



**Chartered  
Institute of  
Taxation.**

# Student Services Officer

Role Information Pack  
November 2021

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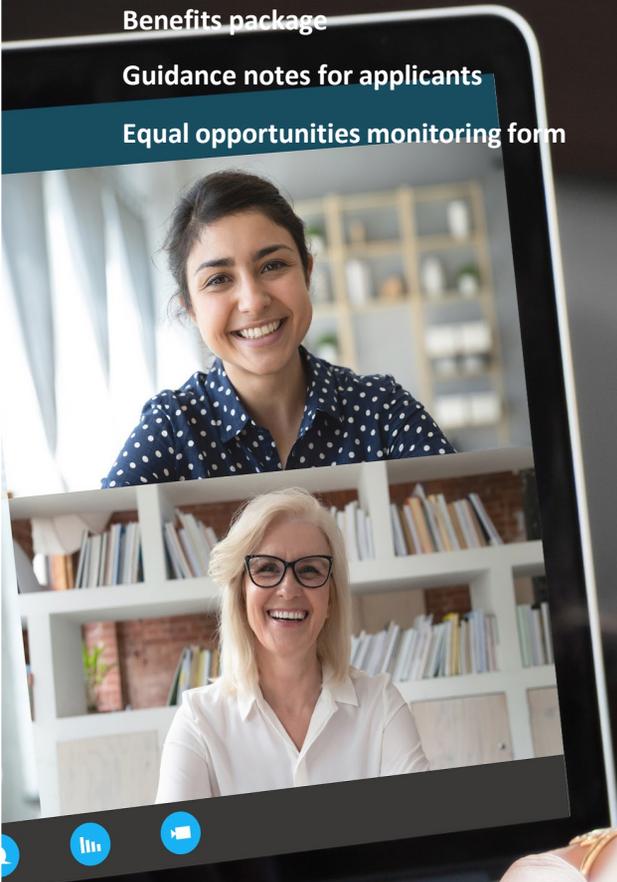
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# Welcome

Thank you for showing interest in the Student Services Officer role which is a permanent full time position. As an educational charity and the leading professional body in the UK for advisers 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.

Like many other organisations, the past 18 months has seen an acceleration in our services being offered through more digital and flexible means. We have adapted and performed well and are keen to harness opportunities to continue to grow the CIOT, ATT, and CTA brands in the UK and through our global partnerships. This role will be working with an established and committed team to deliver against our three strategic aims of Education, Standards and Voice and we will talk more about some of those through the selection process. We'd also like you to bring your ideas and experience to the role to help us innovate and meet the needs of all our customers and key stakeholders.

I hope you will consider applying for this role and become part of our friendly and committed team.

Jane Ashton

ATT CEO

Helen Whiteman

CIOT CEO



## About the ATT and CIOT

The Association of Taxation Technicians (ATT) and Chartered Institute of Taxation (CIOT) are both leading educational charities and professional bodies. We are committed to ensuring that our members, students, volunteers and staff feel welcomed, valued and supported.

In October 2020, with the ATT, the CIOT established a Joint Equality, Diversity and Inclusion (EDI) Committee (which replaced the CIOT's EDI Working Group). The committee assists us in ensuring we have clear EDI values that can be demonstrated through our behaviours, actions and operations. The committee meets quarterly and reports progress to both governing Councils.

We employ around 85 staff who usually work from our modern, accessible offices at Monck Street, Westminster but we are currently working remotely with activities and services continuing online. In addition, we have c. 730 volunteers. We are fully committed to equality, diversity and inclusion and we want this to be reflected in the diversity of the people who work for and volunteer with us and we welcome applications from people from all backgrounds and identities. We think that boards and committees whose members have different backgrounds and experience are more likely to provide challenge, encourage debate and to make better decisions. With your help, we want the ATT and CIOT to accelerate our progress towards becoming more accessible, inclusive, diverse, and equitable organisations.



# Role description / Job Purpose

To deliver high standards of services to existing and potential students and employers by ensuring the provision of appropriate information and response times, arrangements for identifying requirements and expectations; resolving complaints; and ensuring continuous improvement with regards to student handling.

## **Job impact (desired impact of this role)**

Highly effective administration of the extra time and alternative arrangements for ATT, CTA and ADIT candidates.

Maintaining customer care needs, including managing escalated complaints.



# Key accountabilities

To ensure students that require alternative arrangements are effectively catered for.

The first point of contact for Computer Based Exams enquiries.

Manage and handle complaint responses.

Manage ATT and CTA student Twitter and LinkedIn accounts.

Providing adequate support for those who require alternative arrangements.

To administer the award of extra time for certain examination candidates and to ensure that awards of extra time

are in line with similar professional bodies and the advice given by appropriate external organisations.

To ensure that help, advice and information to ATT and CTA students is available; to monitor the effectiveness

as of the arrangements and to recommend changes as appropriate.

To ensure that proper records of complaints from students, and actions taken, are kept.

To develop customer services procedures, policies and standards for the education team and train staff in their

implementation. Deliver annual customer service presentation.

To ensure the webpages in relation to job responsibilities are on the websites are up-to-date and fit for purpose by

monitoring the information, liaising with the relevant team member to ensure it is updated as required.

To assist with enquiries regarding the Computer Based Examinations, deal with and resolve any queries and

complaints arising.

To keep abreast of best practice in student care and service including recommending changes as appropriate.

To produce written reports on activities as required for consideration at staff and Committee levels.

Any other duties as required (in particular at peak activity times regarding examination results).



## Skills needed to fulfil the role

- Commitment to high levels of customer care
- Accuracy and patience
- Ability to work as part of a team
- High level influencing skills
- High level inter-personal skills
- Ability to generate ideas and think originally
- Confident and content to take personal responsibility
- Able to argue persuasively and convincingly without becoming dogmatic

# Benefits package

**Salary** - The salary for this role is £33,216.33, per annum.

## Pension

You will be automatically enrolled into the Aviva Group Pension Plan (9% 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 offering staff holiday entitlement from 22 – 27 days depending on length of service. Staff also get a discretionary extra day holiday during Christmas.

## Optional Benefits

### Bupa (private medical insurance)

You can join our company paid private medical

insurance scheme which pays for the cost of private and 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.

### Child Care Vouchers

Our salary sacrifice child care voucher scheme is currently run by Kiddivouchers.

### 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 Caroline Wright ([cwright@ciot.org.uk](mailto:cwright@ciot.org.uk)) for advice.

You can apply by submitting a covering letter and up to date CV via email to Caroline Wright [cwright@ciot.org.uk](mailto:cwright@ciot.org.uk). Your covering letter should make it clear how your skills and experience match those described in the advert and job description.

If you wish to find out more about the role before applying you may do so by contacting the individual identified in the advert. This will not prejudice your application in anyway.

If you do not hear from us within 2 weeks of applying this means 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 as soon as possible and by the deadline if 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 test or presentation 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.



# Equal opportunities monitoring form

In accordance with its policy on equal opportunities in employment, the CIOT/ATT will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications.

We would therefore be grateful if you would complete the questions on this form.

<b>1 Gender</b>	<input type="checkbox"/>
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
<b>2 Age</b>	
<b>3 Marital status</b>	<input type="checkbox"/>
Married (opposite sex)	<input type="checkbox"/>
Married (same sex)	<input type="checkbox"/>
Civil partner	<input type="checkbox"/>
Single	<input type="checkbox"/>
Other	<input type="checkbox"/>
<b>4 What is your sexual orientation?</b>	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Gay man	<input type="checkbox"/>
Gay woman/lesbian	<input type="checkbox"/>
Heterosexual/straight	<input type="checkbox"/>
Other	<input type="checkbox"/>
Rather not say	<input type="checkbox"/>
<b>5 Do you have any disabilities?</b>	<input type="checkbox"/>
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

# Equal opportunities monitoring form

## 6 Ethnic origin

(Relates to a sense of identity/belonging on the basis of race/culture.)

I would describe myself as (choose ONE section from A to E, and then tick the appropriate box to indicate your cultural background):

### a. White

British

English

Scottish

Welsh

Irish

Other, please specify:

### b. Mixed

White and Black Caribbean

White and Black African

White and Asian

Other, please specify:

### c. Asian, Asian British, Asian English, Asian Scottish or Asian Welsh:

Indian

Pakistani

Bangladeshi

Other, please specify:

### d. Black, Black British, Black English, Black Scottish, or Black Welsh:

Caribbean

African

Other, please specify:

### e. Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group:

Chinese

Other, please specify:

## 7 Where did you see this post advertised?

Data protection: Information from this application may be processed for purposes registered by the employer under the Data Protection Act 1998. Individuals have, on written request and on payment of a fee the right of access to personal data held about them. I hereby give my consent to the CIOT/ATT processing the data supplied in this form for the purpose of recruitment and selection.

8 Applicant's signature:

9 Date: