

Job Description – Regional Operations and Public Affairs Manager- Scotland

Reports to: Membership Director
Based: Home Based
Hours: Monday to Friday inclusive, from 9.00am till 5.00pm (totalling 35 hours per week) A flexible approach is required to meet the needs of this role, which will include some attendance at evening meetings.

This is a home-based role, but frequent travel will be required across Scotland and occasionally Northern Ireland, therefore the role holder would ideally be based in or around the central belt of Scotland.

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 7,300 member companies.

Job Purpose:

- To develop & implement policies of the Road Haulage Association within the geographical limits of the Scotland and Northern Ireland regions in partnership with the Membership Director and Director for Scotland & Northern Ireland
- To enhance the name, reputation and influence of the Association within the region and particularly with industry stakeholders.
- To provide advice and assistance to RHA members within the region
- To manage, support and coach the operational team based within the region
- To aid in the recruitment of suitable members for the RHA and to retain existing membership
- Develop good working relationships with local media and attend radio and TV interviews, as and when required.

Regional Council and chairperson activities:-

- The implementation of national and local policy matters within that region. Working with the Membership Director, the regional operations manager informs the regional chairperson of all RHA campaigns, initiatives, and major administrative developments
- Preparation of agendas for the smooth running of the regional council meetings. The preparation of the minutes of those meetings.

Membership Director interface and activities:-

- Management of budgets agreed with the Membership Director
- Assisting the Membership Director in the preparation of budgets before submission to the board of directors, regional council and leadership team.
- Manage all aspects of admin of the region including RHA vehicles, equipment and the direction of regional staff activities.

Key responsibilities and duties:

- **Committee work.** Preparing agendas, aid with the organising of regional council meetings and organise the preparation and distribution of minutes.
- **Financial work and cost control.** Preparation of budgets, and monitoring of the financial performance of the region vis-à-vis the approved budget. Strict cost control within the region. Liaison with the Membership Director on all financial matters affecting the region as necessary.
- **Policy implementation.** Develop and implement national and regional policy working with the Membership Director, Policy and Public Affairs Team.
- **Press and liaison duties.** Close contact with the various UK government agencies and departments who may be within the region as well as the agencies of the devolved governments of Scotland and Northern Ireland. Close liaison with the Licensing Authority and staff responsible for the region. Liaison with the police, fire services and other public services within the region. Liaison with local branches of other associations and institutes who may be connected with road transport operations. Liaison with the press and the media whenever it appears possible to enhance the good name of the RHA .Liaison with various teams dealing with RHA Insurance, RHA Legal Services, and other RHA business partners. Liaison with providers of RHA - sponsored services to members.
- **Relations with and assistance to members.** The regional operations manager should ensure team members are competent and able to help RHA members with appropriate advice and assistance whenever it is required. Develop a spirit of continuous improvement and development within the region.
- **Customer retention and recruitment.** This is a prime responsibility of the regional operations manager, who must constantly thrive to retain members and recruit new members where applicable.
- **Promotional activities.** The regional operations manager will promote RHA services to ensure members are informed of what is available in the way of services and re-sale items of the RHA. This may include organisation of local seminars, conferences, social activities and member briefings.
- **General administration.** The regional operations manager is responsible for general administration of the region and aid with recruitment and selection, leadership and health & safety of regional team.
- **Visits to members.** The regional operations manager will liaise with Membership Director to develop and measure systematic visiting of members by the area managers and other regional staff, interfaced with their retention and recruitment activities.

Key skills:

- Be able to foster positive team relations and drive a culture of continuous improvement
- Positive role model and member of the senior management team
- Excellent stakeholder management
- Have a strong working knowledge of the road transport industry and how the association operates, a Transport Manger CPC is also desirable
- Possess previously demonstrated commercial acumen
- Strive to promote effective customer experiences from members and potential members, and have an ability to demonstrate a customer centric approach
- Competent in Microsoft suite of products
- Able to manage their time effectively and prioritise accordingly
- Outstanding communication skills

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: