



## Job Description – Compliance Administrator

**Reporting to:** Technical Director

**Location:** Bradford Office

**Hours:** Monday to Friday, from 1pm-5.00pm (totalling 20 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 function of job:

The main purpose of the role is to support the compliance services team with administrative and customer service tasks.

### Duties and responsibilities will include:

- Compliance services administration
- Supporting the Technical Director, Audit & Standards Co-ordinator, Compliance Managers and working alongside other Compliance Service Administrators
- Dealing with requests for compliance services and maintaining all necessary documentation and records
- Answering incoming telephone calls as required
- Preparing and sending out compliance services documents in a timely manner
- Data inputting
- Filing
- Providing cover for other colleagues in the office during periods of holidays and sickness.
- Raising invoices on exchequer for compliance products such as audits, contracts and induction manuals

### Key skills:

- Professional in their approach to dealing with issues and employees
- Strong organisational or administrative skills with attention to detail and methodical approach
- Focused on delivering outstanding customer service to RHAs internal and external customers
- Proficient IT skills on Microsoft Office programs, to include Word, Excel and Outlook
- The ability to communicate clearly and confidently with a range of people, both on the phone and face-to-face.
- Demonstrate a willingness to work flexibly to respond to the evolving needs of the RHA
- General understanding of the haulage section is desirable

**General:**

- All enquiries should be handled promptly and accurately
- Useful sources of information should be advised to colleagues
- There may be occasions when it is necessary for duties to be undertaken away from the office, which could possibly mean outside of normal working hours
- Any other tasks which can reasonable be performed as requested by the Company.

**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:**