



# Education and Examinations Manager

Role Information Pack  
June 2026



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# Welcome

Thank you for your interest in the Education and Examinations Manager role at the Association of Taxation Technicians (ATT). The ATT is an educational charity and the leading professional body 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 ATT, our vision is to remain one of 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.

To help us achieve our vision, we are searching for talented professionals who embody our values and behaviours. We look for those who can inspire others, embrace change, deliver results, and simplify complex challenges. At ATT, our values are central to everything we do:

- **Ethical:** We act with integrity, uphold high ethical standards, and accept 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 are 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 Body and enhance their future careers. If you come to work here at the ATT, 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. If you share our commitment to excellence and would like to play a leading role in shaping the future of ATT, we encourage you to apply for this exciting opportunity. We look forward to learning how your experience and approach will help us deliver our mission and vision.

Yours sincerely,

Jane Ashton  
**ATT CEO**

## The Organisation

The primary charitable objective of the Association of Taxation Technicians 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.

The ATT is a registered charity, number 803480, and a regulatory body for the purposes of Anti-Money Laundering supervision of tax practitioners.

The ATT is managed by its Chief Executive under the strategic guidance of the Council.



## Role Description

### Job Purpose

To lead and manage the operational delivery of all ATT examinations and associated education services. This includes oversight of exam administration, quality assurance processes, student support, and the day-to-day leadership of the Education Team. The role ensures that examinations and education processes are accurate, timely, compliant, and reflective of ATT/CIOT's commitment to fairness, accessibility, and integrity

The post-holder will manage the Education Team (Senior Education Officer, Education Officer, Student Services Officer, and Administration Officer) and hold operational responsibility for core examination activities, including the technology used to support our examinations (Test Reach, Parnassus and any other products subsequently implemented).

### Operating Environment

- Works within the Education Directorate delivering qualifications to a diverse student base.
- High paced operational environment with thousands of exams sat annually
- Requires close coordination with Exam Steering Group, Chief Examiner, senior officers, and external suppliers

### Framework and Boundaries

- Operates within ATT/CIOT governance, policies and regulatory obligations
- Works closely with the Director of Education, Chief Examiner, Quality Assurance Manager, Examinations Steering Group (ExSG), committees and key external suppliers.
- Manages a multi-level administrative team and ensures consistent service across all education and examinations activities



## Key Accountabilities

- Manage, develop and support a team of four comprising the Senior Education Officer, the Education Officer, the Student Services Officer and the Administration Assistant, fostering a high-performing and collaborative team culture.
- Oversee workflow allocation and ensure consistent high-quality delivery across examination and education functions.
- Oversee the complete ATT examination lifecycle, including registration, logistics, candidate communications, results processing and administrative workflows.
- Lead the process for student and exam registrations and certifications (including the ATT India project, the ATT Apprenticeship and the ATT Foundation and Diploma qualifications), working with the Senior Education Officer.
- Ensure accurate and timely preparation of materials, documentation and digital systems for exam delivery.
- Maintain processes relating to reasonable adjustments, special considerations and candidate conduct, ensuring compliance with policy and law.
- Serve as operational liaison to the Examinations Steering Group (ExSG) and Education Strategy Committees where relevant.
- Work with the Chief Examiner to ensure exam papers and results subsequently presented to ExSG are accurate and complete to ensure prompt and accurate exam creation to results determination.
- Prepare reports, data and papers as required, ensuring clarity, accuracy and timely circulation.
- Attend meetings where required to offer professional and operational insight.
- Ensure exam content processes follow quality assurance standards and support the Director of Education as required.
- Recruit examiners and act as first point of contact for any questions.
- Ensure timely, accurate and professional communication with students, employers, training providers and other stakeholders.
- Oversee complaint handling and escalation processes, ensuring professional resolution within agreed timeframes.
- Oversee production of key student communications such as newsletters and website updates.
- Sign off clear, timely communications including newsletters, website updates and examination guidance materials.
- Oversee the relationship with the tutorial bodies delivering the ATT Foundation and Diploma qualifications.
- Identify opportunities to enhance processes, systems (including digital assessment tools) and documentation.
- Operational lead for all technology used to administer the ATT examinations.
- Support strategic initiatives set by Council, committees or the Director of Education.
- Contribute to future planning for qualification changes, technology upgrades and growth in student numbers.

## Potential Job Impact

The Education and Examinations Manager is a high impact operational leadership role responsible for:

- The student experience including the website and all communications
- The integrity and effectiveness of the examination system
- Continuous improvement in education processes, including developing use of technology in assessment delivery
- Stakeholder relationship management
- Team leadership and performance
- Supporting strategic and governance functions

# Skills Needed to Fulfil the Role

## Knowledge and experience

- Demonstrable experience in education administration, examinations management, or similar regulated environments.
- Experience managing staff and operational workflows.
- Strong IT capability including use of Microsoft 365, CRM, LMS, and digital assessment systems.
- Desirable
- Experience working within a professional body or regulated awarding environment.
- Understanding of Ofqual requirements or other examination regulatory frameworks.
- Experience supporting committees or governance groups.

## Functional/technical skills

- Strong leadership and people management skills.
- Excellent organisational and project management capability.
- High attention to detail with a commitment to accuracy.
- Clear and confident communication skills, both written and verbal.
- Ability to apply policies and navigate governance frameworks.
- Customer focused and able to manage competing priorities.

## Interpersonal and work management Skills

- Professional, diplomatic and calm under pressure.
- Solution focused with a continuous improvement mindset.
- Able to handle confidential and sensitive matters appropriately.
- Collaborative and able to build positive relationships across departments.

# Salary & Benefits Package

## Salary

The salary for this role is £63,900 per annum, 35 hours per week. The role is remote, but with compulsory attendance in person at face-to-face meetings and at virtual meetings when required.

## Pension

You will be automatically enrolled on the Aviva Group Pension Plan (10% employer and 3% employee contribution) upon joining.

## 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 your 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

- 25 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.

#### Health Shield 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 Association of Taxation Technicians supports learning and development and offers a wide range of courses and opportunities.



## 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 us on the email or telephone below:

Application deadline: 30 June 2026

Interviews: w/c 6 July 2026

Final interviews: w/c 13 July 2026

You can apply by submitting a covering letter and up-to-date CV via email to Sharon Jepson at [sjepson@ciot.org.uk](mailto:sjepson@ciot.org.uk). 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 [sjepson@ciot.org.uk](mailto:sjepson@ciot.org.uk) or by calling 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 2-stage interview process, including an assessment.

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. You will be provided with the assessment details in advance.

If you require reasonable adjustments 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!](#)