



# Case Manager

Role Information Pack  
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# Welcome

Thank you for showing interest in the Case Manager role working for the Taxation Disciplinary Board (TDB) Operations Team which is a ringfenced operation which sits within the CIOT and ATT Professional Standards team. The CIOT and ATT are educational charities and the leading professional bodies in the UK for tax advisers and tax technicians dealing with all aspects of taxation. The TDB deal with disciplinary matters in respect of CIOT and ATT members and the TDB Operations team undertake the initial work screening complaints and preparing paperwork for the disciplinary process to proceed. If successful, you will be joining a dedicated team of staff seeking to deal with complaints fairly and efficiently .

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.

We live by our values which are:

**Ethical** - We act with integrity, promoting high ethical standards and accepting accountability for our actions.

**Collaborative** - We value working constructively with stakeholders to achieve our goals.

**Inclusive** - We welcome, respect, and value everyone and actively consider how to be accessible.

**Empowering** - We encourage and enable personal growth and seize opportunities.

**Progressive** - We are future focused; constantly learning and driving improvements that deliver enhanced service excellence.

**Committed** - We are focused on and dedicated to the consistent delivery of our charitable objectives and 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 ensure the professional standards and AML obligations placed on members of the CIOT and ATT are enforced as appropriate through effective and timely management of allocated TDB complaints and case work.

## Operating Environment

The objects of the CIOT and ATT include the requirements:

- (i) to prevent crime and
- (ii) to promote the sound administration of the law for the public benefit by promoting and enforcing standards of professional conduct amongst those engaged in the provision of advice and services in relation to taxation and monitoring and supervising their compliance with money laundering legislation.

Each body is a statutory AML Supervisor.

## Framework & Boundaries

The framework is provided by:

- Our governing documents and also by the Professional Standards requirements placed on members <https://www.tax.org.uk/ciot-professional-standards-member-rules> and <https://www.att.org.uk/> (Professional Standards tab)
- The TDS Regulations and associated procedures agreed between the CIOT, the ATT and the Taxation Disciplinary Board (TDB)
- The requirements of the Money Laundering Regulations and associated legislation and the OPBAS Sourcebook requirements
- The Memorandum of Understanding between the TDB, CIOT and ATT and also the Memorandum of Understanding between the TDB, CIOT, ATT and HMRC

# Key accountabilities

- Assist where necessary to screen complaints/referrals received
- Manage receipt of complaints/referrals and deal with allocated complaints and cases to bring them to conclusion in accordance with the requirements set out in Framework and Boundaries above and associated procedures
- Act as investigator and obtain evidence, including drafting of witness statements and issuing instructions to expert witnesses. Maintain flow of communication with respondents, complainants and other relevant parties
- Act as point of contact for complainants, parties, advocates, witnesses and other parties as appropriate
- Collate data for reports to the Board, sponsors, HMRC and other stakeholders
- Attend meetings to report on AML enforcement activity as required

# Skills needed to fulfil the role

## **Knowledge and experience**

- Expert in one or the other of:
  - Accountancy and Taxation
  - Regulatory law
- Experienced solicitor or Member of the Chartered Institute of Legal Executives (desirable)
- A relevant accountancy or tax qualification (desirable)
- Experience drawn from a financial services or other professional regulatory environment

## **Functional/technical skills**

- Knowledge of relevant legislation (including AML) and CIOT/ATT's rules and guidance
- Good working knowledge of relevant software packages, including case management systems, CRM, Word, Excel and Power Point

## **Interpersonal and work management Skills**

- Excellent interpersonal and customer service skills
- Excellent written and verbal communication skills
- Attention to detail
- The ability to work to fixed deadlines and objectives
- Problem solving skills

# Salary & benefits package

## Salary

The salary for this role is circa £47,200 per annum, 35 hours per week (remote). This role is for a fixed term of 1-year.

## Pension

Upon joining, you will be automatically enrolled into the Aviva Group Pension Plan (9.5% 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 25 – 30 days depending on your length of service, and pro-rated based on your working pattern.

## 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 at [rpatel@ciot.org.uk](mailto:rpatel@ciot.org.uk) for advice.

The deadline for applications is 11 August by 5pm.

You can apply by submitting a covering letter and up to date CV via email to Rakhi, as per the email address provided above. Your covering letter should make it clear how your skills and experience match those described in the advert or job description.

If you wish to find out more about the role before applying you may do so by emailing Rakhi, or by calling HR on 0207 340 0557. 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 successful at the first stage interview, you will need to complete a task ahead of the second stage interview.

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 there is to be a presentation or test you will be informed of this in advance.

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.

