	£10,000	24	£500
Supply Chain Practitioner	3	£15,000	20	£750
Process Leader	4	£11,000	18	£550

KNOWLEDGE, SKILLS & BEHAVIOURS

KNOWLEDGE - UNDERSTAND OF THE FOLLOWING:

- Understand operational business planning techniques.
- Understand data security and management.
- Understand different leadership styles.
- Know how to motivate and improve performance.
- Understand organisational cultures and diversity.
- Know how to delegate effectively and manage multiple teams.
- Understand performance management techniques.
- Understand approaches to partner, stakeholder and supplier relationship.
- Knowledge of collaborative working techniques.
- Know how to manage conflict at all levels.
- Understand interpersonal skills and different forms of communication.
- Understand own impact and emotional intelligence, different learning and behaviour styles.

SKILLS - COMPETENT TO DO THE FOLLOWING:

- Creation and delivery of operational plans, including setting KPIs.
- Able to communicate organisational vision and goals.
- Support development through coaching and mentoring.
- Able to manage talent and performance.
- Develop, build and motivate teams by identifying their strengths.
- Able to delegate and enable delivery through others.
- Able to build trust and use effective negotiation and influencing skills.
- Able to identify and share good practice and work collaboratively with others.
- Able to chair meetings and present using a range of media.
- Use of active listening, and able to challenge and give constructive feedback.
- Able to reflect on own performance, working style and its impact on others.
- Able to create a personal development plan.

BEHAVIOURS - LEARN TO DO THE FOLLOWING:

- Drive to achieve in all aspects of work.
- Demonstrates resilience and accountability.
- Determination when managing difficult situations.
- Seeks new opportunities.
- Open, approachable, authentic, and able to build trust with others.
- Seeks the views of others and values diversity.
- Positive and adaptable, responding well to feedback and need for change.
- Sets an example, and is fair, consistent and impartial.
- Open and honest.
- Operates within organisational values.

MORE INFORMATION

To find out more about our Apprenticeships, please contact our team at training@bpif.org.uk or call us on 01676 526 060.



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