

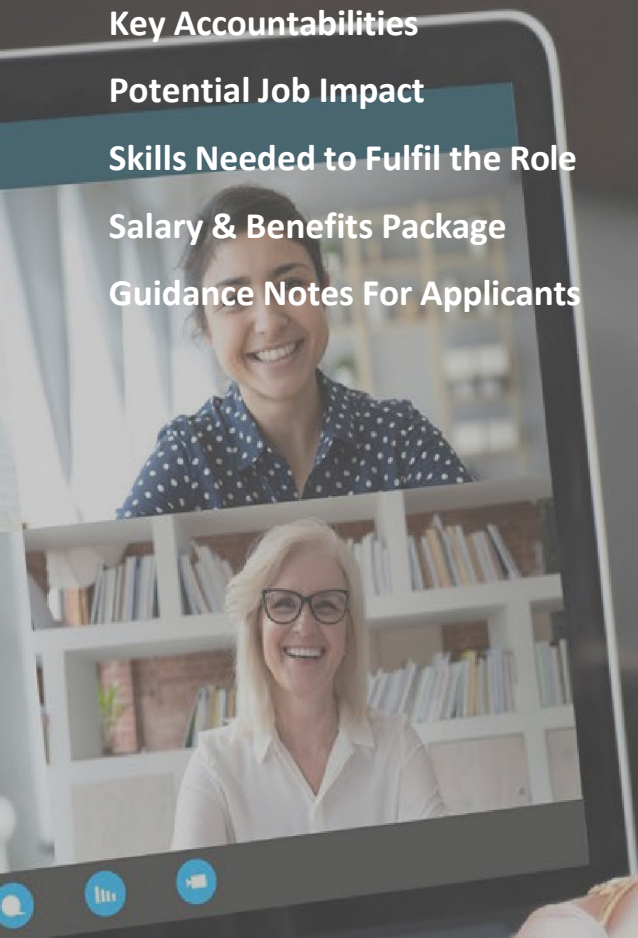


Student Services Officer

Role Information Pack
June 2026



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Welcome

Thank you for your interest in the Student Services Officer 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 ensure that all students have a positive journey through all the ATT Qualifications, including the Foundation Level Qualifications and the Diplomas. This will include:

- Dealing with all applications for reasonable adjustments and special considerations in line with established policies.
- Being the first line of contact for student enquiries and complaints. Dealing with the enquiries and complaints in a professional manner to agreed timeframes.
- Issuing a student newsletter at least 6 times per year giving information and study tips to students.
- Updating and maintaining the student section of the website so it is up to date and looks visually appealing in line with brand guidelines.
- Marketing our qualifications to students through our social media channels and in Tax Adviser Magazine.

Operating Environment

This role is part of the Education Team and reports to the Education and Examinations Manager for urgent/complex issues.

You will:

- Interact with students, potential students, and employers over the telephone or email (including management of the ATT education inbox) and assist them with queries where needed.
- Manage alternative arrangements for students in compliance with law and ATT policies.
- Be the first point of contact for Computer Based Examination (CBE) enquiries.



Framework and Boundaries

- This role operates within established policies to ensure effective and fair support for all students.
- This role involves collaboration with internal teams, external stakeholders, and committees.
- All communications must be accurate, timely, and professional.
- This role involves updating the website in accordance with brand guidelines and getting information out through our social media channels.

Key Accountabilities

- Work closely with other members of the ATT education team.
- Manage all applications for reasonable adjustments, access arrangements, and special consideration and manage the data in accordance with our GDPR policy, including ensuring data is removed when no longer required.
- Process cancellation, deferral, and exemption requests from students.
- Administer the application of reasonable adjustments required for ATT examinations, including raising the required tickets with our examination platform provider and liaising with them to manage students sitting more than one exam on the same day to ensure no conflicts arise.
- Keep up to date with changing requirements in relation to reasonable adjustments and access arrangements to ensure ATT is aligned with legal obligations and best practice in other professional bodies and implement these changes as required.
- Produce the reasonable adjustments, access arrangements and special consideration reports for the ATT's Examinations Steering Group.
- Report urgent complex issues to the Education and Examinations Manager in the first instance and to the Director of Education as needed.
- Interact with students by phone and email and provide help and support where needed in accordance with agreed timeframes.
- Administer all allegations of misconduct in the ATT examinations.
- First line liaison with Prometric (our external supplier) and students for ATT-related CBE enquiries
- Set up and manage the ATT student LinkedIn account.
- Update and maintain the student section of the website so it is up to date and looks visually appealing in line with brand guidelines.
- Produce a student newsletter at least 6 times per year in line with brand guidelines. This includes writing, formatting and issuing the newsletter to all ATT students.
- Work for other parts of the team under the direction of the Education and Examination Manager or Director of Education.

Potential Job Impact

This role:

- contributes directly to a fair, supportive, and high-quality student journey.
- supports compliance and governance and promotes a culture of professionalism and continuous improvement.

All students:

- will have the latest information through either the newsletter, our social media accounts or the website.
- requiring reasonable adjustments or special consideration will be dealt with professionally and in a timely manner in accordance with our policies and procedures.

Skills Needed to Fulfil the Role

Knowledge and experience

- Experience of dealing with students and employers
- Experience of compliant handling and following policies and procedures
- Excellent administrative skills, with intermediate to advanced Microsoft Office, SharePoint, and Dynamics 365 experience.
- Being able to handle an array of difficult and possibly sensitive situations, whether formal, informal, internal, or external.
- Experience working within an education/examination environment.
- Experience of writing content for newsletters, social media and websites.

Functional/technical skills

- Excellent communication skills, both written and oral.
- Commitment to high levels of customer care.
- Ability to work as part of a team.
- Accuracy and attention to detail.

Interpersonal and work management Skills

- Ability to work accurately at speed and under pressure.
- Ability to anticipate and meet deadlines.
- Ability to make decisions within set boundaries.

Salary & Benefits Package

Salary

The salary for this role is £35,000 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. 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 or by calling 0207 340 0563. 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!](#)