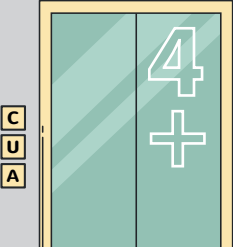
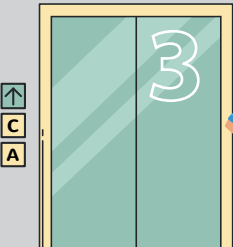


Supervisory Management

Elevate your career through college/ITP* , university , or an apprenticeship 

	Job Roles (can include)	Skills (can include)	Knowledge and Behaviours (can include)
Level 4+ Senior Management 	• Operations manager • Regional manager • Divisional manager • Department manager • Specialist manager 	• Able to monitor budgets and provide reports • Able to communicate organisational vision and goals and how these to apply to teams. • Able to build trust, and use effective negotiation and influencing skills and manage conflict • Able to communicate effectively 	• Understand operational management approaches and models • Know how to set up and manage a project • Understand business finance • Know how to manage multiple teams
Level 4 Junior to Middle Management 	• Middle Manager • Senior Manager • Quality Manager • Learning and Development Manager  	• Work effectively within a group environment • Manage time effectively and prioritise workloads • Be able to assist in the creation of reports • Use a range of tools and methodologies to help analyse an organisation	• Know key financial ratios and performance indicators • Understand different leadership styles • Understand how to communicate and cascade information effectively at all levels • Understand the technology requirements of the business 
Level 3 Experienced to Supervisory 	• Supervisor • Team leader • Project officer • Shift supervisor • Foreperson • Shift manager  	• Able to build a high-performing team • Able to communicate effectively • Able to communicate organisation strategy and team purpose • Build trust with and across the team 	• Understand different leadership styles • Understand different forms of communication and their application • Understand time management techniques and tools • Understand problem solving and decision making techniques
Level 2 Entry level employment to intermediate 	• Section Leader • Helpdesk Support • Trainee Supervisor • Team Co-ordinate  	• Team player • Good organisational skills • Attention to detail • Communication skills oral and written • Able to work to deadline 	• Understand benefits of effective leadership • Knowledge of setting targets • Communication methods • Understand conflict management 