



cqm training & consultancy



Operations / Departmental Manager

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 organisation's 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.

Managing teams and projects in line with an organisation's operational or departmental strategy

This programme is suitable for those who are responsible for creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Operations Managers will develop the appropriate skills, knowledge and behaviours to carry out effectively:

- **Operational Management.** Candidates will be able to input into strategic planning and create plans in line with organisational objectives.
- **Project Management.** They will plan, organise and manage resources to deliver required outcomes. Monitor progress, and identify risk and their mitigation. Able to use relevant project management tools.
- **Finance.** Operations managers will be able to monitor budgets and provide reports, and consider financial implications of decisions and adjust approach/recommendations accordingly
- **Leading People / Managing People.** Able to communicate organisational vision and goals and how these apply to the team. They will be able to manage talent and performance.
- **Building Relationships.** Able to build trust, and use effective negotiation and influencing skills and manage conflict
- **Communication.** Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style.
- **Self-awareness.** Able to reflect on own performance, working style and its impact on others.
- **Management of Self.** Able to create a personal development plan. Use of time management and prioritisation techniques.
- **Decision Making.** Able to undertake critical analysis and evaluation to support decision making use of effective problem solving techniques

Level of Delivery:
L5

Funding Band:
£7000

Optional Qualification:
Level 5 Diploma ILM / CMI

Minimum Entry Requirements:
English GCSE C (4) / FS Level 2
Maths GCSE C (4) / FS Level 2

Programme Duration:
2 years

Route:
Apprenticeship Standard

Delivery Location:
Blended onsite and online
instructor led

Sectors:
Pan Sector

End Point Assessment:
Knowledge test using
scenarios, competencybased
interview, portfolio
of evidence, presentation
of work-based project
approach and findings
with Q&A, professional
discussion relating to
CPD activity



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Value Added Delivery

Qualification: CQM T&C can underpin the delivery of the apprenticeship programme with a relevant ILM or CMI Level 5 diploma qualification.

Measurable Impact: Each project will be defined, qualified and approved within a Profit Improvement Plan (PIP), agreed with you in advance. The PIP is a great management tool and clearly demonstrates the progress of each project using DMAIC and a RAG rating.

Mentors: We can help identify, and advise on a suitable Mentor within your organisation. We are able to provide coaching to the nominated Mentor so that they fully understand their role and what will be required of them, but also understand the guidelines within which they operate and to whom they report.

Company Values: CQM T&C are experienced at mapping company values into the delivery of an apprenticeship programme, and completely understand the importance of doing so, to ensure the programme instils the right behaviours and culture on-site.

Typical Outcomes for Operations/Departmental Manager

- They will acquire a drive to achieve in all aspects of work, demonstrating resilience and accountability. They will show determination when managing difficult situations and seek new opportunities.
- Operations Managers will be open, approachable, authentic, and able to build trust with others. They will seek the views of others and value diversity.
- Operations Managers will become more agile, being flexible to the needs of the organisation. They will be creative, innovative and enterprising when seeking solutions to business needs. Demonstrating a positive and adaptable approach, responding well to feedback and need for change. Open to new ways of working.
- Develop a consistent, mature professional attitude, setting an example to others, being fair, consistent and impartial whilst open and honest. Operates within organisational values

“This programme with CQM T&C has been an absolute success for Santander Operations UK because we are passionate about developing our people.

More importantly the partnership with CQM has enabled us to really embed the programme across multiple sites, through its ongoing development and execution. It’s been a great experience.”

Jas Narang
Governance, Control & Client
Management Director
Santander Operations UK

Contact us today for more information

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