



Job Description- Training Co-ordinator

Reports to: Head of Training
Base: Peterborough Office
Hours: 35 hours per week (flexibility required as regular early starts 08.30am)

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.

Job Purpose

To support the Training Team by handling customer enquiries, processing bookings via our Customer Relationship Management (CRM) system as well as processing post course administration duties.

Key responsibilities and duties:

- Arranging catering for delegates on courses at Peterborough
- Administration of CPC examination materials and to support candidates
- Taking and controlling credit card payments
- Maintaining an acceptable level of credit control
- Offering excellent levels of customer service
- Handling email enquiries
- Completing company booking procedures
- Maintaining ISO procedures
- Uploading DCPC records to Government website
- Handling exam booking procedures
- Handling exam results and re-sits
- Completing open course booking procedures
- Raising sales invoices
- Setting up Peterborough training rooms
- Handling telephone enquiries
- Maintenance of CRM
- Completion of reports as required
- Sending confirmation letters
- Upkeep of Trainers diary

- Distribution of brochures and final numbers to venues
- Checking of purchase invoices
- Ordering study materials
- Set up courses on CRM
- Production and despatch of course attendance certificates
- Assemble course materials for Transport Manager CPC Courses

Key skills:

- Must be a people person
- Strong teamwork skills essential
- Positive 'can do' attitude
- Strong organisational skills with attention to detail and a methodical approach

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: