



# TEAM LEADER/SUPERVISOR LEVEL 3

## THE FACTS

<b>The full cost</b>	£4,500
<b>Employer cost</b>	£0 - £450
<b>Employer incentive</b>	£0 - £1,000
<b>Duration</b>	12-18 months
<b>Attendance</b>	Classroom & Workplace
<b>Qualification</b>	ILM
<b>Start dates</b>	Roll on roll off
<b>Wages</b>	£3.70 min.

### Delivery Model

Assessment and qualifications will be carried out in the workplace and at College.

## OVERVIEW

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.

Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

## Entry Requirements

- Ideally candidates will have GCSEs grade 9-4 (A\*-C) in English and maths

### Knowledge

- Leadership styles & the benefits of coaching
- People & team management models
- Customer & stakeholder relationship management
- Communication & their application
- How organisational strategy is developed
- Project lifecycle & roles
- Organisational governance & compliance
- Time management techniques & tools
- Problem solving & decision making techniques

### Skills

- Communicate organisation strategy & team purpose
- Build a high-performing team by supporting & developing individuals
- Building trust with & across the team
- Communicate effectively
- Organise, manage resources & risk
- Ensure effective budget controls
- Reflect on own performance
- Create an effective personal development plan
- Effective problem solving techniques to make decisions

### Behaviours/Attitude

- Drive to achieve in all aspects of work
- Demonstrates resilience & accountability
- Determination when managing difficult situations
- Open, approachable, authentic, & able to build trust with others
- Flexible to the needs of the organisation
- Sets an example, and is fair, consistent and impartial