



## **Job Description – Helpdesk Operator**

**Based:** Bradford  
**Reporting to:** Head of Technical Services  
**Hours:** Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)

### **About Us**

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The RHA is the voice of the road transport profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

### **Job Purpose**

Responsibilities include primarily but not limited to dealing with incoming queries from members, maintaining a reference library and assisting members who require our O' Licence Service.

### **The main duties and responsibilities include:**

- Providing members with satisfactory responses to requests for information and/or advice in respect of their operational and legal requirements.
- Supplying information in whatever form is considered appropriate
- Recording contact with members in the manner specified by the Helpdesk Team Leader
- Establishing and Maintaining a Reference Library
- Obtaining a broad understanding of the types and categories of information available in the Regional Office.
- Recommending to, and agreeing with the Helpdesk Team Leader appropriate methods of storing information.
- Establishing and maintaining a set of Information Sheets produced in a standard layout, on subjects agreed with the Helpdesk Team Leader
- Arranging and indexing all reference material so that it is easily accessible to all staff
- Updating information from appropriate sources as and when necessary
- Collate Regional information to in format agreed with the Helpdesk Team Leader
- Monitoring incoming correspondence from Local Authorities and identifying any proposal that might adversely affect members' operations.
- Passing correspondence relating to any proposal identified above to relevant Area Manager
- Advising members of the various requirements of the Traffic Area Office and the fees charged by our RHA services.
- Obtaining all necessary details from members in order to complete Operator Licence application forms and place newspaper advertisements.
- Placing Operator Licence advertisements in most appropriate newspaper – taking into account cost and circulation
- Keeping members advised of progress of application and advertisement
- Checking newspaper invoices, and passing through for payment

### **Key Skills:**

- Hold Transport Managers CPC National and International for HGV & PSV (desirable – training will be provided)
- Hold a full driving licence
- IT literate with a comprehensive understanding of Windows based programmes including Word, Excel and PowerPoint
- Excellent telephone manner and good general communication skills both orally and in writing.

### **General:**

- Acting as key holder
- Invigilation of CPC Examination
- First Aider (desirable – training will be provided)
- Filing correspondence as required
- Attending training courses appropriate to various tasks as agreed with Head of Technical Services or Helpdesk Team Leader

### **Other Duties:**

- There may 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 task that might reasonably be required by the Head of Technical Services or Helpdesk Team Leader.

### **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.