



## **Job Profiles**

### **Management**

#### **The Work**

A manager, supervisor or team leader manages a team of staff and organises their workload. This could be in all kinds of industries and businesses, for example leading a sales team, managing a team in an office or running a section in a restaurant, factory or shop.

In any industry, typical managerial duties would include:

- Delegating tasks to team members
- Planning workload and rosters
- Monitoring and reporting on the team's performance
- Carrying out staff appraisals
- Coaching and training staff
- Handling problems or complaints
- Completing relevant paperwork
- Keeping up to date with equality and health and safety law

#### **Hours and Environment**

In a full-time job, depending on the industry, you would usually work standard office hours, between 35-40 hours a week. Part-time work and job sharing are often available and shift work may be required in some industries.

Your working environment would depend on the industry you are employed in. You could be working in an office, shop, call centre or factory and maybe required to travel between different sites if employees are spread across different locations.

If you are dealing with customers on a face-to-face basis, you may need to wear a uniform.

#### **Skills and Interests**

- Excellent communication skills
- The ability to motivate people
- A responsible attitude
- Patience and calm under pressure
- Good 'people skills' for building relationships with colleagues at all levels
- The ability to plan and prioritise your own work and other people's
- Decision making ability
- IT skills
- Accuracy with record keeping



## Getting into the Industry

Almost every type of organisation employs supervisors and team leaders. There are opportunities in retail, hospitality, office, factories, warehouses, call centres and the public sector.

Jobs may be advertised in local newspapers, Jobcentre Plus, recruitment agencies, by employers themselves (online or in-store) or on the ICS Jobs Board.

## Management qualifications, further information & useful contacts

***Please note KEITS does not take responsibility for the content of external sites.***

- 1) Intermediate & Advanced Apprenticeship in Management [www.keits.co.uk](http://www.keits.co.uk)  
You can do courses at various levels, depending on the qualifications and experience you already have. Relevant courses include: NVQ Level 3, 4 and 5 in Management.  
You could also study part-time for certificates or diplomas from the Institute of Leadership and Management (ILM) or the Chartered Management Institute (CMI).

## Further information and contact details

- 1) Chartered Management Institute, [www.managers.org.uk](http://www.managers.org.uk)
- 2) Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire, CV8 2LG  
[Tel:0845 707 8007](tel:08457078007), [www.lantra.co.uk](http://www.lantra.co.uk)
- 3) KEITS, Unit C, Houndswood Gate, Harper Lane, Radlett, Herts, WD7 7HU,  
[Tel:01923 854586](tel:01923854586) [www.keits.co.uk](http://www.keits.co.uk)
- 4) Institute of Leadership and Management, [www.i-l-m.com](http://www.i-l-m.com)
- 5) Chartered Management Institute, [www.managers.org.uk](http://www.managers.org.uk)
- 6) Skillsmart Retail, [www.skillsmartretail.com](http://www.skillsmartretail.com)
- 7) [www.afuturein.com](http://www.afuturein.com)
- 8) [www.ajobin.com](http://www.ajobin.com)
- 9) National Apprenticeship Service – [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)