



Chartered  
Institute of  
Taxation.

# Head of Qualifications Development

Role Information Pack  
May 2024

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# Welcome

Thank you for showing an interest in the Head of Qualifications Development role. The CIOT and ATT are educational charities and the leading professional bodies in the UK for tax advisers dealing with all aspects of taxation. If successful, you will be joining a dedicated team of staff and volunteers who ensure that we continue to meet our primary purpose of promoting education in taxation. Our key aim is to achieve a more efficient and less complex tax system for all, and you will see from our annual reports that we do this through a wide range of activities.

At the CIOT and ATT our vision is: to remain the leading bodies for taxation professionals in the United Kingdom, serving the public interest through the pursuit of excellence and with integrity, and we're looking for people who are excited about joining us on our journey. To help us achieve our vision we're looking for exceptional people who live our values and behaviours and who can inspire others; embrace change; deliver results and keep it simple.

- Ethical** - we promote the highest professional standards
- Collaborative** - we work together to achieve the best results
- Inclusive** - we support and respect all people, embracing diversity
- Empowering** - we encourage leadership, initiative, and innovation
- Progressive** - we continuously drive improvement, leading to real change
- Committed** - we deliver high quality, good value services

We know that an inclusive environment makes us more accessible and ensures we attract, engage, promote, and retain exceptional people. We welcome applications from all individuals regardless of age, gender/gender identity, sexual orientation, ethnicity/nationality, disability, or military service and welcome those who have taken career breaks. We will consider flexible working arrangements or home working arrangements for any of our roles and offer workplace accommodations to ensure you have what you need to effectively deliver in your role.

We're an organisation which was founded by ordinary people who were dedicated to making tax as simple as possible for the public and providing qualifications that are open to all. Our members and volunteers come together to help each other get the most from their Professional Bodies and enhance their future careers. If you come to work here at the ATT and CIOT, you'll be part of that. Part of something a bit different. And something really quite special.

What's more, we have a strong ethic of care for each other and our members. We recognise that our employees feel most appreciated when their thoughts and values are respected and considered. We're committed to creating a culture that recognises and truly values our individual differences and identities. So, if you'd like to be a part of an inclusive workplace where you can be yourself, where your talents are nurtured, and you feel empowered to contribute, then please apply.

Jane Ashton

ATT CEO

Helen Whiteman

Chief Executive, CIOT



# About the CIOT and ATT

The CIOT is the leading body in the UK for taxation professionals dealing with all aspects of taxation. Our primary purpose is to promote education in taxation. One of our key aims is to achieve a more efficient and less complex tax system for all. Our comments and recommendations on tax issues are made solely in order to achieve this aim; we are an entirely apolitical organisation. Membership of the CIOT is by examination, nationally recognised as the gold standard of UK taxation education. We support our 20,000 members and 5,000 students throughout their tax careers, providing assistance through our London-based head office and network of 35 branches. The CIOT is a registered charity, number 1037771, a chartered corporation and a regulatory body for the purposes of Anti-Money Laundering supervision of tax practitioners.

The CIOT is a member of the Confédération Fiscale Européenne (CFE) and is registered under the European Commission's Transparency register, number 91596579174-61. The CIOT is managed by its chief executive and directors, under the strategic guidance of the Council. The CIOT is a Chartered corporation established under Royal Charter. Its governing documents comprise the Charter, Byelaws, Member Regulations and Council Regulations. The CIOT does not raise funds through asking for public donations in any form.

The primary charitable objective of the ATT is to promote education and the study of tax administration and practice. One of our key aims is to provide an appropriate qualification for individuals who undertake tax compliance work. Drawing on our members' practical experience and knowledge, we contribute to consultations on the development of the UK tax system and seek to ensure that, for the general public, it is workable and as fair as possible. Our members are qualified by examination and practical experience. They commit to the highest standards of professional conduct and ensure that their tax knowledge is constantly kept up to date. Members may be found in private practice, commerce and industry, government and academia.



# Role description

## Job Purpose

To support the Director of Education in developing the suite of qualifications offered by ATT/CTA, including any new qualifications as directed, working in consultation with the CTA/ATT Chief Examiners and relevant Committee/Steering Group/Councils. Maintain regular communication with the key stakeholders on both the existing qualification structure and changes. Initiating and responding to opportunities for qualifications development, either standalone or in partnership with other organisations. Project managing agreed development activities including planning, management, and execution of activities, ensuring delivery of projects to time and budget. Managing the integration of new developments and the initial implementation stage, into the business as usual cycle. Evaluating the success of new developments.

## Operating Environment

Working directly to the Director of Education and liaising with the Chief Examiners for the ATT and CTA qualifications, the focus is on leading the projects that relate to the development/changes of the membership exams or in the development of any new qualifications. The role makes a significant contribution to ensuring the continued relevance of our qualifications offer to our stakeholders and as such requires the ability to liaise and communicate with senior stakeholders.

It also requires collaboration with the wider full-time members of the educational team, albeit this is limited for the majority of the time as they are responsible for dealing administering exam sessions and with individual candidate issues/queries.

## Framework & Boundaries

This is a challenging, ever changing, complex role. The main problems the jobholder must deal with are accepting that resourcing is limited and with the rapid pace of change in the educational sphere, the IT systems are often lagging behind changes that Committees/Steering Groups want implemented. There is sometimes a conflict between the quality and change that Committees/Steering Groups/other stakeholders want versus the resources available to deliver. Expectations need to be managed, however, if a credible business cases can be made for investment in systems or products that would deliver the charitable objects then both the ATT and CIOT would consider these.

There are also potential regulatory issues that have to be considered, due to the Joint Programmes with two other professional bodies.



