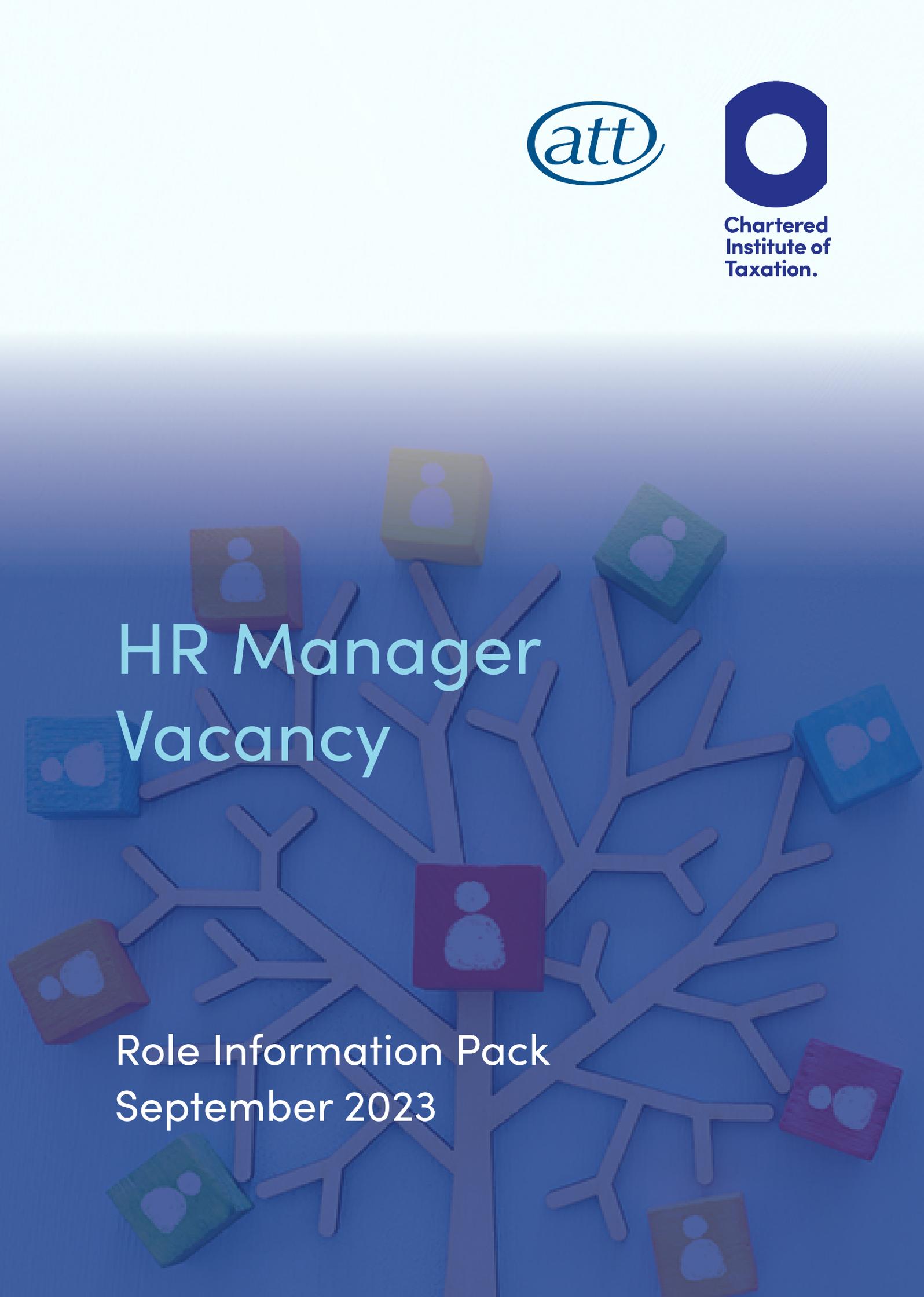




Chartered
Institute of
Taxation.

