



Chartered  
Institute of  
Taxation.

# LITRG Technical Officer

Job Information Pack  
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# Welcome

Thank you for showing interest in the LITRG Technical Officer 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 18 months has 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.litr.org.uk](http://www.litr.org.uk) and [www.revenuebenefits.org.uk](http://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

The Low Incomes Tax Reform Group is an initiative of the Chartered Institute of Taxation to give a voice to the unrepresented taxpayer. The CIOT is an educational charity. Our primary purpose is to promote education in taxation. One of our key aims is to work for a better, more efficient, tax system for all affected by it – taxpayers, their advisers and the authorities. The purpose of the job is to help the CIOT realise this aim by pursuing LITRG's mission statement: the provision of comprehensive information, guidance and support to taxpayers, tax credit claimants and their advisers; and working towards a better tax system for the unrepresented and one that is more friendly to their needs.



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# Key accountabilities

## Technical work:

- Identify issues within LITRG's remit that affect low income taxpayers and determine the best way to take the issue forward, for example via meetings with the relevant officials; also to identify consultation documents and other reviews etc that LITRG should respond to (for example calls for evidence, and contributing to research being done by other organisations that cuts across our sphere of interest).
- Research and draft responses to consultative documents and other papers to HMRC, other Government departments, Parliamentary Committees and other bodies on matters within the scope of LITRG's agenda. This may include following up a consultation response with oral evidence (before a parliamentary committee, for example)
- Input into the legislative process, where relevant, making budget representations, commenting upon draft legislation, producing briefings on the Finance Bill etc.
- Identify low income issues that may be worthy of in-depth research and write (or contribute to) LITRG reports on such subjects.
- Research and draft responses to technical enquiries received via the LITRG website (these can be from members of the CIOT/ATT, from voluntary sector advisers, members of the public, journalists etc..) Although LITRG don't offer an advice service, we do try and give general guidance where possible or signpost to sources of help or other information – we also need to identify issues raised in enquiries that need to be pursued further.

## Representing LITRG/CIOT and engaging with stakeholders:

- Attend consultation meetings, workshops and conferences, reporting back as required and carrying out any necessary follow-up work. These meetings are primarily with HM Revenue & Customs, HM Treasury and Department for Work and Pensions as well as other stakeholders
- Develop and maintain relationships with LITRG's stakeholders including relevant officials in HMRC and other Government departments and relevant external organisations.
- Pursue opportunities for interaction with HMRC/HMT/DWP, particularly in relation to consultation exercises and proactive projects

## Engagement with the LITRG Advisory Panel (volunteers):

- Contribute reports to and attend panel meetings, ensuring any allocated actions points are followed up.
- Write and contribute material to LITRG monthly newsletters.
- Liaise with members of the advisory panel to gather their views on consultation responses and other work, where appropriate.
- Offer support to members of the advisory panel – for example liaising on follow-up from meetings which volunteers have attended on behalf of LITRG and taking forward issues identified by volunteers where deemed appropriate

## Promote the work of LITRG:

- Draft (or review as appropriate) press releases and follow up any press enquiries as required. This may involve being interviewed by journalists (for example giving background information or a quote for an article in the print media or conducting a telephone interview for radio).
- Draft and contribute regular articles to technical press/websites including the LITRG website, Tax Adviser, Taxation and other publications as required.
- Promote LITRG's aims and objectives through presentations to outside bodies such as HMRC, CIOT/ATT branches, conferences and also write general articles to promote the work of LITRG.
- Work with other third sector organisations and provide assistance to them on tax matters (eg dealing with tax technical queries, occasionally giving lectures or seminars to promote LITRG website material).
- Raise LITRG's profile through attendance at internal events, taking part in appropriate media opportunities and representing LITRG at external events.

