

# OPERATIONS MANAGER

## LEVEL 5 APPRENTICESHIP



## APPRENTICESHIP PROGRAMME OVERVIEW

### Is This Programme for You?

If you're looking to become a leader in the rail industry, whether by managing teams, overseeing departments, or leading projects, this programme is crafted for you. It's perfect for those who want to elevate their career and gain the essential skills and knowledge to thrive in a leadership role within this dynamic sector.

### What You Will Learn

As an operations manager, you'll need to master leadership, people management, project management, and decision-making skills. You'll also gain a deep understanding of the complexities of relationships within the rail sector.

Over the course of two years, this rail contextualised programme will equip you with the essential knowledge, skills, and behaviours to excel in your role. You'll learn how to deliver operational plans, manage resources effectively, and lead and develop the talent within your team.

## HOW IS THE PROGRAMME DELIVERED?

**Cohort Delivery** We deliver to cohorts from mixed rail employers or a single employer (minimum numbers apply).



Face-to-Face  
& Online  
Workshops



Self-Directed  
Learning



Skills  
Development  
Assessments



Digital  
Learning



Flipped  
Classroom



Coaching

### Includes Complimentary Awards:

- ✓ CMI Qualification - Level 5 Award in Leadership and Management
- ✓ CIRO Rail Pro: 12 System Elements of Rail
- ✓ CIRO Membership - Upgrade to Associate



## CORE CONTENT



### Operational Management

Creating and delivering operational plans. Initiating and managing organisational change, management reporting, data security and the effective use of technology.



### Finance

Understanding budgets and financial forecasting, and how to use resources effectively to generate a profit.



### Managing People

Learning different types of team and building successful teams. Performance management techniques, talent management models, recruitment and development, and how to delegate.



### Building Relationships

Understanding your stakeholders and tools for building relationships with them. Effective collaboration, how to manage conflict, principles of negotiation and influencing and sharing best practice.



### Management of Self

Understanding reflection tools, critical thinking, time management and techniques to manage distractions.



### Project Management

Learning how to plan and manage a successful project, and manage the risks and resources to deliver the benefits in a timely and cost-effective way.



### Leading People

Understanding leadership styles: how to develop and manage a high performing team. Coaching and mentoring, how to motivate teams and individuals and organisational culture and diversity.



### Communication

Understanding interpersonal skills: what they are and how to use them. Different methods of communication and how to apply them appropriately, transactional analysis and active listening.



### Self Awareness

Learning techniques for developing self awareness and the benefits. Emotional intelligence, learning styles and reflective practice, and how it all links to leadership.



### Decision Making

Understanding problem solving techniques and how to make good decisions, organisational values and ethics.