

## **Job Description – Membership Engagement Manager- Southwest England**

**Reports to:** Regional Operations Manager – Midlands, Western & Wales

**Base:** Home based with administrative support from RHA regional office.  
Covering the South Coast and South West.

**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, attendance at bi-monthly evening sub region meetings and occasional weekend work may be necessary.

### **Who we are**

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 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 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'll do**

This is a relationship-led role working directly with members, industry partners and local stakeholders to shape member experience and strengthen the voice of the sector. The role will also promote RHA concepts and policy to all stakeholders. The role holder will have a genuine interest in helping members and stakeholders improve the road transport industry.

You'll have the autonomy to plan your own diary and build meaningful relationships with our members and stakeholders.

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

- Retaining members and stakeholders through effective interaction and proactive local community engagement
- You'll advise and guide members and stakeholders via a range of communication channels on a range of issues, including employment matters and transport- related technical advice
- You'll deliver regional compliance services across the UK's road transport sector. This will include, operational audits, contracts of employment and assisting operators with O' Licence Compliance in line with Traffic Commissioner requirements
- You'll present relevant issues to members and stakeholders at industry events including RHA briefings

- You'll engage with external organisations with a view to delivering RHA's key campaigns and projects
- Provide insight on your interactions with members and stakeholders to shape RHA campaigns and services
- Highlight PR and media opportunities and get involved with local media such as radio and TV interviews
- Promote RHA training, compliance services and commercial products to members and stakeholders
- Encourage recruitment of new members where opportunity presents

**General Administration:**

- Promptly respond to all member related enquiries and distribute useful sources of information and advice where needed
- Effectively communicate with all members and stakeholder – whether in person or virtually – ensuring effective coverage throughout the region. Identifying any areas of concern and highlighting to the regional operations team
- Plan and implement regional briefings that add value. Generating interest to optimise uptake
- Record details on all contact with members and customers via RHA's CRM systems
- Conduct membership data and financial reporting with particular emphasis on non-renewal follow-up visits where required

**Other Duties:**

- Engage with individuals who are trying to gain access to the haulage industry. This includes directing them to the correct funding, researching company data and undertaking potential member visits
- Presenting business information to relevant Regional Council

**Experience and Skills Required:**

- Driving Licence is essential
- Transport Management CPC Licence is desirable, CILT accreditation and NEBOSH qualification along with any other transport related qualifications such as Transport Management PSV CPC are desirable
- Provide credible advice on transport operations, compliance and employment matters (e.g. O licence, drivers' hours, tachographs, discipline/grievance)
- Broad understanding of the transport industry and its challenges
- Excellent communication skills, ability to interpret and simplify complex information, ask insightful questions, and present confidently with a range of stakeholders
- Proactive and driven to continuously develop knowledge, seek answers, and share insights with colleagues

**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-day 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.

**Support**

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. We are proud to be a Disability Confident Employer.

