

Job Description: Regional Operations Manager- Northern Ireland

Reports to: Membership Director

Based: Home Based

Hours: 35 hours per week. A flexible approach is required, travel and attendance at evening meetings will be required.

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'll do.

The Regional Operations Manager for Northern Ireland is responsible for supporting RHA members, customers and stakeholders in Northern Ireland. The role will promote RHA concepts and policies to all stakeholders.

Main duties and responsibilities include:

- Enhancing the brand and influence of RHA in Northern Ireland with industry stakeholders and political representatives
- To provide advice and assistance to RHA members within Northern Ireland
- Support and coach the operational team of Area Managers, Administrators & National Helpdesk on matters specific to Northern Ireland
- Recruit new and retain existing members
- Develop excellent relationships with local media
- Preparation of agendas for meetings with stakeholders and political representatives and management of minutes of those meetings

Regional Council and Chairperson activities;

Support the implementation of national and local policy matters within Northern Ireland. Collaborating with the UK Membership Director, Regional Operations Manager for Scotland communicate effectively with the regional Chairperson on all RHA campaigns, initiatives and major developments.

Responsibility to Membership Director:-

- Assisting in preparation of budgets for submission to the Board of Directors and Senior Leadership Team
- Monitoring financial performance of the Northern Ireland region working closely with the UK membership director

- Customer retention and recruitment is a prime responsibility in our efforts to retain members and recruit new
- Actively promote RHA services to ensure members are aware of RHA products and services through the organisation of local seminars, social events and member briefings
- Develop and measure the systematic interaction with RHA members and industry
- Compliance audits are vital to our members; the role will conduct audits within Northern Ireland when required

Responsibility to Policy Director:

- To co-ordinate research of key policy areas and to network effectively with key stakeholders and prominent groups
- To influence and confidently debate the case for members and the road haulage industry in appropriate forums
- To ensure policy papers go through the correct Protocol Process for sign-off and publication
- To proactively engage with members, of varying profiles, to ensure that the needs of all the RHA's members are represented

Experience and Skills:

- Positive role model and key member of the senior operations team
- Strong knowledge of the road transport industry and common issues such as operational legislation e.g. O' License, Tacho records, Drivers Hours, Employment relations
- Proven commercial acumen
- Customer centric approach
- Excellent time management and prioritisation
- Outstanding communication skills
- Transport Manager CPC qualification in Road Haulage operations is desirable
- An understanding of passenger transport (coaches) is desirable

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.

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 during interviews, please contact our HR team for further support. We are proud to be a Disability Confident Employer.