

## **Job Description – Help Desk Technical Support**

**Reports to:** Head of Technical Services

**Based:** Cleckheaton RHA office

**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 Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

### **Job Purpose:**

This is not your typical help desk role and is more suited to those with some knowledge of haulage, coach, van legislation & regulation. The main role will be to support our current help desk team who will be on hand to assist in your development to enable you to deal with RHA member enquiries on operator licensing, employment law, drivers' hours & tachograph regulation, vehicle testing, weights & dimensions and any aspect of day-to-day transport operations.

If you are motivated to improve your skill set, then this could be the ideal role for you. To aid your development RHA will provide appropriate training and mentoring so that you gain the expertise in the areas needed for this critical position within the association.

### **Key responsibilities and duties:**

- Providing members with satisfactory responses to requests for information and/or advice in respect of their operational and legal requirements
- Supplying information in whatever form is considered appropriate
- Recording contact with members in the manner specified by the Helpdesk Team Leader
- Establishing and Maintaining a Reference Library
- Obtaining a broad understanding of the types and categories of information available in the Regional Office.
- 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 Regional information to in format agreed with the Helpdesk Team Leader
- Monitoring incoming correspondence from Local Authorities and identifying any proposal that might adversely affect members' operations
- Passing correspondence relating to any proposal identified above to relevant Area Manager
- Advising members of the various requirements of the Traffic Area Office and the fees charged

**Key Skills:**

- Hold Transport Managers CPC National and International for HGV & PSV (desirable – training will be provided)
- IT literate with a comprehensive understanding of Windows based programmes including Word, Excel and PowerPoint
- Excellent telephone manner and good general communication skills both orally and in writing.

**General:**

- Acting as key holder
- Invigilation of CPC Examination
- First Aider (desirable – training will be provided)
- Filing correspondence as required
- 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.

**Employee's Signature:****Date:****Manager's Signature:****Date:****Review Date:****Date:**