



Chartered
Institute of
Taxation.

Receptionist

Role Information Pack
August 2026

Contents

Welcome	3
The Organisation (CIOT/ATT)	4
Role Description	5
Key Accountabilities	6
Skills Needed to Fulfil the Role	7
Salary & Benefits Package	8
Guidance Notes For Applicants	9



Welcome

Thank you for showing interest in the Receptionist 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 organisations which were 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 & 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, CIOT CEO



The Organisation (CIOT/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 19,000 members and 5,000 students throughout their tax careers, providing assistance through our London-based head office and worldwide network of 40 branches. The CIOT is a registered charity, number 1037771 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 company 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

To ensure that visitors and clients are received in an excellent and professional manner and that front of house, including reception areas, is clean, safe and appropriately stocked at all times. This includes meeting and refreshment administration and dealing promptly and professionally with all telephone and reception work.

Operating Environment

Ensuring Head Office meets HSE H and S standards, and the site meets security standards. That the and Office Support team and manager is supported.

Framework & Boundaries

- To build relationships with various teams across the organisation to professionally complete tasks on and offsite for remote requests.
- To work with the Office Support team to work on the site and ensure H and S procedures are maintained and issues are dealt with quickly and appropriately.

Key Accountabilities

- Answering all incoming calls in a timely and polite manner, and transferring to the relevant teams
- Promptly passing on all telephone messages using the internal telephone system and/or internal e-mail system, responding to complaints, logging calls on spreadsheet
- To ensure the site is maintained and managed: preparing rooms for meetings, ensuring the office and communal areas are clean, safe, H and S followed and routine contract work booked
- Meeting and greeting all visitors/callers in a professional and friendly manner, maintaining Visitors Book, Courier Service, Taxi Service records and Delivery Receipts book
- Booking and recording on spreadsheets with meeting room requirements and arranging catering needs, ensuring best value
- Preventing unauthorised site access by control of the entry system, ensuring visitors sign in and out, controlling allocation and use of passes and keys/fobs. Ensuring leavers and contractor passes are reclaimed
- Acting as Fire Marshal and First Aider escorting guests in evacuations, ensuring guests with disabilities or special needs (as well as language differences) are catered for in evacuations
- Ensure restroom and toilet facilities are clean, stocked and hygiene disposal units refreshed
- Maintaining comprehensive electronic file records for current and archive filing
- Provide cover as needed for members of the Office support (facilities) and HR on recruitment admin work

Job impact (desired impact of this role)

- The site is clean, appropriately stocked, organised and safe in keeping with the organisations' public image
- Guests and authorised visitors feel welcome and cared for while unauthorised entry is blocked
- Guest and caller queries are resolved, and the organisations' reputation is maintained
- Meeting hosts requirements are fulfilled
- H and S is maintained and to a high standard, contractors booked for site visits and work assessed to standard

Skills Needed to Fulfil the Role

Knowledge and experience

- Switchboard experience
- Reception experience /facilities experience
- Ability to work independently and as part of a team
- Management of suppliers

Functional/technical skills

- First Aid and Fire Marshal experience
- Food hygiene certificate
- Competent use of Office 365 – Sharepoint, Excel, Outlook, Teams

Interpersonal and work management Skills

- Calm
- Considerate
- Organised
- Friendly
- Flexible
- Integrity and able to handle sensitive information

Salary & Benefits Package

Salary

The salary for this role is £34,473.48 per annum, 35 hours per week, onsite at our offices in London.

Pension

You will be automatically enrolled into 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 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 Sharo Jepson at recruitment@ciot.org.uk for advice.

The deadline for applications is 10 September 2026 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 recruitment@ciot.org.uk 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 stage interviews will be w/c 14 September 2026 virtually via

Teams. Second stage interviews will be at our London offices w/c 21 September 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.

