



# Operations Manager apprenticeship.



for a  
better  
tomorrow

Operations Managers lead teams and collaborate with senior managers to achieve organisational goals. They are vital to any business with an operational department, guiding and supporting the workforce.

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|----------------|---|---|--|
| <b>Level 5</b> | <b>Subject area:</b><br>Leadership & Management | <b>Duration:</b><br>18 months + 3 month assessment period | <b>Delivery mode:</b><br>Online in the workplace |
|----------------|---|---|--|

## What knowledge and skills will an apprentice learn?

Apprentices will learn through online workshops and one-to-one sessions with a Get Set UK Learning Development Mentor and specialist trainers, covering:

- Understanding diverse leadership styles through coaching, mentoring, and effective delegation. Manage change and deliver solutions.
- Apply appropriate interpersonal skills and communication techniques.
- Manage relationships with key stakeholders and suppliers through negotiation, influencing, and conflict management.
- Time management techniques and planning approaches to prioritise activities effectively.
- Problem-solving and decision-making techniques, including data analysis, while considering organisational values and ethics.
- Manage projects using relevant tools and techniques while understanding risk management.
- Business finance principles, including budget management and financial forecasting.

## What experience will the employer need to provide?

The apprentice will need to have the opportunity to regularly carry out the following tasks:

- Lead teams, manage individuals, and provide direction and guidance.
- Manage projects working to a budget and delivering continuous improvement.
- Engage with internal and external stakeholders to build relationships.
- Understand and apply relevant legislation and organisational policies.
- Analyse data to make decisions and track performance.
- Support continuous professional development for the team and their training needs.

## What is involved in the end-point assessment (EPA)?

- Interview with a portfolio of evidence
- Observation with questions



## Start your apprenticeship journey today.

Call our dedicated apprenticeship team on **01268 270 648** or email us at [apprenticeships@getsetuk.co.uk](mailto:apprenticeships@getsetuk.co.uk)



## Cost/funding band

Free for learners  
Employers: £9,000 - up to 100% government-funded



## Professional recognition

It aligns with the Institute of Leadership for Members.



## Job roles

- ✓ Area Manager
- ✓ Operations Manager
- ✓ General Manager
- ✓ Department Manager
- ✓ Regional Manager



**SCAN ME**  
For more info

