



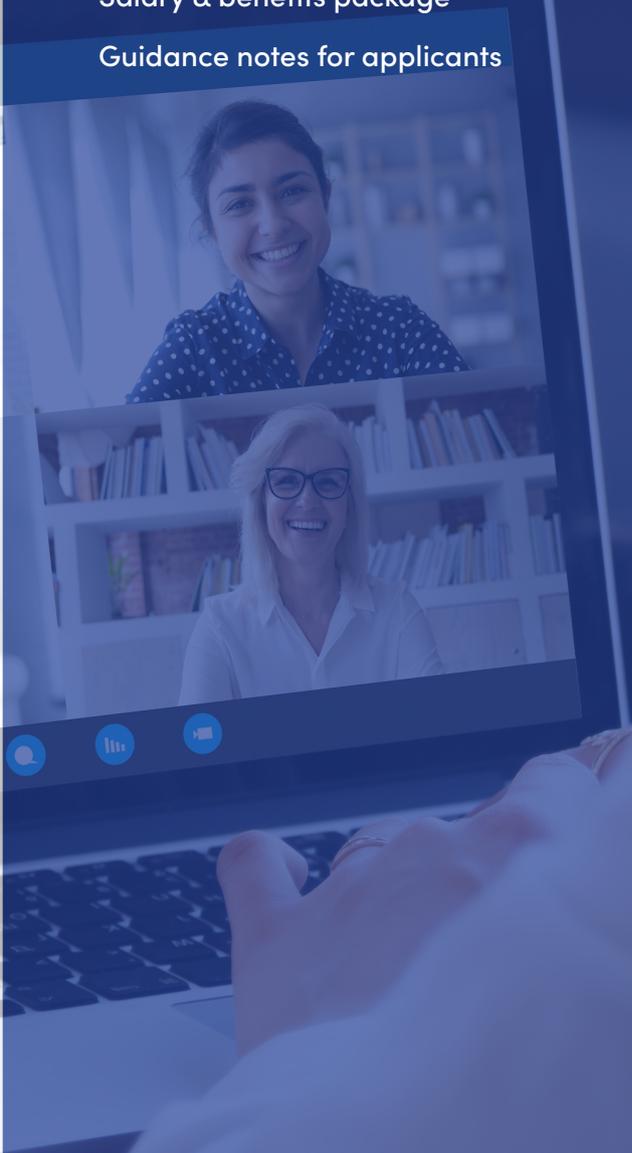
Chartered
Institute of
Taxation.

Project Manager

Role Information Pack
February 2026

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Welcome

Thank you for showing interest in the Project Manager role. 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. 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.

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 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.

We are delighted to announce that we have been awarded the PeopleInsight Outstanding Workplace 2025 award for the third-year running!

We are very proud that our continued efforts to engage our employees and create a healthy workplace culture have paid off. This is real testament to the supportive and engaging environment we foster for our staff."

Outstanding
Workplace 2025
3 time winner



Role description

Job Purpose

This role is responsible for helping the organisation turn ideas into products and services. Their duties include planning, executing, and supervising projects to meet management's strategic objectives and to ensure project delivery within budget and on time.

The Project Manager will work closely with the Senior Systems Manager and other stakeholders to define the project scope, objectives, deliverables, and milestones. The Project Manager will also coordinate and assign tasks, track progress, manage risks, and report on the project status and outcomes.

Operating Environment

The CIOT and ATT have a wide range of stakeholders within their operating environment, including full-time and part-time permanent staff, volunteers, members, students, and several external stakeholders.

The role operates within the IT Services Team, which is part of the Operations Directorate led by the CEO, which works alongside the Membership Services Team, Business Development & Marketing Team, and People Team to deliver business operations for the whole organisation.

The IT Services Team contains specialist staff delivering core outputs that are both external facing and internal key enablers.

Framework & Boundaries

As general guidance, the following framework and boundaries are expected of the role:

- The role is responsible for services jointly delivered to CIOT and ATT.
- The role is responsible for improving the quality and efficiency of our IT projects.
- Once agreed with the SSM, the role is empowered to deliver plans and projects.
- The role has external-facing responsibilities and is required and authorised to act as a representative for the organisations.

Key accountabilities

Operational Delivery

- Meeting with top management and internal clients to identify project requirements, delivery timelines and costs.
- Developing detailed project plans to guide clients, staff members and project teams and revising plans based on changing needs and requirements.
- Identifying and assigning project tasks based on the skill sets, experience and strengths of staff members.
- Monitoring project performance to ensure timely delivery, to specification and budget.
- Compiling and submitting project status reports to internal clients, management and other stakeholders.
- Working effectively with relevant stakeholders for efficient project implementation.
- Delivering excellent leadership, customer relations and communication skills to liaise effectively with all project stakeholders.

General

- Carry out any other duties that may be reasonably required by the SSM or CEO that are consistent with your main duties.

Job impact (desired impact of this role)

- Strategic Alignment: Ensure that projects align with the strategic goals of the organisation, driving overall business success.
- Efficiency and Cost Reduction: By overseeing project timelines, budgets, and resources, they help reduce costs and maximise efficiencies.
- Risk Management: They identify potential risks early and develop mitigation strategies, which is vital for project success.
- Innovation and Adaptation: With the rapid advancement of technology, especially AI, Project Managers are pivotal in integrating new tools and methodologies to keep projects on the cutting edge.

Skills Needed to Fulfil the Role

Knowledge and experience

- Project Management Methodologies: Working knowledge and experience with methodologies such as Agile & Scrum.
- Industry-Specific Knowledge: Dynamics CRM, Kentico and Drupal experience.
- Project Management Software: Proficiency in tools like Microsoft Project, Asana, Trello, Jira, or similar.
- Risk Management: Knowledge of risk assessment and mitigation strategies, specifically for IT and digital projects.

Functional/technical skills

- Communication: Excellent verbal and written communication skills for interacting with stakeholders, team members, and clients.
- Problem-Solving: Strong analytical and problem-solving abilities to address project challenges.
- Time Management: Proficiency in managing time and prioritising tasks to meet project deadlines.
- Negotiation: Skills in negotiating with stakeholders and vendors to ensure project success.
- Quality Assurance: Ensuring that project deliverables meet the required standards and specifications.

Interpersonal and work management Skills

- Commitment to quality, customer service, best practice, and best value in all aspects of the Institute's operations.
- Evidenced commitment to equality, diversity and inclusion through service provision.
- Results-focused attitude.
- Reliable and trustworthy.

Salary & benefits package

Salary

The salary for this role is £61,745.27 per annum, 35 hours per week (remote), with occasional visits to the office as and when required.

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 Sharon Jepson sjepson@ciot.org.uk for advice.

The deadline for applications is 23 March by 5pm.

You can apply by submitting a covering letter and up to date CV via email to Sharon Jepson 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 Sharon or by calling HR on 02073400563. 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. First round interviews will take place w/c 13 April 2026.

Second stage interviews will likely be in person at our office in London w/c 20 April 2026.

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.

