



Chartered  
Institute of  
Taxation.

# HR Manager (Maternity Cover)

Role Information Pack  
March 2025

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# Welcome

Thank you for showing interest in the HR Manager (maternity cover) vacancy. The CIOT and ATT are 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 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 and ATT 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 an organisation which was 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 ATT and 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.

Jane Ashton

ATT CEO

Helen Whiteman

Chief Executive, CIOT



# About the CIOT and 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 20,000 members and 5,000 students throughout their tax careers, providing assistance through our London-based head office and network of 35 branches. The CIOT is a registered charity, number 1037771, a chartered corporation 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 Chartered corporation 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

## Job Purpose

This is a maternity cover role.

To manage the day-to-day HR service provision, including supporting HR projects, payroll management and the full employee lifecycle for approximately 100 staff. This includes managing an HR team of 3, reviewing HR work processes, current system use and implementing improvements including workflows and automation. This role reports into the Head of HR and will provide direct support to first line managers.

# Key accountabilities

## Overview

- Full life cycle HR support to employees and managers including recruitment, ER, wellbeing, communications and events, L&D, payroll and pensions
- Management of HR project implementation including communications, consultation, product development, roll out plans and employee support/engagement
- Management and development of the HR Team and service
- Delivery of the HR SLA, targets and performance standards within budget
- Investigation and application of improved tailored services and response speed through the application of technology

## HR Team and service management

- To manage the performance and development of the HR team
- To ensure HR knowledge and practice in the team is current, legally sound and continuously improving to meet organizational, manager and employee needs
- To manage the wellbeing of the team including workload management and work life balance
- To provide support and guidance to team members on difficult or contentious cases
- To consider how the team structure and work approach can best meet organisational needs
- To ensure targets, team performance metrics and SLA service levels are achieved

## Employee Relations

- To manage the quality, responsiveness, consistency and policy compliance of all ER casework
- To help shape the nature and tone of employee and employer relationships through communications, work approach and accessibility
- To ensure managers are clear on their role in policy application and ER cases and are supported in fulfilling it
- To ensure the management of grievances, disciplinary and dismissal processes are policy and legislation compliant
- To ensure those who are off sick or have disabilities are managed in a consistent, supportive, clearly communicated and fair way in accordance with policy.
- To ensure that managers, employees and the HR Team do not discriminate, harass or bully intentionally or unintentionally
- To challenge managers and staff who act unfairly or against our values

## **Employee Development**

- To ensure all employees are able to access and apply the learning needed for their role
- To review and manage our learning and training offer against best practice including supplier management, learning transfer, evaluation and range of learning channels
- To manage the training budget and ensure allocations reflect organizational, team and individual work demands and provide value for money
- To propose how improvements in development opportunity take up and application can occur and be linked to performance
- To develop and manage performance improvement processes and ensure management skills and practices support positive performance outcomes

## **Pay and benefits**

- To manage the payroll and pensions payment process including policy adherence
- To ensure a clearly documented audit trail on all payments
- To ensure salaries and/or JE activities are consistent with the policy and framework
- To update the pay framework annually
- To challenge and highlight any departure from the pay and benefit frameworks
- To roll out any pay and benefit policy changes including consulting with staff as needed
- To review benefit uptake and propose change where needed

## **HR Project Management**

- To plan and manage the deployment of HR projects and products including pay policy changes, handbook changes, performance improvement projects and re-skilling approaches
- To propose areas for review and develop proposals and practices to enhance HR Team or employee performance alignment
- To develop communication and 2 way feedback channels to support, wherever possible, consensus on changes
- To deliver projects to time, cost and quality standards and review outcomes against future needs
- To review and develop the HR change management process

## **HR Administration**

- To ensure HR work processes, templates and documentation are fit for purpose
- To review/develop workflows and authorization processes to ensure ease of use and effectiveness
- To ensure GDPR is reflected in work practices and document management

# Skills needed to fulfil the role

- CIPD Level 5 or equivalent knowledge
- Up-to-date employment law knowledge
- Team leadership and HRM experience including process improvement
- HR project management
- Experience using an HRIS system preferably Cascade
- Verbal and written communication and interpersonal skills suited to a professional environment
- Good numerical ability
- Team working skills and willingness to help others as needed
- Strong interpersonal skills and ability to manage conflict
- Ability to plan, track and manage multiple deadlines to deliver tasks and stakeholder requirements to specification

# Salary & Benefits package

## Salary

The salary for this one-year FTC role is up to £55,000 per annum, 35 hours per week working remotely. Office attendance as required. Part-time/compressed working hours may be considered.

## 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](mailto:sjepson@ciot.org.uk) for advice.

The deadline for applications is 2 April 2025 by 17:00.

You can apply by submitting a covering letter and up-to-date CV via email to Sharon Jepson at [sjepson@ciot.org.uk](mailto:sjepson@ciot.org.uk), 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 and why the role appeals to you.

If you wish to find out more about the role before applying you may do so by emailing, or by calling Sharon on 020 7340 0563. 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 an interview process which includes a presentation, written exercise, and competency-based interviews. Interviews will provisionally be on the week commencing 14 April 2025.

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.

