



# Why Work as a... Team Leader

A solution for your training needs and career progression

## ROLE OVERVIEW

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.

### KEY POINTS

- **Level:** 3
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** The apprenticeship may be a gateway to further career opportunities, such as management or senior support roles

## KNOWLEDGE REQUIREMENTS



- Organisational strategy and objectives and how their role impacts on them
- Communication techniques including presentation skills, negotiation and influencing skills
- External factors that affect the workplace, such as sustainability and net carbon zero, and how they are managed
- The purpose of their role within the organisation, including their level of responsibility and accountability
- The impact that cross-team working has in the delivery of organisational objectives
- How to collate, interpret and communicate data and information to meet the needs of different audiences

## SKILL REQUIREMENTS



- Identify and support the development of the team through informal coaching and continuous professional development
- Review work processes to identify opportunities to improve performance and for continuous improvement
- Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback
- Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required

## BEHAVIOUR REQUIREMENTS



- Acts professionally, ethically and with integrity
- Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect
- Takes accountability and ownership of their tasks and workload
- Seeks learning opportunities and continuous professional development
- Works flexibly and adapts to circumstances
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