



JOB DESCRIPTION – Compliance Sales Co-ordinator

Reports to: Head of Compliance

Base: Bradford office

Hours: Monday-Friday 0900-1700- 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.

Job Purpose

- To identify opportunities to promote sales of RHA Compliance products.
- To proactively sell RHA Compliance products through all possible channels.
- To process sales of RHA Compliance products.
- To coordinate the field-based Compliance Manager team to enable the delivery of RHA Compliance products.
- To contribute to achieving and exceeding the Compliance department targets and add to the growth of the RHA Compliance offer.
- To actively promote RHA membership and RHA products wherever possible.

Key Responsibilities and Duties:

- Proactively sell RHA Compliance products through all possible channels to achieve and exceed Compliance revenue targets.
- Proactively promote other RHA Services and products through all possible channels to maximise company profitability.
- Maximise all prospects, leads and opportunities by following up in an effective and timely manner.
- Manage prospective pipeline opportunities and sources to create, grow, maximise and deliver a steady supply of leads for follow up. Keep prospect lists and records up to date and accurate.
- Accurately process orders and complete records and paperwork within agreed deadlines.
- Provide support and an ongoing point of contact to proactively account manage existing RHA members/customers.
- Deliver excellent Customer service by developing and maintaining excellent Customer relationships.
- Work to enhance the reputation of the RHA.
- Assist with general enquires via all possible channels relating to RHA Compliance products.
- Offer ideas for improvement or change.
- Informing and/or consulting other RHA departments when appropriate.
- Help work within a team to provide operational support in all business development areas.

- Work closely with colleagues in other RHA departments and teams to support the activity of the RHA.
- Reporting periodic performance figures.
- General office administration duties as required.

Key Skills:

- Thorough knowledge and understanding of the RHA Compliance products offered, and how and when they would be required by members and customers.
- Working knowledge and understanding of other RHA services and products offered, and how and when they would be required by members and customers.
- First-class telephone sales skills with the administrative ability to be proactive in building and managing the pipeline.
- Self-motivated and comfortable working both independently and as part of a team.
- Strong interpersonal and communication skills, both written and verbal and able to establish and maintain affective working relationships with colleagues and other departments.
- Good time management and strong organisational skills with attention to detail and a methodical approach.
- Pro-active and efficient, able to foster positive team relations and drive culture of continuous improvement.
- Possess commercial acumen and the ability to understand and work within business parameters.
- IT literate, with a working understanding of Office.
- Good organisational and administrative skills.
- Good communicator and able to establish and maintain affective working relationship with all departments.

General:

- Any other tasks which can be reasonably performed as requested by the RHA management team or your line manager.
- Full training on RHA services will be provided.
- Possible occasional overnight stays away from home.

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: