

Job Description – Administration Assistant Midlands, Western & Wales

Reports to: Regional Operations Manager – Midlands, Western & Wales
Based: Homebased
Hours: 30 hours per week Monday to Friday (between hours 09:00 – 17:00)

Who we are.

The RHA is a member-led trade association supporting people and businesses in the road transport industry.

Find out more about us and our values on our website <https://www.rha.uk.net/>.

At the RHA we believe that through collaboration and being a supportive, trusted partner, we can achieve great things. Our hybrid working approach allows our people to work both in our office locations and at home, providing flexibility and resources to succeed in your role.

At the RHA, our Equity at work strategy is aligned to our company values and who we are. We are committed to driving inclusion for all; aspiring to create a workplace that is fully representative of the communities and members we serve.

What you'll do.

As a member of Midlands, Western & Wales team, the post holder will be a key support for colleagues in the team and provide excellent customer service to our external members.

Key responsibilities and duties:

- To assist with regional administration and support key administrators in their duties
- Chase outstanding subs and keep outstanding subs report updated
- Provide admin support for sub region meetings, Welsh Forum and Regional Council
- Telephone contact with members to promote RHA services
- Update membership details from a variety of sources and ensure database accuracy
- There will be some data entry requirements during our changeover of database period
- General clerical duties in support of the office function including production of mail shots, updating documents and filing
- Providing admin support to the regional team.
- Attending Head Office in Peterborough as and when required.

Ad-Hoc duties:

Providing holiday/sickness relief to other departments if required.

Key skills:

- Professional in their approach to dealing with issues and employees
- Strong organisational or administrative skills with attention to detail and a methodical approach
- Focused on delivering outstanding customer service to the RHAs internal & external customers

- IT literate and a comprehensive understanding of Windows based programmes to include Word, Excel and Outlook
- The ability to communicate clearly and confidently with a range of people, both on the phone and face-to-face
- Demonstrate a willingness to work flexibly to respond to the evolving needs of the RHA

General:

- Full training in RHA products and services will be provided
- Ensure accurate records kept of all meetings
- All enquiries should be handled promptly and accurately
- Useful sources of information should be advised to colleagues
- There may be occasions when it is necessary for duties to be undertaken away from the office, which could possibly mean outside of normal working hours
- Any other tasks which can reasonably be performed as requested by the RHA

What we offer.

We believe that taking care of our employees is the key to their success. That is why we offer an excellent remuneration and benefits package, 25 days holiday entitlement plus bank holidays for full-time employees and paid leave for charity projects. You can also purchase additional holiday.

We offer an extensive benefits package including private medical and dental insurance following completion of probation, Cycle scheme, monthly prize draw, Medicash and pension schemes.

We take pride in our commitment to supporting you at every stage of your career by providing top notch learning and development pathways.

If you require any reasonable adjustments or have an accessibility request as part of your recruitment journey, for example, extended time or breaks during interviews or assessments, a sign language interpreter, or assistive technology, please contact our HR team for further support. We are proud to be a Disability Confident Employer.



General Responsibilities:

All employees of the RHA have the following responsibilities:-

Health and Safety

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy

Data Protection Policy

- To be responsible for the activities required to support the organisation's Data Protection Policy.

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date: