

# Supervisory Management

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



|                                                                                                                                                        | Job Roles (can include)                                                                                                                                                                                                                                                                                                                                            | Skills (can include)                                                                                                                                                                                                                                                                                                                                                                                                                    | Knowledge and Behaviours (can include)                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Level 4+</b><br><b>Senior Management</b><br>                       | <ul style="list-style-type: none"> <li>• Operations manager</li> <li>• Regional manager</li> <li>• Divisional manager</li> <li>• Department manager</li> <li>• Specialist manager</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Able to monitor budgets and provide reports</li> <li>• Able to communicate organisational vision and goals and how these to apply to teams.</li> <li>• Able to build trust, and use effective negotiation and influencing skills and manage conflict</li> <li>• Able to communicate effectively</li> </ul>  | <ul style="list-style-type: none"> <li>• Understand operational management approaches and models</li> <li>• Know how to set up and manage a project</li> <li>• Understand business finance</li> <li>• Know how to manage multiple teams</li> </ul>                                                                                                                                                          |
| <b>Level 4</b><br><b>Junior to Middle Management</b><br>              | <ul style="list-style-type: none"> <li>• Middle Manager</li> <li>• Senior Manager</li> <li>• Quality Manger</li> <li>• Learning and wDevelopment Manager</li> </ul>                              | <ul style="list-style-type: none"> <li>• Work effectively within a group environment</li> <li>• Manage time effectively and prioritise workloads</li> <li>• Be able to assist in the creation of reports</li> <li>• Use a range of tools and methodologies to help analyse an organisation</li> </ul>                                                                                                                                   | <ul style="list-style-type: none"> <li>• Know key financial ratios and performance indicators</li> <li>• Understand different leadership styles</li> <li>• Understand how to communicate and cascade information effectively at all levels</li> <li>• Understand the technology requirements of the business</li> </ul>  |
| <b>Level 3</b><br><b>Experienced to Supervisory</b><br>              | <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Team leader</li> <li>• Project officer</li> <li>• Shift supervisor</li> <li>• Foreperson</li> <li>• Shift manager</li> </ul>   | <ul style="list-style-type: none"> <li>• Able to build a high-performing team</li> <li>• Able to communicate effectively</li> <li>• Able to communicate organisation strategy and team purpose</li> <li>• Build trust with and across the team</li> </ul>                                                                                          | <ul style="list-style-type: none"> <li>• Understand different leadership styles</li> <li>• Understand different forms of communication and their application</li> <li>• Understand time management techniques and tools</li> <li>• Understand problem solving and decision making techniques</li> </ul>                                                                                                     |
| <b>Level 2</b><br><b>Entry level employment to intermediate</b><br> | <ul style="list-style-type: none"> <li>• Section Leader</li> <li>• Helpdesk Support</li> <li>• Trainee Supervisor</li> <li>• Team Co-ordinator</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Team player</li> <li>• Good organisational skills</li> <li>• Attention to detail</li> <li>• Communication skills oral and written</li> <li>• Able to work to deadline</li> </ul>                                                                                                                          | <ul style="list-style-type: none"> <li>• Understand benefits of effective leadership</li> <li>• Knowledge of setting targets</li> <li>• Communication methods</li> <li>• Understand conflict management</li> </ul>                                                                                                     |