

Operations/Departmental Manager

Operations or departmental managers managing teams and projects in line with an organisation's operational or departmental strategy.

What are the benefits of apprenticeships?



Learn new practical skills and gain experience, whilst developing your knowledge



Achieve a recognised qualification



Develop the ability to work under pressure and with changing priorities



Manage people and resources to achieve organisational goals



Earn a good salary and avoid university debt



How do we help you get the most out of your apprenticeship?

Our People: With a 40 year history, we have an experienced team of coaches, technical specialists and account managers who are there to guide, challenge and support you, to not just achieve the qualification, but to have an impact on your career now and in the future.

Our Processes: After your enrolment and launch, you will be guided through carefully planned, manageable chunks of learning with one-to-one and group interaction, and additional support to prepare for your end-point assessment.

Our Systems: All of our systems are easily accessible and engaging, including OneFile to manage tasks, Profiler to help you and your employer identify further areas for improvement, Damar OpenLearning for lots of interactive learning resources and our Forums, for apprentices on the same qualification to build networks and support each other.



“The apprenticeship has given me a broader depth and knowledge, not only to support my role but around my own leadership and management styles and will assist continued development in my career.”

Koren O'Connor
Secretarial Services Manager,
CMS



“Working closely with Damar, we have been able to adapt and develop our management apprenticeship programme to suit our specific business needs. Damar apply a blended training delivery model, which develops individuals at the right pace.”

[Read full case study.](#)
Neil Wainwright-Farrar
Head of Learning & Development,
Clarity Business Travel

Operations/Departmental Manager

Apprentices develop the skills, knowledge and behaviours required to perform an operations or departmental manager role. For the full apprenticeship standard, [click here](#).

Knowledge and Skills

- Operational management
- Project management
- Finance
- Leading people
- Managing people
- Building relationships
- Communication
- Self-awareness
- Management of self
- Decision making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism



Induction and Launch
1-4 weeks

On Programme
60 weeks

Gateway
4-8 weeks

End-Point
Assessment

How is the apprenticeship delivered?

Delivery is a blend of:

- Diverse and engaging online resources to support the development of knowledge, behaviours and skills
- Group coaching and subject specialist sessions / workshops
- Review meetings with the apprentice, line manager and dedicated Damar coach

Functional skills are an important part of all apprenticeships and apprentices who don't already have maths and English at level 2 or above will undertake functional skill qualifications in these areas.

The end-point assessment includes:

- Portfolio of work
- Work-based presentation
- Online knowledge test
- Competency-based interview
- Professional discussion

What is the commitment?

Apprentices need to spend a minimum of 20% of their working week on the apprenticeship.

Who is eligible?

Apprenticeships are generally available for new or existing employees of all ages, including graduates, who need to develop their skills, knowledge and behaviours.

How could I progress?

Many management apprentices go on to take on more responsibility within their current roles or progress to more senior management or director-level positions within their organisations.