



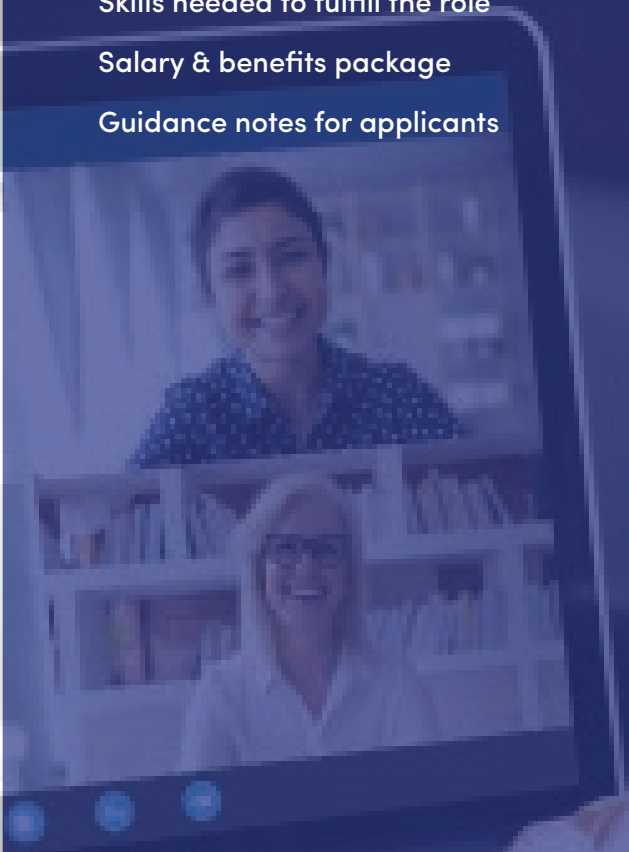
Chartered
Institute of
Taxation.

DITT & ADIT Education Officer

Role Information Pack
February 2025

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Welcome

Thank you for showing interest in the DITT and ADIT Education Officer role. The CIOT is an educational charity and the leading professional body 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 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 act with integrity, promoting high ethical standards and accepting accountability for our actions.

Collaborative - We value working constructively with stakeholders to achieve our goals.

Inclusive - We welcome, respect, and value everyone and actively consider how to be accessible.

Empowering - We encourage and enable personal growth and seize opportunities.

Progressive - We are future focused; constantly learning and driving improvements that deliver enhanced service excellence.

Committed - We are focused on and dedicated to the consistent delivery of our charitable objectives and 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 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.

Helen Whiteman

Chief Executive, CIOT



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 20,000 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>.



Role description

Job Purpose

You will be responsible for administration of the CIOT's DITT (Diploma in Tax Technology) and ADIT (Advanced Diploma in International Taxation) qualifications, as well as helping to develop these products across the prospect and student journey.

You will provide effective administrative support for DITT candidates, ADIT students and other stakeholders, and help drive student growth, employer and other stakeholder engagement. You will act as Secretary to the DITT Committee and provide administrative and communications support to CIOT students and stakeholders.

Operating Environment

You will work within the Education Team, which is responsible for the development and delivery of a range of qualifications to a diverse audience of UK and international tax professionals and their employers.

You will be required to attend the CIOT office in London for one day per week, with homeworking allowed for the remainder of your work.

Framework & Boundaries

The DITT qualification is a new qualification, having been launched in 2022, and take-up of the qualification is expected to continue to grow, with implications for the volume of stakeholder queries and expressions of interest from prospective candidates and their employers. You will be expected to contribute to the provision and development of guidance in support of candidates and stakeholders, as well as to the governing DITT committee.

ADIT is the CIOT's international qualification and certification programme. The ADIT community encompasses a diverse global audience of students, graduates and International Tax Affiliates, a wide range of institutional stakeholders, including Champions, employers, tuition providers and partner institutes, and a multinational team of Examiners, Moderators, and committee members.

Key accountabilities

Job impact (desired impact of this role)

- Promptly answering queries from DITT candidates, employers, and stakeholders, differentiating between different types of queries, and bringing queries and expressions of interest to the attention of the ADIT Manager as appropriate.
- Liaising with the Facilities Team regarding certification production, to ensure they are printed and posted.
- Accurate recording of data relating to the DITT and ADIT qualifications and maintaining accurate records.
- Delivering regular reporting of DITT and ADIT results to a small number of large firms, in compliance with data protection regulations.
- Using CRM queries to extract information and compile reports on Excel regarding DITT and ADIT information for the DITT Committee, ADIT Sub-Committee and CIOT Council as required.
- Contributing to the update and maintenance of the DITT and ADIT areas of the CIOT website and related student communications, including candidate emails and the development of candidate guidance.
- Acting as Committee Secretary to the DITT Committee, liaising with the Chair, organising meetings (up to three times per year), preparing papers and attending and writing short Minutes of each meeting.
- Supporting the ADIT Sub-Committee, including contributing to the preparation of meeting agendas, papers, and minutes, liaising with, and supporting the recruitment of members.
- Managing and supporting ADIT Champions and providing support services to Champions as appropriate.
- Maintaining and developing relationships with key international partners, including tuition providers.
- Supporting and working closely with the CIOT marketing and business development team in support of employer and stakeholder objectives.
- Contributing to the delivery of student testimonial and profile initiatives in partnership with the CIOT marketing and business development team.
- Contributing to the organisation and delivery of ADIT and other CIOT conferences and events, including webinars, as agreed with ADIT Champions and key stakeholders.
- Contributing to digital and social media engagement throughout the student journey.
- Maintaining and developing clear communications with internal and external audiences, including website content and articles, magazine briefings and press releases.
- Acting as an additional point of contact for the DITT assessment platform administrator.
- Involvement in the annual update of DITT and ADIT materials, as determined by your line manager.
- You will also be required to undertake duties of a similar level on other CIOT and ATT qualifications, as reasonably required by your line manager.

Skills needed to fulfil the role

Knowledge and experience

- Experience of working in an education/examination environment (desirable)
- Minute-taking experience (desirable)

Functional/technical skills

- Call handling and email response (good inbox management required)
- Proven skills in MS Office Packages (e.g. Word, Excel, PowerPoint)
- Experience in email marketing software (e.g. ClickDimensions)
- Competent in other office IT programs (e.g. CRM, Office, Adobe Acrobat, Adobe Indesign)

Interpersonal and work management Skills

- Strong written and verbal communication and interpersonal skills
- Methodical in approach with excellent attention to detail
- Time management, organisational and multitasking capabilities
- Ability to effectively organise own workload and prioritise tasks
- Proactive approach to improving systems and solving problems
- Ability to prioritise stakeholder queries based on their importance and urgency
- Proactive approach to notify senior members of the team of out-of-date/inaccurate information

Salary & Benefits

package

Salary

The salary for this role is £36,847.14 per annum, 35 hours per week (hybrid with one day per week in the office).

Pension

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

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 25 - 30 days depending on your length of service, and pro-rated based on your working pattern.

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 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 at sjepson@ciot.org.uk for advice.

The deadline for applications is 7 March by 5pm.

You can apply by submitting a covering letter and up to date CV via email to Sharon, as per the email address provided above. Your covering letter should make it clear how your skills and experience match those described in the advert or job description.

If you wish to find out more about the role before applying you may do so by emailing Sharon, or by calling HR on 02073400563. 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. If there is to be a presentation or test you will be informed of this in advance.

Interviews are tbc but likely to be early March.

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.

