



Quality Assurance Manager – Owner Managed Businesses

Role Information Pack
November 2024

Contents

Welcome	3
The Organisation (CIOT/ATT)	4
Role description	5
Key accountabilities	6
Skills needed to fulfill the role	7
Salary & benefits package	8
Guidance notes for applicants	9



Welcome

Thank you for showing interest in the Quality Assurance Owner Managed Businesses (OMB) 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.

Ethical - we promote the highest professional standards

Collaborative - we work together to achieve the best results

Inclusive - we support and respect all people, embracing diversity

Empowering - we encourage leadership, initiative, and innovation

Progressive - we continuously drive improvement, leading to real change

Committed - we deliver high quality, good value 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 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



About the 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.

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

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	Taxation of Unincorporated Businesses
Advanced Technical	Taxation of Owner-Managed Businesses
Application & Professional Skills	Taxation of Owner-Managed Businesses

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

- 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.
- Pro-actively 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

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.

Skills needed to fulfil the role

Knowledge and experience

- Experience of working in an education/examination environment

Functional/technical skills

- CTA qualified.
- Strong and demonstrable technical skills in the appropriate area of tax right across the syllabus for the allocated papers.

Interpersonal and work management Skills

- 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 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 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.

Salary & Benefits package

Salary

The salary for this role is circa £134,960.80 (FTE) per annum, working 19 days per year. The role is a home-working role with very occasional office attendance for meetings and events.

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 22 - 27 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 31 December 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 reply to the invitation email, we will assume you are no longer interested.

Interviews are likely to be mid -January. 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.

