

## **Job Description – Area Manager- North East**

**Reports to:** UK Membership Director  
**Base:** Home based with administrative support from RHA northern office.  
Covering North Yorkshire, Northumberland, Cumbria & Durham.  
**Hours:** Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)  
A flexible approach to working hours is required due to the geographical nature of the area evenings and occasional weekend work may be necessary.

### **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 8,500 member companies.

### **Purpose:**

Responsible for exceeding the needs of RHA members & customers through the effective and timely delivery of client requirements throughout the Regional Area of the North East and surrounding areas and the promotion of RHA concepts and policies to all stakeholders via planned engagement.

### **Main duties and responsibilities include:**

- The retention of members and customers via face-to-face contact and local engagement.
- Visiting, advising, assisting, and guiding members and customers at their premises on a range of issues including employment and transport related technical advice.
- Presenting complex issues to members and customers during RHA briefings.
- Presenting business information to the Northern Regional Council, as directed.
- Advising members and customers which RHA training and compliance products best suit their needs.
- Engaging with external organisations with a view to delivering the RHA's key campaigns and projects.
- Implementation and dissemination of all RHA policies within the Region.
- Enhancing the name, reputation, and influence of the RHA through positive experiences.
- Attending meetings with a wide variety of organisations that interface with the RHA.
- Highlighting PR and media opportunities to the RHA's media relations manager as they arise.
- Dealing with the local media including radio and TV interviews, as directed.
- Providing member and customer feedback to the RHA regional operations and policy teams on related issues.
- Promoting RHA's range of commercial products to members and the wider industry.

### **RHA Area Managers are required to have knowledge and or experience of:-**

- The common issues raised by members and customers in areas such as operational legislation i.e., O' Licence, Tachograph Records, Drivers Hours. Employment relations i.e., discipline and grievance procedures and commercial matters i.e. business contracts, supplier control.

- 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 as well as the ability to interpret such information on behalf of the member or customer.
- RHA activities and their suitability to particular types of members are essential. All opportunities to promote RHA training and compliance services to members and customers within the Region should be taken, as well as the recruitment of new members where this presents itself.
- Suggestions and involvement in improvements to existing services or the establishment of new services is actively encouraged.
- Matters under consultation from the United Kingdom and Devolved Administrations, and other key stakeholders, the Association's response to and the reasoning behind that response is required. Understanding of the Association's position about campaigns for changes to legislation is necessary as is the ability to promote those campaigns to industry and non-industry stakeholders.

### **General Administration**

- 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.
- A suitable programme of visits to members and customers should be established and agreed with the Membership Director to ensure effective coverage throughout the region.
- During visits efforts should be made to identify concerns felt by our members and customers regarding all Association activities, these should be followed up with the regional operations team.
- To plan and implement regional briefings and to encourage as many members and customers to attend as possible. Every effort should be made to ensure that attendees at these briefings gain benefit from their presence and if any follow-up is required then a time scale should be agreed and adhered to.
- Detailed records must be kept of all contact with members and customers via the RHA CRM systems.
- Membership data and financial reporting with particular emphasis on non-renewal follow up visits.

### **Other Duties:**

- There will be occasions when it is necessary for duties to be undertaken outside the normal geographical boundaries of the Region and there will be occasions when overnight stays are required.
- It may be appropriate for duties of a National nature to be allocated as and when agreed.
- There will be a requirement to engage fully with those individuals trying to gain access to the haulage industry which will include directing them to the correct funding, researching company data and undertaking potential member visits.

**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:**