

Mandatory units

Develop and evaluate operational plans for own area of responsibility

Provide leadership and direction for own area of responsibility

Plan change in own area of responsibility

Work productively with colleagues and stakeholders

Optional Units

Establish risk management processes for an organisation

Promote equality of opportunity, diversity and inclusion across an organisation

Examine staff turnover issues in own area of responsibility

Developing collaborative relationships with other organisations

Promote the use of technology within an organisation

Manage health and safety across an organisation

Monitor and review business processes

Develop a customer-focused organisation

Conduct a quality audit

Manage product development and marketing

Develop, maintain and review personal networks

Ensure compliance with legal, regulatory, ethical and social requirements

Manage risk in own area of responsibility

Review risk management processes in own area of responsibility

Implement change in own area of responsibility

Develop working relationships with colleagues and stakeholders

Recruit staff in own area of responsibility

Plan, allocate and monitor work in own area of responsibility

Support learning and development within own area of responsibility

Address performance problems affecting team members

Build, support and manage a team

Support individuals to develop and take responsibility for their performance

Know how to follow disciplinary procedures

Managing grievance procedures

Support the management of redundancies in own area of responsibility

Develop and implement a risk assessment plan in own area of responsibility

Manage physical resources

Manage the environmental impact of work activities

Manage a tendering process

Plan and manage a project

Develop and implement marketing plans

Analyse the market in which your organisation operates

Manage the achievement of customer satisfaction

Prepare for and support quality audits

Inform strategic decision-making

Support the culture of an organisation

Lead innovation within an organisation

Manage a budget for own area or activity of work

Outsource organisational processes

Manage a programme of complementary projects