



Job Description

Job Details

Job title:	Quality Assurance Manager – Owner-Managed Businesses
Reports to job title:	Education
Directorate:	CIOT Chief Examiner
Location:	Remote
Version date:	November 2024
Working hours:	Part time: 19 days per year

Job Purpose (briefly state your job's overall mission)

Job Purpose

To be a vital part of the quality control process for the CIOT examinations taking responsibility for a particular set of CIOT examination papers.

The allocation of papers for this role will be as follows:

	QAM – Owner-Managed Businesses
Awareness	<ul style="list-style-type: none">• Taxation of Unincorporated Businesses
Advanced Technical	<ul style="list-style-type: none">• Taxation of Owner-Managed Businesses
Application & Professional Skills	<ul style="list-style-type: none">• Taxation of Owner-Managed Businesses

Contextual Information

Operating Environment

You will work within the Education Team to ensure that the OMB papers of the CTA are available for candidates to sit twice a year and that they are of good quality, technically accurate and fair and that the marking of these is fair and timely.

Framework & Boundaries

To ensure the CTA exam OMB questions are at the appropriate standard and are fair and fit for purpose and therefore attractive to employers and individuals. To work with the examiners in your team, who are contractors, to ensure timely delivery of exams/markings. To play a part in the recruitment vetting process for new OMB contractor examiners and their training.

Key Accountabilities (the outputs of the job)

- Attendance at the annual examiners' meeting and organising the examiners' meeting for their own team.
- In conjunction with the Chief Examiner, make decisions regarding examiner appointments and removals.
- Mentoring the examination team, particularly new examiners.
- Controlling the timely progress of their examinations, chasing, and supporting examiners as required.
- Liaising with the Chief Examiner and updating on the progress of draft questions.
- Participating in conference calls organised by the Chief Examiner.
- Sitting draft examination papers in the required time and feeding back comments to the examiners.
- Undertaking a detailed technical review of the draft questions and answers as well as considering whether the questions are "good" questions.
- Moderating a small sample of scripts before marking gets fully underway and then speaking to the examiners.
- Once candidates' scripts have been marked, undertaking a first moderation of 10% of the scripts (or 10 scripts if less than 100 scripts in total) to ensure that marking has been fair and accurate. Followed by a second moderation of borderline scripts. (An additional fee per script is payable for moderation.)
- Assistance in the completion of the session including the production of final answers and examiner comments.
- Managing the response to the tutorial bodies to pass to the Chief Examiner.
- Proactively making recommendations to improve the examination process.
- Considering the syllabus for their papers and making recommendations for updates.
- Attendance at occasional Examinations Committee meetings if requested.

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

Ensuring that the allocated papers and their accompanying answers are fit for purpose and maintain and enhance the reputation of the CTA qualification. Providing effective support to the Chief Examiner.

Job Dimensions (indicate in quantitative terms the key areas on which your job has an impact)

People management responsibilities:	Manage a team of approximately six examiners who are contractors.
Budget management responsibilities:	None
Key contacts/relationships/stakeholders managed:	Contribute to quarterly meetings of all QAMs with the Chief Examiner and Deputy Chief Examiner. Attend Examination Committee on request.

Person Specification (Skills needed to fulfil the role)

- CTA qualified.
- Strong and demonstrable technical skills in the appropriate area of tax right across the syllabus for the allocated papers.
- Sufficiency and flexibility of available time for the role. The work will not be evenly spread, and a prompt response is needed on numerous aspects.
- Ability to work as a part of a team. You will be reviewing the work of examiners, and it is therefore important that you are able to work with them and encourage them through the review process. You will need to work with others within the CIOT also and will need to share the vision that we will work together to improve the examination process.
- Experience of the examinations process.
- An enquiring mind and strong communication skills. Whilst our questions may be demanding, they must also be clear, unambiguous, and fair. You will need to be able to consider whether draft questions can be misinterpreted and suggest changes to improve the style and clarity of the questions.
- Excellent time management skills. There is a tight timetable for the exam process, and it is vital that the QAMs have excellent time management skills and are able to set an example to others by keeping to the timetable.

Values and Behaviours



The organisational values being understood and met through the work delivered:

Ethical – we promote the highest professional standards

Collaborative – we work together to achieve the best results

Committed – we deliver high quality, good value services

Progressive – we continually drive improvement, leading to real change

Empowering – we encourage leadership, initiative, and innovation

Inclusive – we support and respect all people, embracing diversity

