

Job Description – Compliance Manager

Reports to: Technical Director

Based: Home Based

Hours: Monday to Friday inclusive, from 9.00am till 5.00pm (totalling 35 hours per week) A flexible approach to working hours is required as some evenings are necessary. The role will mainly cover Northumberland, County Durham, Yorkshire and Humberside, North Lincolnshire, Cheshire, Merseyside, Lancashire, and Cumbria, so the role holder will ideally be located in one of these areas.

About Us

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

We offer a voice for our members to work with governments, policy makers, and local authorities across the UK on the issues most important to them. We campaign on a breadth of priorities including changes to legislation, rising fuel costs, better roadside facilities, and the transition to a Net Zero transport system.

Our 8,500 members have access to technical and professional services to help them comply with industry regulations and assist them in running their businesses efficiently. We also offer a wide range of accredited training programmes to help firms develop their teams and operations.

The majority of our members are small and medium-sized enterprises (SME) but we also represent larger firms across the sector.

We've been proudly supporting hauliers since 1944 and now include coach and van operators in our membership.

We champion the highest standards in our industry and work hard to be the go-to organisation for driving business on our roads.

We're based in Peterborough and have offices in Bradford, and Bathgate in Scotland.

Key Responsibilities and Duties:

- Delivering regional compliance services to include RHA Contracts of Employment and operational audits to include O Licence compliance and Earned Recognition.
- 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 relevant documentation.
- Completing all necessary periodic reports for circulation to Head of Compliance 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 member.
- To effectively communicate the findings of any Contract of Employment, Audit etc. and review 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.

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.
- An appreciation 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 associations' position regarding 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 via the 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. (All Non-member and member queries to be dealt with accordingly.)

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.

Key Skills:

- Hold a valid driving licence.
- Good people skills – approachable, friendly, courteous, professional.
- Ideally have previous experience in working in a field-based role.
- Be a highly conscientious 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 while still forming an integral part of the team.
- Have excellent communication skills, particularly in the areas of report writing.
- Be able to demonstrate a positive take record in attention to detail.
- Be competent in the use of software and systems in accordance with the job role, to include MS Office including Word & Excel.
- A CPC qualification in road transport is desirable, but not essential as full training will be given.

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: