IfATE
Shaping skills training

Team leader

Key information

Reference: ST0384
Version: 1.4
Level: 3
Typical duration to gateway: 15 months
Typical EPA period: 3 months
Maximum funding: £5000
Route: Business and administration

Integration: None
Date updated: 25/09/2024
Approved for delivery: 1 June 2016
Lars code: 105
EQA provider: Ofqual
Review: this apprenticeship will be reviewed in accordance with our change request policy.

Details of the occupational standard

Occupation summary

This occupation is found in small, medium, large, and multinational organisations in private, public, and third sectors across all areas of the economy.

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

The broad purpose of this role is to provide leadership with operational and project responsibilities. Team leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures.

In their daily work, an employee in this occupation interacts with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales, and marketing. This role also involves interaction with external stakeholders such as customers, clients, and suppliers. It may include off-site and hybrid working.

An employee in this occupation is responsible for supporting, managing, and developing individuals; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships both internally and externally.

Team leaders may work as part of a network or in various team settings. They operate within agreed budgets and available resources, reporting to mid-level and senior managers. While they may occasionally make decisions, they more often guide or influence the decisions of others,

including collecting and interpreting data to identify trends, analysing resources, and finding ways to save money and improve efficiency.

Team leaders understand how their role supports the broader organisational structure. They apply codes of practice, legislation, and regulations relevant to their organisation's areas of operation. This includes not only legal and ethical responsibilities but also equity, inclusion, and the sustainability impacts of the organisation.

Typical job titles include:

Duty lead Project lead Shift supervisor Supervisor Team leader

Trading manager

Occupation duties

DUTY	KSBS
Duty 1 Sets, monitors, and manages objectives and performance which link to organisational outcomes.	K1 K2 K5 K6 K7 K9 K10 K17 K18 K19 K23 S1 S2 S4 S9 S11 S13 S17 B1 B2 B4 B5
Duty 2 Manage resources to deliver tasks within budget and targets.	K1 K2 K7 K8 K14 K19 K22 S1 S2 S5 S14 S19 B3 B5
Duty 3 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 S3 S4 S7 S9 S18 B2 B4
Duty 4 Collates and interprets data and shares outputs with stakeholders to support decision-making.	K9 K12 K14 K15 K20 K21 S2 S3 S5 S7 S8 S11 S12 S13 S14 S15 S16 B1 B2 B5
Duty 5 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 S1 S2 S3 S5 S6 S7 S8 S10 S11 S13 S14 S15 S16 S18 B1 B2 B3 B5
Duty 6 Monitors and applies operational policies, relevant legislation, and regulation, and makes recommendations to ensure individual and team compliance.	K1 K3 K5 K9 K10 K20 S3 S12 S17
Duty 7 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 S5 S6 S7 S8 S10 S12 S17 S18
Duty 8 Contributes to change and support others through change.	K1 K2 K4 K9 K10 K11 K12 K13 K15 K16 K17 K19 K21 K23

	S4 S5 S6 S7 S10 S11 S13 S14 S15 S16 S17 S18
	B1 B2 B5
Duty 9 Support the development and implementation of sustainable operational plans to achieve organisation goals.	K1 K3 K6 K7 K11 K13 K15 K21
	S1 S11 S13 S14 S16 S18
	B2
Duty 10 Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.	K1 K5 K10 K17
	S4 S9 S12 S17
	B1 B2 B3
Duty 11 Collaborates and builds relationships with stakeholders to identify and support improvement opportunities.	K4 K9 K11 K12 K13 K15 K16 K19 K23
	S5 S6 S7 S8 S10 S12 S13 S14 S15 S16 S18
	B1 B2
Duty 12 Communicates information to drive operational activities and improve organisational performance.	K9 K11 K12 K13 K14 K20
	S3 S5 S8 S11 S12 S13 S16
	B1 B2 B3 B5
Duty 13 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
	S1 S5 S7 S10 S11 S12 S18 S19
	B1 B2

KSBs

Knowledge

K1: Performance management techniques.

K2: How to 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 impacts on them.

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

K8: Time management and prioritisation tools.

K9: Communication techniques including presentation skills, negotiation and influencing skills.

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

K11: Stakeholder management.

K12: Problem-solving and decision-making principles.

K13: Principles of change management 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 such as environmental impacts, 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 and information to meet the needs of different audiences.

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

K22: Approaches to managing budgets, 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 information 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 digital tools for planning and project management 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 technology 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 a diverse workforce and 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 such as technology advances that may impact their organisation.

S19: Monitor the use of 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.

Professional recognition

This standard aligns with the following professional recognition:

- The Chartered Management Institute for Associate Membership

- Institute of Leadership for Associate Membership

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.4	End-point assessment plan revised	25/09/2024	Not set	Not set
1.3	Occupational standard, end-point assessment and funding band revised	19/09/2024	24/09/2024	Not set
1.2	End-point assessment plan revised	25/06/2020	18/09/2024	Not set
1.1	The funding band for this standard has been reviewed as part of the apprenticeship funding band review. The new funding band is £4500	04/03/2019	24/06/2020	Not set
1.0	Retired	01/06/2016	03/03/2019	Not set

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