

## Overview of the role

**Managing individuals, teams, or projects to meet private, public, or voluntary organisational goals.**

## Standard in development

### L3: Team leader

#### Title of occupation

Team leader

#### UOS reference number

ST0384

#### Core and options

No

#### Level of occupation

Level 3

#### Occupational maps data

**Route:** Business and administration

**Pathway:** Management and Administration

**Cluster:** Administrator

#### Typical duration of apprenticeship

15 months

#### Target date for approval

01/01/0001

#### Resubmission

No

#### Would your proposed apprenticeship standard replace an existing framework?

No

#### Does professional recognition exist for the occupation?

Yes

## Occupation summary

This occupation is found in small, medium, large, and multinational organisations in private, public and third sectors such as Local Authorities, Central Government, Charities, Social Enterprise, Education, Finance, Construction, Facilities, Automotive, Manufacturing, Engineering, Health, Retail, Food, Hospitality, transport and logistics, and IT.

A team leader is found in organisations where there is a requirement for first-line management and a need to support teams and senior management.

The broad purpose of the occupation is a team leader role, with operational and project responsibilities. They may have responsibility for managing individuals or a team. They provide direction, instructions, and guidance to ensure the achievement of set goals. Team leaders are vital for the smooth functioning of all departments in any organisation and are often responsible for ensuring the function is correctly administered and maintained in line with legislation of the organisation's procedures.

In their daily work, an employee in this occupation interacts with their colleagues from other internal departments such as operational functions, HR, finance, legal, IT, sales, and marketing. This role also includes interaction with external stakeholders such as customers, clients, or suppliers. This role may involve off-site and hybrid working.

An employee in this occupation will be responsible for 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.

Team leaders may work on their own or in a range of team settings. They work within agreed budgets and available resources and report to mid-level and senior managers. They may occasionally be responsible for decision-making, but more often will guide or influence the decisions of others including collecting and interpreting data to find trends, analysing resources, and identifying ways to save money and improve efficiency.

Team Leaders will understand how their role supports the wider organisation structure. They will apply codes of practice, legislation, and regulation in respect of their organisation's areas of operation. This will apply not only to legal and ethical responsibilities but will also include equity, inclusion and the sustainability impacts of the organisation and their role in achieving the government target of net carbon zero by 2050.

## Typical job titles

**Duty lead Project lead Shift supervisor Supervisor Team leader Trading manager**

## Are there any statutory/regulatory or other typical entry requirements?

No

## Occupation duties

| DUTY                                                                                                                                                               | KSBS                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>Duty 1</b> Sets, monitors, and manages objectives and performance which link to organisational outcomes.                                                        | K1 K2 K5 K6 K7 K9 K10 K17 K18 K19 K23<br>S1 S2 S4 S9 S11 S13 S17<br>B1 B2 B4 B5                                          |
| <b>Duty 2</b> Manage resources to deliver tasks within budget and targets.                                                                                         | K1 K2 K7 K8 K14 K19 K22<br>S1 S2 S5 S14 S19<br>B3 B5                                                                     |
| <b>Duty 3</b> Contributes to the training and ongoing development needs of the individual or the team.                                                             | K1 K2 K3 K5 K6 K10 K16 K17 K18 K19 K23<br>S3 S4 S7 S9 S18<br>B2 B4                                                       |
| <b>Duty 4</b> Collates and interprets data and shares outputs with stakeholders to support decision-making.                                                        | K9 K12 K14 K15 K20 K21<br>S2 S3 S5 S7 S8 S11 S12 S13 S14 S15 S16<br>B1 B2 B5                                             |
| <b>Duty 5</b> Contributes to projects, initiatives, and their implementation to achieve organisational goals.                                                      | K1 K4 K6 K7 K8 K9 K11 K12 K13 K16 K17 K18 K19 K20 K22<br>S1 S2 S3 S5 S6 S7 S8 S10 S11 S13 S14 S15 S16 S18<br>B1 B2 B3 B5 |
| <b>Duty 6</b> Monitors and applies operational policies, relevant legislation, and regulation, and makes recommendations to ensure individual and team compliance. | K3 K5 K9 K10 K20<br>S3 S12 S17                                                                                           |
| <b>Duty 7</b> Identifies, assesses, and monitors potential risks, and supports the mitigation of risk within the organisation.                                     | K4 K5 K7 K9 K10 K13 K15 K16 K21 K22 K23<br>S5 S6 S7 S8 S10 S12 S17 S18                                                   |
| <b>Duty 8</b> Contributes to change and support others through change.                                                                                             | K1 K2 K4 K9 K10 K11 K12 K13 K15 K16 K17 K19 K21 K23<br>S4 S5 S6 S7 S10 S11 S13 S14 S15 S16 S17 S18<br>B1 B2 B5           |
| <b>Duty 9</b> Support the development and implementation of sustainable operational plans to achieve organisation goals.                                           | K1 K3 K6 K7 K11 K13 K15 K21<br>S1 S11 S13 S14 S16 S18<br>B2                                                              |
| <b>Duty 10</b> Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.                                                  | K1 K5 K10 K17<br>S4 S9 S12 S17<br>B1 B2 B3                                                                               |

| DUTY                                                                                                                      | KSBS                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <b>Duty 11</b> Collaborates and builds relationships with stakeholders to identify and support improvement opportunities. | K4 K9 K11 K12 K13 K15 K16 K19 K23<br>S5 S6 S7 S8 S10 S12 S13 S14 S15 S16 S18<br>B1 B2  |
| <b>Duty 12</b> Communicates information to drive operational activities and improve organisational performance.           | K9 K11 K12 K13 K14 K20<br>S3 S5 S8 S11 S12 S13 S16<br>B1 B2 B3 B5                      |
| <b>Duty 13</b> Manage the team and resources to reduce carbon footprint and reduce business costs.                        | K1 K2 K3 K5 K6 K7 K12 K13 K15 K16 K17 K21 K22<br>S1 S5 S7 S10 S11 S12 S18 S19<br>B1 B2 |

