

## Job Description – Compliance Manager

**Reports to:** Deputy Head of Compliance  
**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 due to the nature of the role.

The role will mainly cover Northumberland, County Durham, Yorkshire, Humberside, and North Lincolnshire. The ideal candidate would be based in the Leeds, Bradford or Wakefield area with easy access to the M1, M62 & A1.

### **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 will do.**

- Deliver 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.
- Work with the Head of Compliance, Deputy Head of Compliance, and compliance administrators in reviewing relevant documentation.
- Complete 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.
- Enhance the name, reputation, and influence of the RHA to members and potential members.
- To effectively communicate the findings of any Contract of Employment, Audit etc. and review as required.
- Attend meetings with a wide variety of organisations that interface with the RHA.
- Highlight PR and Media opportunities to the RHA's media team as they arise.
- Provide 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 is necessary.

## Who you are.

- 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 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 including Word & Excel.
- A CPC qualification in road transport is desirable, but not essential as full training will be given.

## 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.

## Worried that you don't meet all the desired criteria exactly?

At the RHA we are passionate about Equity at work and creating a workplace where everyone can thrive, whatever their background. If you're excited about this role but your experience doesn't align with every part of the job description, we encourage you to apply as you may be the right candidate for this role or another role, and our recruitment team can help you see how your skills fit in.

**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.

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.

**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:**

