

Team Leader

Level: 3

Duration: 18 months

Team Leaders and Supervisors are members of first-line management. They are responsible for the daily operations of a team or a specific project, providing the direction and support needed to achieve set goals.

Apprenticeship overview

Core skills, knowledge and behaviours you will learn

- How to lead and motivate a team
- How to build relationships and communication
- How to monitor workloads and resources
- How to resolve problems and decision-making
- Organisational awareness and performance
- Self-awareness and time management

Where you might work

- Retail and hospitality
- Construction and manufacturing
- Office-based environments
- Healthcare settings
- Any sector requiring first-line supervision

Typical job roles

- Supervisor
- Team Leader
- Project Officer
- Shift Manager
- Foreperson
- Shift Supervisor



Good to know

This is often the first step into a management career

You will learn to manage individuals while reporting to middle or senior managers

Work is focused on achieving “clearly defined outcomes” and maintaining team morale



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