# Key accountabilities

Deliver high-level high stakes complex change and development projects with fixed deadlines, leading the end-to-end process, taking into consideration a risk management approach at all times. Some examples are below:

- Offer strategic thinking at project level
- Help to establish the overall success criteria, including time, cost and technical parameters
- Establishing and monitoring effective project governance processes and systems
- Managing the development of a project in accordance with approved plans and change control
- Managing the exchange and flow of project information between internal stakeholders, third party providers and end users
- Record guidance videos for users as required
- Take the lead in writing guidance information on the ATT/CIOT websites, liaising with team member(s), as appropriate, to ensure appropriate use of language for accessibility purposes
- Be adaptable to the changing landscape of projects, due to both internal and external factors
- Be creative in coming up with ideas to adjust products and work with third party providers on any changes, with the ongoing aim of always trying to improve user experience
- Preparing formal project progress, and other reports, as required
- Taking the lead role in interfacing with third parties, other consultants and managing stakeholders at all project stages
- Training members of the Education team, as appropriate, on end products and keeping them updated on progression of projects
- Manage relevant key third-party relationships and accountability.
- Develop and maintain relationships with key senior personnel at appropriate accounting (or equivalent) professional bodies.

## **Other accountabilities**

Liaison with practice leaders in select professional firms (usually top 10 employers) to promote and discuss the CIOT's qualifications.

Secretary to the Education Committee, shaping the agenda; preparing papers and taking minutes at the meetings.

Provide clear and factual information to the Education Committee to aid their decision-making.

Bring technical depth to the administration process i.e. being the tax qualified voice of CTA and ATT within the heart of the Education Team whose other full-time members are all administrators. This gives the tax professional employers perspective.

# Skills needed to fulfil the role

## **Knowledge and experience**

- CTA qualified
- Proven track record of successful delivery of complex projects and qualification development.
- Proven ability to be able to respond to and resolve complex issues
- Excellent analytical and numerical skills
- Client facing experience at CEO/Partner level.

## **Functional/technical skills**

- Data analytic skills – need to be a data ‘pragmatist’
- Advanced Excel skills
- Ability to pick up and use new software with limited training
- Flexibility to work around IT limitations
- Excellent attention to detail
- Ability to test new versions of software to a high level

## **Interpersonal and work management Skills**

- Strong communication skills including persuading and influencing others in an appropriate manner to gain agreement, support and buy-in.
- Strong personal drive to make things happen.
- Consultative and collaborative skills to achieve the best results, working with diplomacy and pragmatism.
- Manage and co-ordinate various project development projects effectively using appropriate project management theory and techniques, involving the contributions of varied team members (and external specialists).
- Analytical thinker with ability to prioritise in order to meet deadline Being commercially aware of the potential impacts of any new projects and keeping cost management under review.

# Salary & Benefits

## package

### Salary

The salary for this role is between £67,000–£74,000 per annum, depending on experience. The role is a home-working role with very occasional office attendance for meetings and events.

### Pension

Upon joining, you will be automatically enrolled into the Aviva Group Pension Plan (9% employer and 3% employee contribution).

### Insurance

- Income protection cover which provides up to 75% of salary if you are absent due to ill health for more than 13 weeks.
- 24-hour group personal accident scheme providing a sum equal to three times current salary in the event of your permanent disability/ loss of a limb/ death.
- Non-contributory life assurance cover of 4 times your salary.

### Holiday entitlement

The organisation offers a generous holiday entitlement from 22 - 27 days depending on your length of service.

### Optional Benefits

#### Bupa (private medical insurance)

You can join our company-paid private medical insurance scheme which pays for the cost of private medical treatment for acute conditions.

#### Healthshield Essentials (including Employee Assistance Programme)

You can join our health & benefit programme. We pay the cost for the basic level (including any dependent children). The benefits include the refund of a range of medical costs (dental, optical, physiotherapy etc) and an employee helpline covering medical and legal issues and counselling.

#### Interest Free Loans

After 6 months service you may apply for an interest free loan to help with the purchase of a season ticket or a bicycle.

#### Continuous Professional Development

The Chartered Institute of Taxation requires all professional employees to maintain their CPD activities and offers an exciting range of learning opportunities through its branch and conference programmes.





# Guidance notes for applicants

Thank you for considering working with us. These notes are designed to help you through our application process. However, if you have any questions regarding the process that are not covered here, please do not hesitate to contact Rakhi Patel (HR Operations Lead) at [rpatel@ciot.org.uk](mailto:rpatel@ciot.org.uk) for advice.

The application deadline is 21 June 2024 at 5pm.

You can apply by submitting a covering letter and up-to-date CV via email to Rakhi. Your covering letter should make it clear how your skills and experience match those described in this pack.

If you wish to learn more about the role before applying, you may contact Vicky Purtil (Director of Education) at [vpurtill@ciot.org.uk](mailto:vpurtill@ciot.org.uk). This will not prejudice your application in any way.

If you do not hear from us within 2 weeks of applying, this means that you have not been shortlisted on this occasion. Failure to be shortlisted for one role does not bar you from applying for others when they are advertised. This post will be resourced through a two-stage interview process.

If you are invited to interview you must confirm your attendance by the deadline stated in the invitation email. If you do not do so we will assume you are no longer interested.

If you have a disability and require special arrangements to be made please notify us as soon as you are shortlisted so we can try to accommodate your needs.

You will be told during the interview when you may expect to hear the outcome.

Although we appreciate the time and effort that goes into applying for a post with us, we do not give individual feedback on applications or interview performance.

Successful candidates will be required to provide their original qualifications, proof of the right to work in the UK and the details of two referees before they commence employment.

We look forward to receiving your application.

