

Team Leader/ Supervisor

Apprenticeship Standard Level 3

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

The standard covers the following *knowledge, skills and behaviours*:

Knowledge & Skills:

- ◆ Leading People
- ◆ Managing People
- ◆ Building relationships
- ◆ Communication
- ◆ Operational Management
- ◆ Project management
- ◆ Finance
- ◆ Self-Awareness
- ◆ Management of self
- ◆ Decision Making

Behaviours:

- ◆ Takes Responsibility
- ◆ Inclusive
- ◆ Agile
- ◆ Professionalism

Cost:

£4,500*

* (levy paying organisations)



Education & Skills
Funding Agency

