

# 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 organisations strategy.

## Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

## Assessment

- Level 5 Diploma in Leadership & Management (optional)
- Portfolio of work
- Knowledge test
- Competency based interview
- Workbased Project plus Q&A
- Professional discussion
- Grading (pass, merit, distinction)

Funding cap  
**£9,000**

Average duration  
**30 months**

**Level 5**  
Foundation degree equivalent

Qualifications  
**None Specified**

Professional Accreditation  
**Eligible to apply for  
CMI/ILM Membership  
and Chartered  
Manager status\***

Candidates will cover these areas on their course:

	Knowledge	Skills
Leading People	Leadership styles; lead multiple/remote teams; manage team leaders; motivate/improve performance; coaching/mentoring; cultures/diversity; delegation	Communicate vision/goals; coaching/mentoring; change management
Managing People	Develop high performing teams; performance/talent management; recruit/develop people	Manage talent/performance; develop/build/motivate teams; delegate
Building Relationships	Partner/stakeholder/supplier relationships inc. negotiation, influencing, networking; collaborative working; share best practice; manage conflict	Build trust; effective negotiation/influencing skills; manage conflict; share good practice; work collaboratively; use specialist advice/support to deliver against plans
Communication	Interpersonal skills; communication forms/techniques	Flexible style; chair meetings; present using a range of media; active listening; challenge/give constructive feedback
Operational Management	Approaches/models; set KPIs/targets; bus. dev. tools; continuous improvement; planning; manage resources; sales/marketing plans; monitor performance; plan systems/processes/contingency; initiate/manage change; identify/overcome barriers; data security/management	Strategic planning; support/manage/communicate change; set KPIs; commercial awareness; identify/shape new opportunities; operational plans; monitoring performance; reports; provide MI based on collation/analysis/interpretation of data
Project Management	Project management tools/techniques; process management; risk management	Plan/organise/manage resources; monitor progress; identify risk/mitigation; PM tools
Finance	Manage budgets; financial forecasting	Monitor budgets; provide reports; decision implications/adjustments
Self -Awareness	Own impact; emotional intelligence; learning/behaviour styles	Reflect on own performance, working style and its impact on others
Management of Self	Time management; prioritise; planning, including managing multiple tasks	Create personal development plan; time management/prioritisation techniques
Decision Making	Problem solving; decision making; values/ethics and ethics	Critical analysis/evaluation; problem solving techniques

\*If candidate has 3yrs+ management experience

For further information, contact CQM  
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