

Business Support Apprentice- RHA

We are looking for a Business Support Apprentice for our Learning and Development team in Scotland. Servicing our members and customers across Scotland and Northern Ireland, this exciting office-based role will suit anyone looking for their first role in a busy office environment with a real desire to succeed within a very high calibre team.

We are looking for this role to start with us from 4th April 2022. See Job Description below for more details.

JOB DESCRIPTION – Business Support Apprentice

Responsible to: Quality & Qualifications Manager
Base: RHA Bathgate. Additionally, some travel to current or future premises of the RHA, members or clients.

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 7,000 member companies.

Main functions of the job

- To develop and in-depth knowledge of the L&D Administration functions in Scotland & Northern Ireland leading to the gaining of full competence.
- Administration of training rooms, materials and support to candidates and instructors
- Carry out exam invigilation activities in line with current protocols
- Assist in the Completion of all training booking procedures including the raising of sales invoices
- Assist the Business Development Manager in diary functions and sales follow up activities
- Assist in the management of the Scotland & NI qualifications portfolio*
- Assist in the completion of certification activities and qualification applications for clients

Key Responsibilities

- Assist in the handling Exam booking procedures, including results and re-sits
- Assist in the input of Apprenticeship data onto the relevant systems
- Assist with the upkeep of RHA, equipment and materials in Scotland & NI
- Assist in the sending confirmation letters, distribution of brochures and final numbers for venues
- Assist in the order of all study materials, and the production and despatch of course attendance certificates
- Assist the Business Development Manager in content and monitoring of all local social media activity
- Assist in the administration of meetings including taking minutes where required
- To take part in the internal Quality and Health & Safety group and its activity
- Handling telephone enquiries and maintenance of the training CRM system
- Other “projects” as required.

*annex A details portfolio areas that fall within the remit of this job description

Key Skills

- IT literate and a comprehensive understanding of Windows based programmes to include Word, Excel and Outlook.
- Good organisational and administrative skills.
- Good communicator and able to influence effectively.
- Be prepared to gain a full UK driving licence, as multi-site attendance may be required.

General

- Ensure accurate records are kept of all meetings
- All enquiries should be handled promptly and accurately
- Useful sources of information should be advised to colleagues

Other Duties

- There will be occasions when it is necessary for duties to be undertaken away from the office and there may be occasions when overnight stays are required away from home.
- Any other tasks which can reasonably be performed as requested by the Company.

<u>General Responsibilities:</u>
All employees of the RHA have the following responsibilities: -
<u>Health and Safety</u>
<ul style="list-style-type: none">• To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures
<u>Training and Development</u>
<ul style="list-style-type: none">• To undertake all reasonable training, learning and development activity designed to support you in your role
<u>Diversity and Equality</u>
<ul style="list-style-type: none">• To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment
<u>Quality Policy</u>
<ul style="list-style-type: none">• 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:

Annex. A

Centre Management.

The Business Support Apprentice is responsible for assisting the Learning & Development Supervisor with the following duties towards the Awarding bodies;

- Change of premises notifications
- Changes of head of centre, owner or SQA/OCR/CILT Co-ordinator
- Change of name of centre or business
- Change of contact details
- Outcome of internal/external investigations
- Removal of centre and/or qualification approval by another Awarding body
- Lack of appropriate assessors or internal verifiers
- Change to centre's arrangements for secure storage of SQA examination papers and candidate evidence (where relevant)

Awarding Body systems Access.

The Business Support Apprentice is responsible for assisting in the assurance that computer systems utilised by Awarding Bodies, Approval Bodies or Funding Bodies for the processing, recording or checking of candidate data can only be accessed by authorised individuals. To ensure this the following procedure is used;

- 1) The Quality & Qualifications Manager will arrange for the issue of login credentials for staff requiring access to each system.
- 2) When access is no longer required i.e. on termination of employment, the Quality & Qualifications Manager will ensure that appropriate steps are taken via the Awarding Body to remove access for that individual.
- 3) Login details are to be kept in a secure, password protected file.
- 4) Passwords are not to be shared and access to any secure site is restricted to only those with authorisation.
- 5) Passwords will be changed in line with the RHA Security protocol (48 days) and re-issued where required.
- 6) Only the individuals below are authorised to access sites under RHA approvals;
 - a) Head of Learning & Development
 - b) Quality & Qualifications Manager
 - c) Learning & Development Supervisor
 - d) Learning & Development Administrators
- 7) Once assessments have been downloaded, they will be secured on site in the safe until required.
- 8) Assessment materials will be passed to staff requiring access via the Learning & Development Supervisor who will record that material has been issued.