

Job Description – Area Manager- Northern Ireland

Reporting to: Regional Operations Manager – Scotland & Northern Ireland

Base: Home based – Northern Ireland

Hours: Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)
A flexible approach to working hours is required, 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.

Responsible for supporting RHA members and customers in Northern Ireland and the promotion of RHA concepts and policies to all stakeholders via planned engagement.

Main duties and responsibilities include:

- Recruitment and retention of members via face-to-face contact and local engagement.
- Supporting members and the road transport industry with the impact of issues that affect them, such as the Windsor Framework, decarbonisation, freight crime
- Providing member and customer feedback to the RHA regional and policy teams on related issues.
- Visiting, advising, supporting, guiding members and customers on a range of issues including employment, compliance and transport related technical advice.
- Support event planning such as regional briefings and initiatives for National Lorry Week to ensure optimum engagement with the industry.
- Presenting complex issues to members and customers during RHA briefings.
- Presenting at Scotland & Northern Ireland 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.
- Engaging with external stakeholders and supporting policy where possible.
- 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 team and taking part in interviews for media as and when required
- Promoting RHA's range of commercial products to members and the wider industry.

Role holders 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 and commercial matters i.e., business contracts, supplier control.
- In less common subjects, a broad understanding is necessary, and the ability to interpret and signpost to support as required
- Suggestions and involvement in improvements to existing services or the establishment of new services is actively encouraged.
- Understanding of the RHA's position regarding campaigns for changes to legislation is necessary as is the ability to promote those campaigns to industry and non-industry stakeholders.
- Transport Manager CPC qualification in Road Haulage Operations is desirable
- An understanding of passenger transport (coaches) is desirable

General Administration

- All enquiries should be handled promptly and in line with the regions SLA's.
- A suitable programme of visits to members and customers should be established and agreed with the Regional Operations Manager to ensure effective coverage throughout Northern Ireland.
- 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.
- 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 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.
- Compliance audits are vital to our members and often a requirement of the Traffic Commissioner. Therefore, it is expected that you will conduct audits within your region as and when required.
- There will be a requirement to engage fully with those individuals trying to gain access to the haulage, coach and van industry which will include directing them to the correct funding, researching company data and undertaking potential member visits.

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.