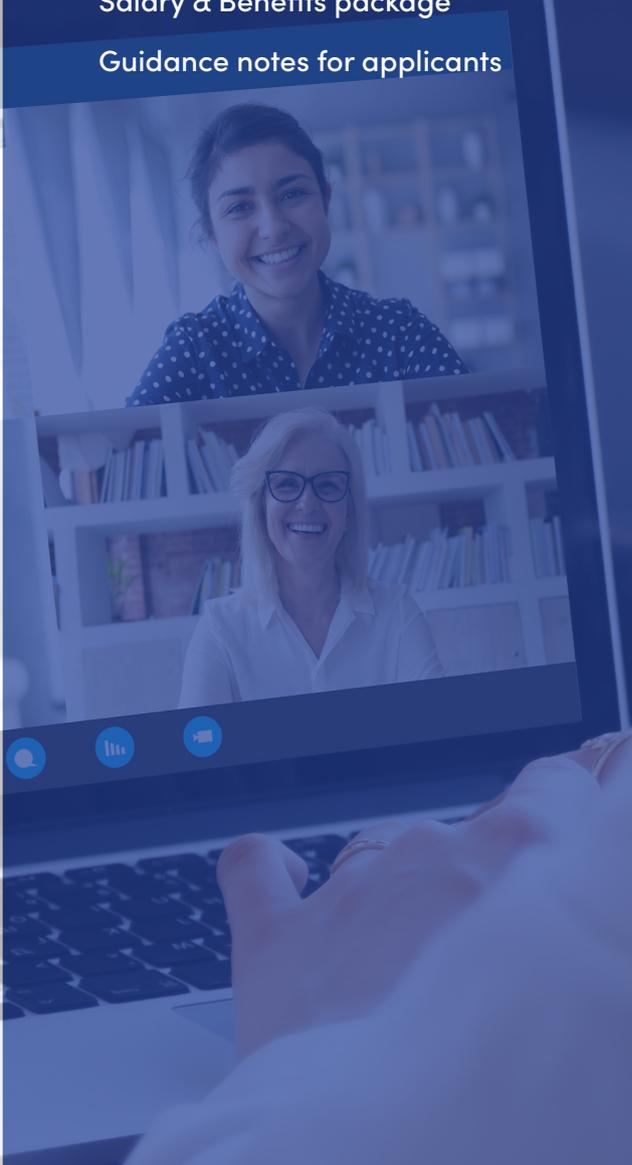
The background features a stylized tree with a grey trunk and branches. Scattered around the tree are several 3D-style square blocks in various colors (yellow, green, blue, purple, red) with a white silhouette of a person on each. The overall background is a gradient of blue.

HR Manager Vacancy

Role Information Pack
September 2023

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Welcome

Thank you for showing interest in the HR Manager 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 promote the highest professional standards
- Collaborative** - we work together to achieve the best results
- Inclusive** - we support and respect all people, embracing diversity
- Empowering** - we encourage leadership, initiative, and innovation
- Progressive** - we continuously drive improvement, leading to real change
- Committed** - we deliver high quality, good value 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



About the CIOT and 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 network of 35 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 a member of the Confédération Fiscale Européenne (CFE) and is registered under the European Commission's Transparency register, number 91596579174-61. 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.



Role description

The purpose of this role is to manage the day-to-day HR service provision for approximately 85 staff through the HR team, including supplier management and HR project delivery.

CIOT/ATT has a high number of professional staff who require in-house, business-as-usual HR activity to support their work; this BAU support is end-to-end and includes payroll. The organisations are also undergoing a period of transition, requiring additional HR support for staff and potentially leading to increasingly complex employee relations cases. The organisation also supports two charities.

This role operates within an established HR framework of policies, procedures and processes but has a significant role in maintaining and improving this framework. The post holder will be empowered to make day-to-day decisions on routine cases, staff management, employee relations and resource management issues. Cases involving legal challenges or contentious ones should be referred upward for direction and decision support.



