

Job Description – Compliance Manager South West Region

Reports to: Deputy Head of Compliance

Based: Homebased - Travel is required within assigned area and to RHA offices

Location: In or around Gloucestershire/Oxfordshire/Cheltenham along A40 corridor

Salary: £41,000 + Car Allowance or Company Car and fantastic company benefits

A flexible approach to working hours is required due to the geographical nature of the area.

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

As Compliance Manager, your primary focus will be conducting Operator Compliance Audits in line with Traffic Commissioner requirements. You will work closely with operators to share best practices, provide guidance on compliance requirements, and support them in addressing any areas of non-compliance.

You will support the implementation of RHA policies, engage with members to drive retention through clear communication and proactive support, and represent the RHA with external stakeholders to enhance its reputation.

Bringing strong knowledge of employment law, commercial matters, and national legislation, you will ensure high standards and consistency across all compliance activities.

Key responsibilities and duties:

- Delivering regional compliance services to include RHA Contracts of Employment and operational audits including O Licence Compliance
- Support in the enhancement of the regional compliance services and involvement in promotional activity
- Working with the Head of Compliance. Deputy Head of Compliance and compliance administrators in reviewing documents

- Completing all necessary periodic reports for circulation to Head of Compliance/Deputy Head & Quality and audit and compliance administrators
- The retention of members through a positive customer experience
- Implementation and dissemination of all RHA policies
- Enhancing the name, reputation and influence of the RHA to members and potential members
- To communicate effectively the findings of any CoE, audit and reviews as required
- Attending meetings with a wide variety of organisations that interface with the RHA
- Highlighting PR and media opportunities to the RHA's media team as they arise
- Providing member feedback to the RHA policy team on policy related issues
- Promote RHA products and services wherever possible
- Attending internal meetings & member briefings (where applicable)

There is also a requirement to have knowledge in areas consisting of:

- An understanding of all the elements within the compliance procedures to ensure that all documents are completed accurately and efficiently
- Full understanding of quality standards and procedures
- An understanding of the more common issues raised by members in areas such as operational legislation, employment and commercial matters will be required. In less common subjects, a broad understanding is necessary, coupled with an appreciation of the availability of information and advice from suitable RHA and third-party sources
- Matters under consultation from the Government, and other key stakeholders, the Association's response and the reasoning behind that response is required. Understanding of the Association's position with regard to campaigns for changes to legislation are necessary

General:

- All enquiries should be handled promptly and, when a response is not immediately possible, members should be provided with the necessary answer in 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
- Detailed records must be kept of all contact with members on the CRM database

- All non-member expressions of interest should normally be passed to the recruitment team at Peterborough. Urgent requests for membership should be dealt with using discretion as to dealing with the matter in person, rather than passing the enquiry to Peterborough

Other Duties:

- This role will involve considerable travel and driving
- There will be occasions when it is necessary for duties to be undertaken outside the normal geographical boundaries there may be occasions when overnight stays are required away from home
- It may be appropriate for duties of a regional or national nature to be allocated

Experience and Skills Required:

- Hold a valid driving license and be able to drive a company vehicle without restrictions
- Ideally have previous experience in working in a field-based role
- Be a highly conscious individual with a focus on processes and procedures
- Have a questioning but professional approach
- Will be an effective self-starter with the ability to efficiently manage their own workload whilst being an integral part of a team
- Have excellent communication skills, particularly in the areas of report writing
- Be able to demonstrate a positive track record in attention to detail
- Be competent in the use of software and systems in accordance with the job role, to include MS Office

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.

