

## QUALIFICATIONS

Level 2 English and Maths.

LEVEL 3

DURATION: 12-MONTHS

## BEHAVIOURS

**Takes responsibility:** Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.

**Inclusive, agile & Professionalism:** Open, approachable, authentic. Flexible to the needs of the organisation. Sets an example, and is fair, consistent and impartial.

MAXIMUM FUNDING: £4500

Route: Business & Administration

## OVERVIEW

A Team leader or supervisor is a first line management role, with operational and 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,

## SKILLS

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

## KNOWLEDGE

**Leading people:** Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.

**Managing people:** Understand people and team management models, including team dynamics and motivation techniques.

**Building relationships:** Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.

**Communication:** Understand different forms of communication and their application.

## TYPICAL JOB TITLES

SUPERVISOR

TEAM LEADER

PROJECT OFFICER

SHIFT SUPERVISOR

FOREPERSON

SHIFT MANAGER