

JD – Technical Services Apprentice

Reports to: National Technical Services Manager & Technical Services Coordinator

Base: Peterborough office

Hours: Our core office hours are Monday-Friday 0900-1700. The apprenticeship will be within these hours with adequate time spent off the job to ensure the apprenticeship is completed proficiently.

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, Driving Business on our Roads. We represent approximately 8,000 member companies.

Job Purpose:

Due to the growth of RHA Analysis (Tachograph software solution) we are seeking an apprentice to learn all aspects of this business area and support the department. This involves supporting the coordinator communicating with all our customers per month via E-mail/phone and dealing with all queries working closely with the RHA Analysis colleagues to resolve.

Main Objective:

For the individual to become experienced in our systems and procedures to help with future development and evolve into a technical services support function and lead generating through digital marketing

Main Duties & Responsibilities:

- Supporting the Co-Ordinator and the wider Team
- Processing invoices for RHA Analysis customers
- Maintaining spreadsheets and updating the CRM with accurate information
- Cross checking systems to ensure the charges for the RHA Analysis customers are Correct before submitting to the wider Team for processing
- Data cleansing / updating / maintaining RHA Analysis database
- Ensure T's & C's for all customers are signed and returned
- Changing customers over onto the new Direct Debit payment option available
- Become confident in Taking detailed, accurate messages where necessary
- Meeting deadlines each month to ensure customers do not lose access to RHA Analysis – (licence expiry reports)
- Deal with all queries coming into the department and pass to the relevant colleague

Key Skills:

- Confident communicator
- Polite telephone manner
- Excellent written and verbal 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

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date: