Education and Careers Officer

Role Information Pack
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Welcome	3
The Organisation	4
Role Description	5
Key Accountabilities	6
Potential Job Impact	7
Skills Needed to Fulfil the Role	8
Salary & Benefits Package	9
Guidance Notes For Applicants	11

Welcome

Thank you for your interest in the Education & Careers 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 manage and ensure the provision of an accurate and responsive service to ATT, Foundation, Diploma and Award students and to represent the ATT at schools, colleges and careers events to promote careers in tax and the ATT qualification.

Operating Environment

The Education and Careers Officer operates within a busy, student facing environment at the heart of the ATT's Education Directorate, supporting learners across the ATT, Foundation, Diploma and Award qualifications. The role requires daily interaction with students, training providers, schools and colleges, employers, and internal colleagues, ensuring enquiries, registrations, and related activities are handled accurately and professionally.

Careers outreach adds an external facing dimension to the role, involving engagement with schools, careers advisers, and young people to promote pathways into the tax profession.

Framework and Boundaries

The Education and Careers Officer works within established ATT education policies, and defined operational procedures that ensure fairness, accuracy, and compliance across all student facing services.

While the postholder exercises autonomy in handling day-to-day enquiries, processing tasks, and delivering careers outreach, decisions must remain consistent with committee approved policies and be escalated where issues involve risk, or changes to qualification rules.

Key Accountabilities

- Respond promptly and professionally to students, and other stakeholders (including tutorial providers for the ATT Foundation and Diploma qualifications) by email and over the telephone
- Ensure all Foundation, Diploma and Award students receive their certificates on time and are able to register for their chosen qualification (including completion of relevant delivery paperwork)
- Work with the Education and Examinations Manager on the quality assurance of training providers delivering the Foundation and Diplomas.
- Provide support to the Senior Education Officer for the bespoke ATT India delivery of the ATT qualification and for the ATT Apprenticeship delivery
- Provide support at peak ATT examination times with the input of data to the Test Reach e-assessment platform.
- Data, Systems & Quality Assurance
- Input, maintain, and amend database records to ensure accuracy and completeness.
- Redact, format, and upload sample scripts or related materials to the ATT website.
- Process professional verification and transcript requests.
- Process all requests for exemptions and updates to the candidate records
- Ensure data is complete and accurate for certification of the Foundation and Diplomas offered by the ATT, either manually or using appropriate software.
- Daily review of the education inbox and dealing with telephone queries, being the primary contact when the part-time Education Administrator is not in the office.
- Represent the ATT at schools, colleges, and careers events to promote taxation qualifications and career pathways.
- Deliver engaging presentations or workshops to young people about the ATT qualifications, careers in tax and professional development opportunities.
- Build and maintain relationships with careers advisors, teachers, and partner organisations to widen participation and awareness of ATT qualifications.
- Develop and provide high quality careers resources (e.g., brochures, digital materials, information packs) for use in outreach settings.
- Capture insights from outreach activities to inform improvements in student recruitment, visibility, and engagement strategies.

Potential Job Impact

The Education and Careers Officer plays a direct and visible role by ensuring accurate processing of registrations, certificates, and exam related administration. Their responsiveness to student and other stakeholder enquiries helps maintain high levels of trust, professionalism, and service quality. Careers outreach amplifies the organisation's impact beyond existing learners — promoting tax as a career choice, widening participation, and helping to build future student pipelines through sustained engagement with schools, colleges, and career advisers. Collectively, the role enhances operational efficiency, supports strategic growth in student numbers, and strengthens the ATT's presence within the education and careers landscape

Skills Needed to Fulfil the Role

Knowledge and experience

- Experience working in an education, training, customer service, or student support environment, ideally within professional qualifications or further education.
- Familiarity with administering qualifications, assessments, registrations, or similar processes.
- Experience managing a high volume of enquiries and providing accurate guidance to diverse stakeholders, including students, employers, and training providers.
- Understanding of data protection, confidentiality requirements, and the importance of accuracy in managing student records.
- Experience representing an organisation externally at events and outreach and delivering presentations.

Functional/technical skills

- Strong written and verbal communication skills, with the ability to convey information clearly and professionally.
- Competence in maintaining and updating databases, ensuring accuracy and completeness of records.
- Confident user of Microsoft Office applications and digital platforms, with the ability to format documents, prepare materials, and upload content to websites.
- Ability to follow established procedures and quality assurance standards, ensuring compliance with ATT policies and examination frameworks.
- Comfortable delivering presentations or workshops in school or careers outreach settings.

Interpersonal and work management Skills

- Highly organised and able to manage multiple tasks, deadlines, and competing priorities in a fast-paced environment.
- Strong customer service ethos with the ability to respond sensitively and effectively to a wide range of queries.
- Collaborative team player who works effectively with colleagues, training providers, schools, and external partners.
- Adaptable and proactive, with the ability to use sound judgement in knowing when to escalate issues.
- Able to communicate effectively and in an engaging manner with a wide range of stakeholders, including young people.
- Professional, courteous, and confident when representing the ATT at external events, including schools and careers fairs.
- This role will involve a significant amount of travel so the postholder must be prepared to travel to deliver careers events.

Salary & Benefits Package

Contract Type

This is a permanent position, subject to the successful completion of the probationary period.

Salary

The salary for this role is £34,400 per annum, working 35 hours per week, Monday to Friday. The role is remote, but with compulsory attendance in person at face-to-face meetings and at virtual meetings when required. As a key part of the role involves delivering careers events, the successful candidate must be prepared to undertake frequent travel throughout the UK.

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

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: 13 November 2026
Interviews: This post will be resourced through a 2-stage interview process, including an assessment. First-stage interviews and assessments are expected to take place during the week commencing 16 November 2026, with second-stage interviews scheduled shortly afterwards. First-stage interviews will be held online, and second-stage interviews will be held in person at our office in Monck Street. Further details will be provided to shortlisted candidates.

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.

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!