



Chartered
Institute of
Taxation.

LITRG Administrator

Job Information Pack
April 2022

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Welcome

Thank you for showing interest in the LITRG Administrator role at the CIOT. 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 two years have seen an acceleration in our services being offered through more digital flexible means. We have adapted and performed well and are keen to harness opportunities to continue to grow the CIOT and CTA brand in the UK and through our global partnerships. We support those who are unable to afford to pay for advice through the work of our Low Incomes Tax Reform group (LITRG) and are committed to the continued growth of LITRG. If successful you will play an important part in LITRG's work, both in supporting the CIOT's objectives and making a real difference to those on the lowest incomes who we aim to give a voice to in the tax system.

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

Helen Whiteman

CEO



The organisation (CIOT)

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 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.

Policy on fund raising from the public:

The CIOT does not raise funds through asking for public donations in any form.

For the Annual Report and Financial Statements of the Institute visit: <https://www.tax.org.uk/annual-reports>



Low Incomes Tax Reform Group

LITRG is an initiative of the CIOT and was established in 1998 to give a voice to the unrepresented in the tax system.

Since 1998, LITRG has been working to improve the policy and processes of the tax, tax credits and associated welfare systems for the benefit of people on low incomes. Everything we do is aimed at improving the tax and benefits experience of workers (employed, self-employed and agency workers, etc), pensioners, migrants, students, disabled people and carers.

LITRG works extensively with HMRC, the Department for Work and Pensions (DWP), HM Treasury, Revenue Scotland, the Scottish Government, the Welsh Government, and the Welsh Revenue Authority as well as other government departments, local authorities and devolved administrations. We comment on proposals and put forward our own ideas for improving the system. Too often, tax and related welfare laws and administrative systems are not designed with the low-income user in mind and this often makes life difficult for those we try to help. LITRG also works with other charitable organisations.

Our mission statement: **Target for help and information those least able in the community to afford to pay for advice and make a real difference to their understanding of the systems of taxation and related benefits whilst working to make them more equitable and accessible for their needs.**

We do this by:

- Providing comprehensive information, guidance and support to taxpayers and tax credit claimants and their advisers via www.litrg.org.uk and www.revenuebenefits.org.uk.
- Trying to improve the tax and related welfare systems for the benefit of those unable to afford to pay for advice. We do this by:
 - Analysing the interaction between the tax, tax credits and benefit systems to understand potential interactions and how changes in one system may have an effect elsewhere.
 - Researching particular tax areas that may be giving cause for concern and writing reports recommending change.
 - Examining Finance Bills and other tax legislation for provisions which may adversely affect the low-income population, providing briefings on the legislation's effect on this group and proposing alternatives.
 - Monitoring operational developments within HMRC, DWP and other related government departments which may affect those on low incomes.
 - Encouraging people to feed to us their day-to-day experiences of the tax and related benefit system.
 - Sitting on numerous tax and benefit consultative groups and putting forward the perspective of those who cannot afford to pay for advice.

Role description

To provide appropriate administrative support to the Low Incomes Tax Reform Group team and occasionally others (for example covering some CIOT technical team administrator duties during periods of leave).

The broad aim of the role is to help ensure the smooth running of the LITRG team, its meetings, submissions, general work and websites. As most of the employees supported are remote workers, the person needs to be pro-active, confident, and able to work on their own initiative without the need for constant supervision.



