



## Job Description – Business Development Agent

**Reports to:** Business Development Team Manager  
**Base:** Peterborough Office  
**Hours:** Full Time, Monday to Friday from 8.30am till 5.30pm on a rota basis (totalling 35 hours per week).

### 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 duties and responsibilities:

- To meet or exceed agreed KPIs
- Proactively selling all RHA products and services in an inbound and outbound environment
- Maximise all leads and opportunities and upsell different products and services on offer
- Ensuring all leads are followed up in a timely manner
- Maintain own prospect list and keep records up-to-date and accurate while building a pipeline
- Processing deals and accurately completing paperwork within agreed deadlines
- Provide sales support for RHA products and services both inbound and outbound via the telephone
- Assist with enquiries, via telephone and email relation to RHA products and services
- Any general office administrative duties required
- Work with other internal parties to maximise all business opportunities as needed
- Good communicator and able to establish and maintain effective working relationships with all departments
- Handling telephone orders for the shop
- Informing and/or consulting other RHA departments when appropriate
- Any other duty as reasonable required by the Head of Sales

Key attributes:

- Good new business sales skills
- Proven track record in sales/telesales/telemarketing
- Good written and oral communication skills
- An ability to communicate effectively via the telephone, or face to face
- Excellent telephone manner
- Attendance may be required at trade events, there may be occasions when overnight stays are required away from home
- Knowledge of the transport and logistics industry is desired, however, full training will be provided
- A history of cross selling and exceeding targets.

**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