## KSBS

### Knowledge

**K1:** Performance management techniques.

**K2:** Identify the learning needs of others and solutions to address them.

**K3:** Processes and policies which support the delivery of operational requirements.

**K4:** Project management tools and techniques.

**K5:** Relevant regulation, legislation, and compliance that impacts their role and the organisation.

**K6:** Organisational strategy and objectives and how their role impact them.

**K7:** How to manage resources to implement operational and team plans.

**K8:** Time management and prioritisation tools.

**K9:** Communication techniques including presentation skills.

**K10:** Policy and procedure relating to people and organisational culture.

**K11:** Stakeholder management.

**K12:** Problem-solving and decision-making techniques.

**K13:** Principles of change and continuous improvement.

**K14:** IT and software used to support the activities of the business.

**K15:** External factors that affect the workplace, such as sustainability and net carbon zero, and how they are managed.

**K16:** The impact that internal and external factors have on their role.

**K17:** Leadership and management approaches.

**K18:** The purpose of their role within the organisation including their level of responsibility and accountability.

**K19:** The impact that cross-team working has in the delivery of organisational objectives.

**K20:** How to collate, interpret and communicate data.

**K21:** The wider social and economic environment in which the organisation operates.

**K22:** Approaches to managing budgets, such as climate change impacts, and options and choices to maximise efficient use of resources.

**K23:** Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team.

## Skills

- S1:** Use resources to implement operational and team plans.
- S2:** Use tools to organise, prioritise and allocate daily and weekly work activities.
- S3:** Able to collate and interpret data and create reports.
- S4:** Identify and support the development of the team through informal coaching and continuous professional development.
- S5:** Use information and problem-solving techniques to provide solutions and influence the decision-making process.
- S6:** Use project management tools and approaches to monitor project progress, taking corrective action to deliver against the project plan.
- S7:** Review work processes to identify opportunities to improve performance and for continuous improvement.
- S8:** Use IT and software to produce documentation, such as spreadsheets and presentation packages to communicate information.
- S9:** Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback.
- S10:** Manage others through change by identifying challenges and the activities to resolve them.
- S11:** Interpret organisational strategy and communicate how this impacts others.
- S12:** Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application.
- S13:** Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required.
- S14:** Collaborate with stakeholders in the organisation to ensure the delivery of operational goals.
- S15:** Manage and maintain relationships with stakeholders.
- S16:** Negotiate with and challenge stakeholders to manage change and reduce conflict.
- S17:** Interpret policy and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team.
- S18:** Identify future changes in the sector that may impact their organisation.
- S19:** Monitor the use of digital technology and the potential to reduce energy consumption through their optimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use.

## Behaviours

- B1:** Acts professionally, ethically and with integrity.
- B2:** Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect.
- B3:** Takes accountability and ownership of their tasks and workload.
- B4:** Seeks learning opportunities and continuous professional development.
- B5:** Works flexibly and adapts to circumstances.

## Qualifications

### English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A

British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## **Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?**

No

## **Professional recognition**

This standard aligns with the following professional recognition:

- The Chartered Management Institute for Associate Membership
- The Institute of Leadership and Management for Associate Membership

## **Consultation**

XX

## **Progression Routes**

Progression routes for individuals completing this apprenticeship will vary depending on the nature of the employer but there are many similarities in the typical progression routes. Individuals may choose to specialise within one type of employer, but many work across these contexts over the course of their career.

The next level for those who have completed the apprenticeship will usually be a middle or senior manager role leading larger, more complex, and more challenging teams or projects, supporting wider team and organisational management, and contributing to more stretching business development goals. They may progress to higher level leadership and management apprenticeships such as the L5 Operations or Departmental manager or the L7 Senior Leader.

Leaders and managers are expected to undertake continuous professional development (CPD) to enhance their skills. CPD largely consists of on-the-job learning and development opportunities, and other qualifications. Whilst CPD and learning and development options vary between type of employer and between organisations, formal training is also often available. They will also often hold membership of relevant bodies, such as The Institute of Leadership and Management (ILM), and The Chartered Management Institute (CMI). These bodies also offer further training, qualifications, and development opportunities.

## **Supporting uploads**

**Mandatory qualification uploads**

**Mandated degree evidence uploads**

**Professional body confirmation uploads**

## **Involved employers**

KION Group, British Army, Turning Point, AJ Bell, Spire Healthcare, John Lewis, Co-op, NSPCC, Alzheimers Society, David Lloyd, Cabbot Financial, DWP, Sovereign Housing Association, Labcorp, Saltsep

## **Subject sector area**

15.3 Business management