

Operations Manager

Level 5

Skills Training UK is a leading apprenticeships provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



This training is for someone working in NHS or other healthcare organisations who manages teams and/or projects. For example they are creating and delivering operational plans, managing projects, leading and managing teams, managing change or resources.

Their key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Professional Qualifications and Recognition

Junior managers will additionally be able to select relevant units during the course of their training which lead to the achievement of the CMI Level 5 Diploma in Management and Leadership. On completion, they may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management. This will support their professional career development and progression.

Employer Commitment

An employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable the learner to produce substantial evidence towards their qualification.

In order to ensure the successful progression of the learner we request that employers participate in joint reviews of the learner's progress at regular intervals. This ensures continued and positive progress. It will also provide the opportunity to discuss and agree how any issues are to be resolved and how additional stretching and challenging activities can be built in.

Duration

Typically this training programme will take 2 ½ years to complete.

Training and Support from Skills Training UK

Each staff member has a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence. The knowledge modules and professional CMI qualification will require formal teaching sessions which may take place within an appropriate area within the workplace or off site. The trainer-assessor will work with the learner and their manager in order to ensure successful progression against all elements of the apprenticeship.

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<< Eligibility

The entry requirement will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Employees without level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Requirements: Knowledge, Skills and Behaviours

Below are examples of what the Level 5 Operations Manager includes.

Knowledge and Skills

- Organisational Performance – delivering results
 - Operational Management – for example knowledge of management approaches and models and the skills to create plans, set KPIs and manage resources
 - Project Management – for example knowledge of the tools and techniques for project management and the skills to plan, organise and manage resources
 - Finance – understanding and developing skills in business finance and skills in monitoring budgets and financial forecasting
- Interpersonal Excellence – managing people and developing relationships
 - Leading People – knowledge of leadership styles and the skills to be able to lead, delegate and mentor teams, as well as support the management of change
 - Managing People – for example how to recruit, develop, build and motivate high performing teams and other skills including managing performance and delegating
 - Building Relationships – knowledge of techniques for managing partner, stakeholder and supplier relationships and effective negotiation and influencing skills
 - Communication – developing effective communication techniques and skills for chairing meetings and presenting using a range of media. Able to challenge and give constructive feedback.

- Personal Effectiveness
 - Self-Awareness – including understanding own impact and emotional intelligence
 - Management of Self – time management, prioritising and approaches to planning
 - Decision Making – problem solving and decision making techniques, including data analysis

Behaviours

- Takes Responsibility – developing resilience and accountability, as well as determination when managing difficult situations.
- Inclusive – being open, approachable and able to build trust with others. Seeks views of others and values diversity.
- Agile – developing as a flexible, creative, innovative and enterprising manager, positive and adaptable and open to new ways of working.
- Professionalism – being fair, consistent, impartial, open, honest and operating within organisational values.

Independent End Point Assessment

To successfully complete the Apprenticeship, the learner needs to pass an End Point Assessment. This assessment is an independent assessment which has several stages:

- A knowledge test using scenarios and questions
- A structured, competency based interview
- A portfolio – this is a collection of evidence from real work projects
- A work based project, presentation of the project and Q&A
- An interview – this is carried out via a face to face or skype call with an assessor from the end point assessment body, to verify the learner's knowledge and competence

The assessor from the end point assessment body will then decide whether to award a pass, a merit or a distinction.