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Key accountabilities

1. Meetings: Checking availability of attendees (for example via Doodle polls), making arrangements for meetings, sending out invitations and papers, taking meeting notes, and ensuring actions are followed up.
2. Administrative support: administrative assistance to the LITRG team including maintaining templates in Word (ensuring these reflect CIOT house style), setting up (if required) and maintaining team excel spreadsheets, assistance with PowerPoint slides from material provided; occasional assistance with online surveys. Responsibility for the organisation of the central LITRG team online files and archive list in line with agreed processes.
3. External contacts: Keep contact and circulation lists up to date
4. LITRG advisory panel: Maintain volunteer email addresses and email circulation lists. Process additions and deletions as agreed with Head of LITRG. Organise meetings, send out relevant papers and take meeting notes. Send out ad-hoc circulations to panel members as agreed with Head of LITRG. Collate and sending out LITRG monthly newsletter.
5. LITRG output: finalising administration of publications such as submissions, letters, articles etc., including proofreading and sense-checking (from a non-tax expert perspective) if required, formatting, adding LITRG/CIOT standard descriptors (to be maintained).
6. Maintaining LITRG Admin spreadsheet and associated activity: Ensuring consultation responses/informal submissions are recorded on the spreadsheet and set up associated tasks for team members in task management software, monitor submission deadlines and submit responses as required, ensure meetings are recorded as per the LITRG team guide and file storage lists are kept up to date. Use data to compile quarterly KPOs on relevant document. Monitor annual website articles list and set up associated tasks for LITRG team members and ensure deadlines are met; monitor and record team successes.
7. Monitor LITRG inboxes – dealing with or redirecting mail as appropriate; liaising with Head of LITRG or LITRG team as needed where destination/action unclear.
8. Website queries: Record incoming website queries and outgoing queries in the relevant database, ensure all queries have been dealt with, provide information to technical officers from the database as required. Ensure our GDPR obligations are met in recording data.
9. LITRG team guide: Keep the LITRG team guide (which lists all LITRG processes and guidance) up to date as agreed with Head of LITRG.
10. LITRG websites: Uploading articles, press releases and changes to the LITRG website and carrying out basic website administration. Work closely with web manager to ensure smooth running of the LITRG websites and highlight any problems that need resolution.
11. LITRG social media accounts: Share website updates on social media and post other material to social media sites as agreed with relevant team members.
12. General support to LITRG team: Provide general administrative support to the Head of LITRG and other team members. Also to assist with book ordering; Budget packs ordering and arranging collection; Finance Bill orders; assistance with travel & hotel where needed; conference bookings.
13. Keeping an eye on certain parts of HMRC and HMT website for new consultations and developments; notifying LITRG team member.
14. Becoming familiar with the role of the Technical team administrator to be able to cover for them when they are away and to be able to assist in times of high work demands.
15. Other work related to the LITRG function as required, including pro-actively suggesting improvements to processes within areas of work. Liaising with (and briefing/training) designated colleague(s) who will be available to provide support in times of high workload and holiday cover.
16. Liaise with wider CIOT as required, for example attending IT Committee or marketing meetings as required.

Skills needed to fulfil the role

- Excellent Word and Excel skills
- Communication and interpersonal skills
- Time management, organisation and multitasking capabilities
- Ability to solve problems relevant to the administrator role
- Ability to use office IT systems e.g. CRM, Office 365 etc.
- Basic IT and website administration skills (e.g. uploading content, posting to social media)
- Proof-reading/minute taking skills
- Flexible mindset and willing to learn new skills (particularly in relation to the LITRG website)
- Attention to detail

Job impact (desired impact of this role)

1. The smooth running of the LITRG team, LITRG advisory panel and LITRG website
2. Helping LITRG achieve its information provision and campaign work objectives

Salary & Benefits Package

Salary

The role is full-time and the salary for this role is £28,500 – £32,500 depending on skills and experience.

The working hours are 35, Monday to Friday each week (working from home).

The successful candidate will be offered a permanent employment contract subject to a three-month probationary period.

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 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

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

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 of 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 Renata Sandra-Toth at recep@ciot.org.uk for advice.

The application deadline is at 5 pm on 27 April 2022.

You can apply by submitting a covering letter and up to date CV via email to Renata Sandra-Toth at recep@ciot.org.uk. Your covering letter should make it clear how your skills and experience match those described in the advert and job description.

Selected candidates will be invited to complete a written exercise which will be used to shortlist candidates for interview. Provisional interview dates: week commencing 9 May 2022.

Those shortlisted after the written exercise and first stage interviews will be invited to attend an organisational fit interview. Provisional date: week commencing 16 May 2022.

Interviews will be held remotely.

If you wish to find out more about the role before applying, you may do so by contacting Renata Sandra-Toth at recep@ciot.org.uk. This will not prejudice your application in any way.

If you do not hear from us within 2 weeks of the closing date 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.

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.

