



Chartered
Institute of
Taxation.

Events & Membership

Maternity Cover FTC Role

Job Pack
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Welcome

Thank you for showing interest in the Events & Membership Officer role at the CIOT/ATT. As two 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 working with enthusiastic colleagues and supported by a committed team of volunteers. Our key aim is to achieve a more efficient and less complex tax system for all, and you will see from both of our annual reports that we do this through a wide range of activities.

Like many other organisations, the past two years 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 ensure that we remain accessible and open to all. This pack provides more information about the role. We hope you will consider applying and become part of our friendly and committed team.

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 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

To assist with the organisation and marketing of face-to-face, hybrid and virtual events and conferences by supporting the Assistant Head of Member Services (Events).

(This may mean travelling and working outside of normal working hours).



Key Accountabilities

Conferences

To deal with the administration associated with conferences, this includes:

- Demonstrating the value of membership through managing conferences in a highly professional manner with an exceptional standard of customer service
- Liaising with delegates providing information and dealing with enquiries or queries that arise
- Liaising with venues and technical providers
- Managing the Zoom platform, including Zoom Webinars and conducting rehearsals with speakers
- Processing delegate conference bookings
- Producing brochures within accepted brand guidelines and assisting with arrangements for printing and distribution and publishing online
- Producing email correspondence with delegates to a high degree of accuracy and in line with the Institute's zero-tolerance error rate policy
- Maintaining event platforms, building registration pages, inputting and confirming delegate registrations
- Researching lists of contacts for the database and entering this data accurately
- Updating of the CIOT/ATT websites in relation to conferences
- Welcoming and registering Members at our conferences
- Co-ordination and analysis of conference feedback forms and the preparation of year-on-year statistics that demonstrate the value of conferences to members
- Attendance at such conferences as required
- Updating of the CIOT/ATT websites in relation to conferences

Events

To deal with the administration associated with events, this includes:

- Demonstrating the value of membership through managing events in a highly professional manner with an exceptional standard of customer service
- The preparation and updating of invitation and guest lists for CIOT/ATT events, including maintaining the database
- The preparation, design and distribution of invitations to events
- Processing, acknowledging, and chasing replies
- Production of guest lists
- Updating of the CIOT/ATT websites in relation to events
- Co-ordination and analysis of event feedback forms and the preparation of year-on-year statistics that demonstrate the value of events to members
- Attendance at such events as required

Communications and Relationship Management

To champion the use of the CRM system for events and across the organisation for the purposes of:

- Communicating with Members through recognised channels, e.g. bulk email tool, the website, email, letter and by phone
- Communicating with members within agreed brand guidelines in a consistent and highly professional manner
- To adhere to policy and procedure regarding approval processes for all communications with members
- To pull together targeted marketing lists for events

Secretariat Duties

To provide secretariat services to external stakeholders, committees, working parties etc. for the purposes of:

- Organising a calendar of meetings on an annual timely basis
- Supporting the chair in devising an agenda
- Recording accurate minutes of meeting and distributing on a timely basis
- Working with the chair and other committee volunteers to follow through on agreed actions with other members of staff and managers
- To provide guidance and advice to the chair and set realistic expectations

To perform such other duties as may be assigned.

Job impact (desired impact of this role)

1. Reputation of the organisation is enhanced to all Stakeholders due to the successful delivery of events.
2. Events are delivered on time, on budget and high standards are maintained.
3. High levels of customer service are given to our members and stakeholders.
4. Facilitates Member engagement – fulfils CPD requirements.
5. Feedback from events is of satisfactory or above levels.

Skills Needed to Fulfil the Role

- Well-presented and professional personal presentation
- Excellent written and verbal communication skills
- Good interpersonal skills
- Flexibility
- Energetic and enthusiastic
- Problem-solving
- Good attention to details
- Good time management skills
- Superior organisational skills
- Technical skills (knowledge of event registration systems and databases)
- Committed to delivering a high level of customer service
- Prepared to work onsite at events during work hours and weekends

Salary & Benefits Package

Contract type & Salary

Up to 1-year fixed-term contract. The salary for this role is circa £20,000 - £23,915 per annum, 28 hours per week (office-based).

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 from 22 – 27 days depending on length of service.

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 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 RSandra-Toth@ciot.org.uk for advice.

The deadline for applications is 4 March at 5 pm.

You can apply by submitting a covering letter and up to date CV via email to Renata Sandra-Toth at RSandra-Toth@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 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.

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.