# Key accountabilities

Provision of comprehensive information, guidance and support to taxpayers, tax credit claimants and their advisers:

- Researching and writing technical copy for our websites and print media, both tax technical reviewing and updating of existing materials and preparation of new commentary. This will also include considering interactions between the tax and welfare systems (mainly child benefit, tax credits and the transition to universal credit).
- Working with our digital content manager to develop new materials for the websites to ensure they continue to meet user needs. This is likely to involve helping people navigate the new 'digital' HMRC world.
- Keeping up to date with developments in tax and related welfare systems that may affect our constituents and preparing relevant news articles and press releases.
- Considering 'softer' issues, such as how best to communicate with taxpayers, including people with disabilities, older people, and those with other language or communication difficulties such as migrant workers – many of whom might be on low incomes and lack access to support and advice.
- Answering website enquiries by providing links to appropriate information on our websites.
- Analysing website enquiries (from both taxpayers and their advisers) to identify potential information gaps and producing appropriate technical material to fill them. Also identifying and feeding back trends in enquiries that can inform our representational and campaigning work, for example problems in tax and related administration and processes or where the law is deficient and has created a trap for low-income taxpayers.

Work collaboratively:

- Liaise with CIOT & ATT technical teams and other departments within CIOT on matters of joint interest as required.
- Liaise with the Head of LITRG to ensure efficient use of resources and help cover the work of other technical staff where appropriate
- Liaise with the Digital Content Manager over all relevant aspects of work as required
- Carry out other duties as may be assigned by the Head of LITRG or Director of Public Policy from time to time



# Skills needed to fulfil the role

- Membership of the CIOT or otherwise suitably qualified by experience
- At least five years practical experience of tax work, at a level undertaken by typical CIOT members
- Expert knowledge and practical experience of personal taxes and NICs, particularly as they affect people on low incomes. Experience in other general tax areas is an advantage. Previous experience/specialism in one or more of the following areas would be of particular interest, though not essential:
  - Labour market – eg employment status, agency/umbrella company workers, gig economy workers, small business including small limited companies
  - Tax administration – powers and safeguards, compliance, penalties and appeals
  - National insurance
  - Tax issues on bereavement
- Experience of technical writing and an ability to write material for a range of different audiences, whether tax advisers, general public or the media, both newspaper and trade press. Also an aptitude for writing consultation responses, reports and other technical writing.
- An interest in the welfare problems of those on low incomes is essential. An interest in digital matters and the problems faced by the digitally excluded is important.
- A commitment to help improve the tax system particularly for low income, unrepresented taxpayers, an understanding of current developments and future changes in the tax system that may have an impact on the low income unrepresented population.
- Ability to work on one's own, using one's own initiative to progress website writing work and identify relevant LITRG issues to take forward as part of our campaign work.
- Excellent communication skills and ability to put across LITRG's views at various meetings, and to develop good working relationships with CIOT and ATT technical colleagues, Committee members and external stakeholders to further LITRG's work.
- Ability to decide priorities to meet competing deadlines in discussion with the Head of LITRG Senior Technical Manager and their colleagues. Ability to write to tight deadlines without loss of precision or accuracy.

## Job impact (desired impact of this role)

Contributes towards the CIOT's primary purpose of promoting education in taxation and to its aim of working for a better, more efficient, tax system for all affected by it – taxpayers, their advisers and the authorities LITRG's web presence becomes the primary source of information on UK personal tax, tax credits and related welfare for the general public and a resource that is much sought after by members, journalists and broadcasters, parliamentarians, other opinion formers and advisers besides the public.

LITRG is an effective representative body for taxpayers and tax credit claimants on low incomes who cannot afford to pay for professional tax advice, and achieves changes in tax legislation, policy and practice that benefits those whom it aims to serve.

# Salary & Benefits Package

## Salary

The salary for this role is circa £58,000 per annum.

The role available is 31.5 hours (4.5 days) a week.

## Location

Home-based (occasional travel to meetings in London and other parts of the UK will be required)

## 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 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

### 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.

### Child Care Vouchers

Our salary sacrifice child care voucher scheme is currently run by Kiddivouchers.

### 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 Faith Mulera (fmulera@ciot.org.uk) for advice.

The deadline for applications is: 21 November 2021

You can apply by submitting a covering letter and up to date CV via email to Faith Mulera fmulera@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 29 November 2021

Those shortlisted after first interview and written exercise will be invited to attend an organisational fit interview. Provisional date: week commencing 6 December 2021

Interviews will be held remotely

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 anyway.

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.

