

**Cavendish Henley**



## **Operations and Departmental Manager**

Level 5 Apprenticeship & Level 5 CMI Certificate

(Level 5 CMI Diploma optional)





# What is it?

Are you just starting out in a leadership role? Would you like to gain more knowledge and skill in leadership and management? If so, the Cavendish Henley Level 5 Operations and Departmental Manager Apprenticeship is for you. The apprenticeship will provide a thorough grounding in leadership and management and will examine the knowledge, skills and behaviours associated with the following:

- Organisational Performance; delivering results.
- Interpersonal Excellence; managing people and developing relationships.
- Personal Effectiveness; managing self.

At Cavendish Henley, our focus is on delivering high quality learning that makes a tangible difference to the organisation and the individual. This is an apprenticeship programme, so you'll spend 20% of your time in work-based learning, developing your knowledge and skills to achieve the apprenticeship. For this reason it's important that your organisation and line manager are aware of the level of commitment required to succeed. Please note that there will be a small additional cost for CMI certification at the end of the programme.

**Ready to find out more? Let's go.**





## Who's it for?

The apprenticeship is aimed at the Middle Manager, Operations Manager, Regional Manager, Divisional Manager, Store Manager, Head of Department, or a variety of specialist managers who:

- Create and deliver operational plans.
- Lead and manage a team/project.
- Manage change.
- Manage financials and resources.
- Coach and mentor other people.

## What will I explore?

By the end of the apprenticeship, you'll be able to demonstrate knowledge, skills and behaviour in the following areas:

- Operational management.
- Project management.
- Finance.
- Leading and managing people.
- Building relationships and communicating effectively.
- Self-awareness and management of self.
- Decision making and taking responsibility.
- Inclusivity, agility and professionalism.





## What does it involve?

The Cavendish Henley Operations and Departmental Manager apprenticeship consists of several complementary elements:

- Digital learning modules hosted on our learning platform, to position subject matter and contextualise, and explain theories in readiness for deeper exploration and application.
- Virtual classrooms to discuss, debate, consider and apply new knowledge, skills and behaviours in a safe and encouraging environment. Other benefits to hosting virtual classrooms include encouraging peer-to-peer learning, the opportunity to network, benchmarking against other businesses (if opting to study in an open programme), and real time away from the pressures of the workplace to focus purely on personal development.
- Digital discussions to challenge thinking, discuss opportunities seized and fix obstacles through peer to peer discovery and support.
- One-to-one coaching sessions with a dedicated and skilled learning and development coach throughout the programme. Our dedicated coaches provide individualised support, advocate reflection, and facilitate self-analysis to help ensure the maximum progress possible is made.
- Individual activities to evidence and demonstrate knowledge, behaviour, reflection and skills.
- An expertly-curated library of extended learning material ranging from books, papers, videos, podcasts and webinars to encourage further learning.



## What qualification will I get?

Satisfactory completion of the apprenticeship is formally assessed at the end of the programme, in the form of an 'End Point Assessment'. You will also be assessed for the Level 5 Certificate in Management and Leadership awarded by the Chartered Management Institute (CMI), the UK's leading professional body for managers.

End Point Assessment is carried out by an independent and impartial organisation. The end point assessment for the Level 5 Operations and Departmental Manager is comprised of two elements:

- Project proposal, presentation and questioning.
- Professional discussion underpinned by a portfolio of evidence.

## Programme Timeline

### **On-boarding and Induction - 1 month**

- One month on-boarding and introduction to the programme, your colleagues and the working methods

### **Practical Training Period - 68 weeks**

- 8 modules varying in length with individual study, study groups, group discussions, coaching sessions – 7.5 hours per week

### **End Point Assessment - 8 - 12 weeks**

- Getting your portfolio of evidence ready, producing a project proposal, presenting and answering questions and taking part in a professional discussion underpinned by your portfolio of evidence.



# Who will run it?



## Simon Shaw

Simon has worked in learning and development since the early 1980s when he set up a business development agency. After helping to launch the new Modern Apprenticeships, he developed quality standards and set up the first inspectorate for work-based learning, now part of Ofsted.

Having led international research projects on learning technology during the 1990s, he continued to work extensively in Europe, Russia and the Middle East, advising governments on education and training policy.

Simon now runs leadership and management development programmes for Cavendish Henley, including apprenticeships for the University of Greenwich and the National Oceanography Centre. Simon has a degree and MA in English from Oxford University. He has been a Fellow of the RSA and a member of various groups and committees advising on vocational education and training policy.



## Joe Parry

Joe is an accomplished Coach and Learning and Development professional with over 15 years of experience working with strong HR functions within a wide variety of Industries and sectors including Retail, Sales, Logistics, Engineering, Management & Leadership development.

Joe is passionate about supporting businesses to stretch and grow their people's skills, knowledge, and behaviours to drive high performance and achieve collective business and personal objectives. Joe's aim is for Cavendish Henley to partner with like-minded businesses and create best in class innovative industry leading Leadership and Management development solutions.



# But don't just take our word for it...



**Cavendish Henley**

## Results from previous programmes:

- 37 completions with a 100% success rate.
- 30 distinctions, 6 merits, 1 pass.
- 8 internal promotions.

## Current clients:

- National Oceanography Centre (NOC).
- University of Greenwich.
- Strategic Development Network (SDN).
- One of Us.

“Our Leadership and Management Apprenticeship Programme, delivered by Cavendish Henley, has created a new community of Leaders who can maintain and grow the business.”

**Senior Leader**

“Working with people in our business who I would not normally have interacted with, creating great friendships and networks for sharing best practice. I really enjoyed the coaching sessions, and I also found that this cohort had good engagement. This most definitely helped during lockdown when moving to online workshops, and we kept up our communications by having our own Teams site for tips, links, learning tools, encouragement, and general chat.”

**Level 5 Operational and Departmental Manager apprentice**

“I value the development of skills and approaches that I didn’t even realise I could or should develop. I now feel better prepared to manage conflict and change and be a better asset to my organisation.”

**Level 5 Operational and Departmental Manager apprentice**

“Being able to learn on the job was brilliant - otherwise I just would not have found the time.”

**Level 5 Operational and Departmental Manager apprentice**

“It’s been an absolute honour to see the learners go through their journeys. The impact of the programme not only on themselves, but on the team around them is incredible. The delivery team have been brilliant in enabling the learners to succeed and without them the successes wouldn’t be there. I’m looking forward to working together again in the future.”

**Leadership Development Business Partner**



## But that's not all...

There are other programmes available through Cavendish Henley too.

### Level 3:

- Level 3 Team Leader and Supervisor Apprenticeship (including CMI Certificate with option of CMI Diploma).
- Pathways Programme - Level 3 Prepare to Lead a Team (CMI Award).

### Level 5:

- Level 5 Operations Departmental Manager Apprenticeship (including CMI Certificate with option of CMI Diploma).
- Pathways Programme - Level 5 Get Ready To Lead (CMI Award).

### Level 7:

- Level 7 Senior Leader (including CMI Certificate with option of CMI Diploma).

### Bespoke Training solutions:

- Book a free consultation with one of our experts.

### Coaching services:

- Free 30 minute consultation/chemistry check sessions available.

## Contact us for more information

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