Key accountabilities

Service Delivery

- Oversee the delivery of full range, in-house HR activities within the HR framework, including payroll and benefits.
- Ensure the legal compliance throughout delivery of the HR framework and lead/support more complex employee relation activities.
- Provide professional and accurate generalist HR advice and coaching to managers across the organisation to clarify their role and support them in policy application and employee relations, to ensure quality, responsiveness, consistency, and policy compliance of all HR casework.

Service Development

- Assess the effectiveness of the HR framework, processes and execution and recommend improvements where necessary.
- Manage HR project implementation, including communications, consultation, product development and roll-out plans.
- Support the Head of HR & Facilities regarding long-term planning and the implementing new policies or initiatives.

Team Management

- Manage and develop the HR team and service, including managing the wellbeing of the team, workload management and work-life balance.
- Ensure the delivery of HR team SLAs, targets, and performance standards within budget.
- Provide accurate and timely management reporting to the Head of HR & Facilities.

Potential job impact (desired impact of this role)/decisions)

- Compliance with the organisation's values, policies and needs is encouraged and supported.
- Employees and managers are productively engaged in supporting the organisation's goals.
- People issues affecting productivity or performance managed positively to restore effectiveness.
- Disputes resolved quickly and legally.
- The organisation's talent pool is attracted, retained, managed and developed to support organisational success.

Skills needed to fulfil the role

- CIPD Level 5 or equivalent knowledge
- Proven work experience as an HR Manager delivering a full range of HR activities.
- Experience in managing employee relations, including disputes.
- In-depth knowledge of employment law and HR best practices.
- Line management experience of small teams (<5 staff).
- HR project management, including consultation and communication processes.
- Experience using HR software and systems, preferably IRIS Cascade.
- Verbal and written communication and interpersonal skills suited to a professional environment.
- Good numerical ability.
- Payroll experience desirable but not essential.
- Competence to build and effectively manage interpersonal relationships at all levels of the organisation.
- Ability to manage conflict, hold people to account when needed and influence collaboration.
- Ability to plan, track and manage multiple deadlines across the team to deliver tasks and stakeholder requirements to specification.
- The ability to work effectively as a part of a team and independently when required.
- Ability to reinforce, support and live our values which are:

Ethical - we promote the highest professional standards

Collaborative - we work together to achieve the best results

Inclusive - we support and respect all people, embracing diversity

Empowering - we encourage leadership, initiative, and innovation

Progressive - we continuously drive improvement, leading to real change

Committed - we deliver high quality, good value services

Salary & Benefits package

Salary

The salary for this role is circa £55,000 per annum, working up to 35 hours per week (part-time applications are welcome). This role is a home-working role with occasional office attendance for meetings and events. Hybrid or office working will also be considered. However, the successful candidate will be expected to attend the office 3 days a week for the first 2 months as part of their induction process, and homeworking is dependent upon there being a dedicated space to work in and stable broadband connections.

Pension

You will be automatically enrolled into the Aviva Group Pension Plan (9% employer and 3% employee contribution) upon joining.

Wellbeing

- a generous holiday entitlement from 22 - 27 days, depending on your length of service.
- Flexible working arrangements
- Help at hand app providing GP consultations, Physiotherapy, mental health support and life, money and wellbeing support
- An Employee Assistance Programme that provides staff with access to professional counselling, an online GP service, legal advice and more.
- Wellbeing hub, including webinars, resources

Insurance

- 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.

Aviva (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 Sharon Jepson (sjepson@ciot.org.uk) for advice.

The application deadline is 5pm 13 October 2023.

You can apply by submitting a covering letter and upto-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 this pack.

Selected candidates will be invited to prepare a 10-minute presentation which will be used as part of the first stage selection process alongside a professional skills assessment. After the first interview, those shortlisted will be invited to attend an organisational fit interview.

If you wish to find out more about the role before applying, you may do so by contacting the Head of HR ahutchinson@ciot.org.uk. 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 more details about the presentation in advance. We have a provisional date of 23 October and 24 October.

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 at least two employers for reference purposes before they commence employment.

We look forward to receiving your application

