



**Hull Business Training Centre**  
*Improving Futures*

# TEAM LEADING AND MANAGEMENT

# WHAT IS IT?

This Apprenticeship can be applied across a broad range of sectors and job roles. Good managers are essential to the success of any business, so the skills gained on this Apprenticeship are transferable and valuable.

The Intermediate Level Team Leading Apprenticeship involves supporting organisational objectives through a wide range of functions, including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service.

The Advanced Level Management Apprenticeship will develop your skills to include planning, allocating and monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service.

# EXAMPLE JOB ROLES

## Intermediate Level Apprenticeship

- Team Leader
- Section Leader
- Floor Manager
- Helpdesk Manager
- Trainee Supervisor
- Team Co-ordinator

## Advanced Level Apprenticeship

- Section Manager
- First Line Manager
- Assistant Manager
- Trainee Manager
- Senior Supervisor



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