



Chartered  
Institute of  
Taxation.

## Job Description

<b>Job title</b>	<b>Education Officer</b>
<b>Department</b>	<b>Education</b>
<b>Reports to</b>	<b>Education and Examinations Manager</b>
<b>Location</b>	<b>Monck Street</b>
<b>Working hours</b>	<b>35</b>

### Job Purpose

To assist the Education Team by being competent (emails and telephone calls) on anything related to CTA, ATT, Tax Pathway, Foundation and VAT Compliance Diploma qualifications, as well as helping all processes before, during and after each exam session.

### Key accountabilities

#### Emails and Phone calls

- Promptly answering all incoming calls and emails into the multiple Education inboxes in a timely and polite manner and responding accordingly
- If necessary, forwarding calls and emails to the relevant team / team member

#### Examinations

- To assist with examination preparation as required, remote invigilation
- Completing TNT/DHL paperwork for the Foundation/VCD certificates
- Processing ATT and CTA exam deferrals
- Checking exam results/grids etc.
- Processing transcripts and re-checks/mark breakdowns, post-exams
- Redacting, formatting and uploading ATT and CTA candidate scripts for the website having sought candidate permission

### CA CTA Joint Programme

To plan, set customer service standards, develop and manage all processes in relation to the CA CTA Joint Programme and student registrations and any other assigned exam work streams.

To develop and maintain working relationships with ICAS for the purpose of delivering joint examination programmes to shared and agreed standards.

To ensure the CA CTA Joint Programme website pages are up-to-date, relevant and accurate as befitting the status of the organisation and that ICAS are both informed and contributing content partners.

### Bespoke firms



- Point of contact for a number of firms for all general queries involving examinations, registrations and providing bespoke exam results, representing ATT and CIOT in a highly professional manner

#### General Admin

- Processing and sending student registration welcome emails for CTA, ATT, Tax Pathway
- Processing registrations and certificates for the Foundation and VAT Compliance Diploma qualifications
- Completing professional verification requests
- Ad-hoc data entry
- Inputting/amending database entries accurately, help maintain CRM correctly
- Provide cover for other team members as needed

You will from time to time be required to undertake other duties of a similar level as reasonably required by your line manager.

#### **Job impact (desired impact of this role)**

1. The smooth running of the ATT and CTA examinations, which would meet and exceed the standards expected of the organisation
2. To maintain close links with ICAS for the smooth running of the CA CTA Joint Programme
3. Email response meets the desired customer satisfaction
4. Student registration/exam entry responses meet customer service targets

#### **Skills needed to fulfil the role**

- Communication and interpersonal skills
- Time management and multitasking capabilities
- Call handling and email response (good inbox management required)
- Competent in MS Office Packages e.g. Word, Excel
- Competent in other office IT programs e.g. CRM, Office, Adobe Acrobat etc.
- Proactive approach to improving systems and solving problems
- Eye for detail
- Proactive approach to notify senior members of the team of public out-of-date/inaccurate information

#### Desirable

- Experience of Minute taking
- Experience of working in an education/examination environment