

Operations/Departmental Manager Apprenticeship Role

An operations/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

Typical Job Roles

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

Career 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 Contract Manager.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher. JAG Training requires all applicants to sit an initial assessment of Mathematics and English, minimum score to be accepted on the courses is Level 2 due to the level and requirements of the Apprenticeship.

English and Mathematics

If a learner does not hold GCSE English and Mathematics Grade C (or 4, or equivalent) or Level 2 Mathematics and English both or either subject will need to be done as part of the apprenticeship

Delivery Method:

The programme will be offered via blended learning: a mixture of virtual learning classroom sessions, face-to-face teaching where permitted, e-learning platforms and block release. The method used will depend on the employer, business needs and that of the learner.

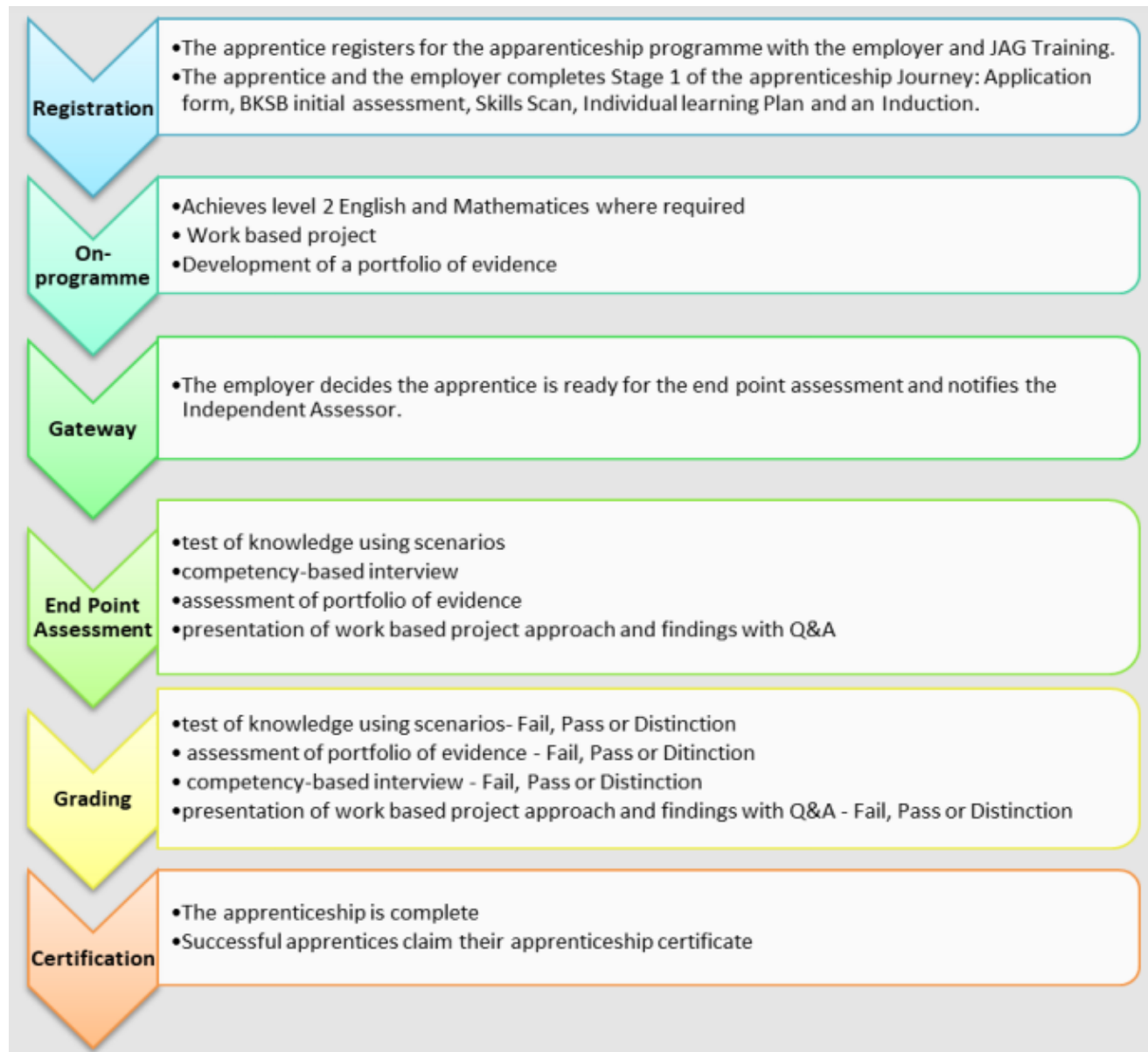
Start Date & Duration:

The apprenticeship can start at any point in the calendar year. It is anticipated that the duration of the apprenticeship will be 30 months plus 3 months for the End-point Assessment.

20% Off-The-Job-Hours

Off-the-job training is a statutory requirement for the apprenticeship. It is training which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship referenced in the apprenticeship agreement. Normal working hours means paid hours excluding overtime.

Assessment Flowchart



96% Achievement Rate

92% Apprentice Satisfaction Rate