



Job Description – Help Desk Administrator

Based: Bradford BD19 4TQ
Reporting to: Head of Technical Services
Hours: Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)

About Us

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The RHA is the voice of the road transport profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 8,000 operators of commercial vehicles – trucks, coaches and vans.

Job Purpose

We are recruiting for a Help Desk Administrator who will be responsible for providing administrative support to our help desk personnel. The post holder will be a key support for colleagues providing excellent customer service to our members.

About you

We are looking for a highly motivated team player with the ability to respond effectively to enquiries, have an excellent phone manner, the drive to develop your skill set, improve knowledge of the haulage/PSV/van industry and aspire to become a help desk operator.

The main duties and responsibilities include:

Support and training will be provided in all aspects of the role as required.

- Obtaining all necessary details from members in order to complete Operator Licence application forms and place newspaper advertisements
- Providing members with satisfactory responses to requests for information
- Supplying information in whatever form is considered appropriate
- Recording contact with members in the manner specified by the Helpdesk Team Leader
- Submitting legal service referrals to our legal services team
- Establishing and Maintaining a Reference Library
- Obtaining a broad understanding of the types and categories of information available in the Regional Office
- Conducting research to assist the helpdesk operator and team leader
- Recommending to and agreeing with the Helpdesk Team Leader appropriate methods of storing information
- Establishing and maintaining a set of Information Sheets produced in a standard layout, on subjects agreed with the Helpdesk Team Leader
- Arranging and indexing all reference material so that it is easily accessible to all staff
- Updating information from appropriate sources as and when necessary
- Collate National and Regional information in format agreed with the Helpdesk Team Leader

Key Skills:

- A team player with the ability to work well within a small team
- General understanding of the commercial vehicle industry is desirable
- Transport Managers CPC National and International for HGV & PSV (desirable but not essential, training will be provided)
- IT literate
- Excellent telephone manner and good general communication skills both orally and in writing

General:

- All enquiries should be handled promptly and accurately
- Acting as key holder
- First Aider (training will be provided)
- Attending training courses appropriate to various tasks as agreed with Head of Technical Services or Helpdesk Team Leader

Other Duties:

- There may be occasions when it is necessary for duties to be undertaken away from the office and there may be occasions when overnight stays are required away from home
- Any other task that might reasonably be required by the Head of Technical Services or Helpdesk Team Leader

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