

LEVEL 5 APPRENTICESHIP

OPERATIONS MANAGER



STRENGTHEN YOUR MANAGEMENT PIPELINE WITH CONFIDENT, CAPABLE LEADERS WHO DELIVER RESULTS

Our Level 5 Operations Manager programme focuses on developing team and project management skills at a higher level to lead departments or divisions with confidence. Apprentices will explore subjects such as change management, strategic planning and resource management to deepen their understanding of business operations. They will be able to manage and influence activities and projects within budget and resources to deliver change and continuous improvement.

Learners will be capable of using a range of people skills, commercial instincts and operational knowledge to drive projects forward, engage team members and develop effective strategies to meet business objectives. They will also learn to evaluate their own strengths and weaknesses and those of their team to utilise everyone's skills for the benefit of the wider organisation.

- Develops leadership behaviours to mentor and inspire team members
- Maximise operational efficiency and drive key business decisions
- Aligns with Chartered Management Institute and Institute of Leadership Member grades

DURATION: 15 MONTHS

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IN PARTNERSHIP WITH
**FASHION
RETAIL
ACADEMY**

For more information, please contact sara.harris@efitraining.ac.uk

COURSE CONTENT & ASSESSMENT

Leadership, People Management & Development

- People management approaches: recruitment, performance, reward, talent, and resource planning.
- Motivating, coaching, mentoring, and supporting wellbeing and inclusion.
- Setting goals, managing accountability, and leading teams.
- Ethics, values-based leadership, and professional behaviour.

Strategy, Organisational Alignment & Change Management

- Understanding strategic direction and operational planning.
- Change management concepts and continuous improvement.
- Business continuity, risk, contingency, and disaster recovery planning.
- Managing organisational policies including health & safety and responsible practices.

Communication, Stakeholder Engagement & Influence

- Presentation, communication techniques, and media use.
- Influencing, negotiation, conflict resolution, and mediation.
- Managing and prioritising stakeholder relationships.

Data, Analysis & Decision-Making

- Researching, analysing, interpreting, and evaluating data.

- Problem-solving and decision-making techniques.
- Using data to monitor performance, budgets, and projects.
- Financial management and budget implications.

Project & Operational Management

- Project management principles, tools, and techniques.
- Identifying organisational improvement opportunities.
- Planning, prioritising, and delivering operational plans aligned with strategy.

Technology & Digital Tools

- Using IT and software tools for organisational needs and future developments.
- Applying digital tools for analysis, monitoring, and reporting.

Professionalism, Adaptability & Collaboration

- Acting professionally with integrity and accountability.
- Supporting inclusion and treating others fairly and respectfully.
- Working flexibly and adapting to changing circumstances.
- Collaborating effectively across teams and with stakeholders.

End-point assessment

- For the Level 4 Operations Manager apprenticeship, end-point assessment typically takes 3 months to complete.
- EPA includes written exam, retail business project and professional discussion.