

## Job Description – Area Manager- North East

**Reports to:** Regional Operations Manager- Northern

**Based:** Home based with administrative support from RHA northern office. Covering North Yorkshire, Northumberland, Cumbria & Durham.

**Hours:** Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)  
A flexible approach to working hours is required due to the geographical nature of the area, evenings and occasional weekend work may be necessary.

### **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.**

This role is responsible for supporting RHA members & customers throughout the Regional Area of the Northeast and surrounding areas. The role holder will also promote RHA concepts and policies to all stakeholders via planned engagement.

### **Key responsibilities and duties:**

- The retention of members and customers via face-to-face contact and local engagement.
- Visiting, advising, assisting, and guiding members and customers at their premises on a range of issues including employment and transport related technical advice.
- Presenting complex issues to members and customers during RHA briefings.
- Presenting business information to the Northern Regional Council, as directed.
- Advising members and customers which RHA training and compliance products best suit their needs.
- Engaging with external organisations with a view to delivering the RHA's key campaigns and projects.
- Implementation and dissemination of all RHA policies within the Region.
- Enhancing the name, reputation, and influence of the RHA through positive experiences.
- Attending meetings with a wide variety of organisations that interface with the RHA.
- Highlighting PR and media opportunities to the RHA's media relations manager as they arise.
- Dealing with the local media including radio and TV interviews, as directed.
- Providing member and customer feedback to the RHA regional operations and policy teams on related issues.
- Promoting RHA's range of commercial products to members and the wider industry.

**RHA Area Managers are required to have knowledge and/or experience of:-**

- The common issues raised by members and customers in areas such as operational legislation i.e., O' Licence, Tachograph Records, Drivers Hours. Employment relations i.e., discipline and grievance procedures and commercial matters i.e. business contracts, supplier control.
- In less common subjects, a broad understanding is necessary, as well as the ability to interpret such information on behalf of the member or customer.
- RHA activities and their suitability to differing types of members are essential. All opportunities to promote RHA training and compliance services to members and customers within the Region should be taken, as well as the recruitment of new members where this presents itself.
- Suggestions and involvement in improvements to existing services or the establishment of new services are actively encouraged.
- Matters under consultation from the United Kingdom and Devolved Administrations, and other key stakeholders, the Association's response to and the reasoning behind that response is required. Understanding of the Association's position about campaigns for changes to legislation is necessary as is the ability to promote those campaigns to industry and non-industry stakeholders.

**General Administration**

- All enquiries should be handled promptly and, when a response is not immediately possible, members should be updated the same working day. If an answer cannot be provided within the day a time scale for follow-up should be given and adhered to.
- Useful sources of information should be advised to colleagues.
- Reference material should be used with consideration to the needs of colleagues.
- A suitable programme of visits to members and customers should be established and agreed with the Membership Director to ensure effective coverage throughout the region.
- During visits efforts should be made to identify concerns felt by our members and customers regarding all Association activities, these should be followed up with the regional operations team.
- To plan and implement regional briefings and to encourage as many members and customers to attend as possible. Every effort should be made to ensure that attendees at these briefings gain benefit from their presence and if any follow-up is required then a time scale should be agreed and adhered to.
- Detailed records must be kept of all contact with members and customers via the RHA CRM systems.
- Membership data and financial reporting with particular emphasis on non-renewal follow-up visits.

**Other Duties:**

- There will be occasions when duties are to be undertaken for other departments within the RHA (i.e. Compliance Audits) as and when necessary, and with agreement from the Regional Operations Manager.
- There will be occasions when it is necessary for duties to be undertaken outside the normal geographical boundaries of the Region and there will be occasions when overnight stays are required.
- There will be a requirement to engage fully with those individuals trying to gain access to the haulage industry which will include directing them to the correct funding, researching company data and undertaking potential member visits.

## 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-day 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:**