

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 09:00 – 17:00 (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

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 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 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 exceeding the needs of RHA members & customers through the effective and timely delivery of client requirements throughout the Regional Area of the North East and surrounding areas. The role holder will also promote RHA concepts and policies to all stakeholders via planned engagement.

Key responsibilities and duties:

- Retaining members and customers through effective face-to-face interaction and proactive local community engagement.
- Advising and guiding members and customers – both in person at their premises and virtually – on a range of issues, including employment matters and transport-related technical advice.
- Presenting relevant issues to members and customers during RHA briefings.
- Supporting members and customers with their training and compliance, recommending suitable services or products that best suit their needs.

- Engaging with external organisations with a view to delivering RHA's key campaigns and projects.
- Highlighting PR and media opportunities to RHA's Communications Team as they arise. Dealing with the local media including radio and TV interviews, as directed.
- Providing member and customer feedback to RHA's regional operations and policy teams on related issues.
- Promoting RHA training and compliance services and commercial products to members and customers within the Region. Encouraging the recruitment of new members where this opportunity presents itself.

General Administration:

- Promptly respond to all member related enquiries and distribute useful sources of information and advice where needed.
- Effectively communicate with all members and customers – whether in person or virtually – ensuring effective coverage throughout the region. Identifying any areas of concern and highlighting to the regional operations team.
- Plan and implement regional briefings that add value. Generating interest and uptake from as many members and customers. If any follow-up is required, agreeing and adhering to a time scale.
- Recording details on all contact with members and customers via RHA's CRM systems.
- Conduct membership data and financial reporting with particular emphasis on non-renewal follow up visits where required.

Other Duties:

- Undertake duties outside of North East or for other departments within RHA (i.e. Compliance Audits) as and when necessary, with agreement from the Regional Operations Manager.
- Engage with individuals who are trying to gain access to the haulage industry. This includes directing them to the correct funding, researching company data and undertaking potential member visits.
- Presenting business information to the Northern Regional Council, as directed.

Experience and Skills Required:

- Driving Licence and Transport Management CPC Licence is required.
- Thorough understanding and knowledge on operational legislation, employment relations and commercial matters. For example, O' Licence, Tachograph

Records, Drivers Hours, discipline and grievance procedures, business contracts and supplier control.

- Broad understanding on the transport industry and its challenges, referring to credible sources when needing to retrieve information and advice.
- Excellent communication skills, with the ability to interpret and simplify complex information, ask insightful questions, and engage with a range of stakeholders.
- Experienced and confident in public speaking, presenting to audiences, facilitating conversations and quickly building rapport to foster strong professional relationships.
- Proactive and driven to continuously develop knowledge, seek answers, and share insights and learning with colleagues.
- Collaborative working style with the ability to provide sound advice and positively influence decisions through effective communication and relationship-building.
- Understanding of the Association's position on campaigns for changes to legislation and the ability to promote those campaigns to industry and non-industry stakeholders.
- CILT accreditation and NEBOSH qualification along with any other transport related qualifications such as Transport Management PSV CPC are desirable.

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.

Support

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.

