

**The Competition and Consumer Protection
Commission (CCPC).**

Candidate Information Booklet

Job Title: Consumer Protection Manager

Grade: Higher Executive Officer (HEO)

Closing date: 3.00pm, Thursday, 18th September



Comisiún um
Iomparáil agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

General Information:

Job Title: Consumer Protection Manager

Grade: Higher Executive Officer (HEO)

Starting Salary: *[€58,847](#)

*Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant.

Employing Authority: Competition and Consumer Protection Commission (CCPC)

Office Location: Bloom House, Railway Street, Dublin 1, D01 C576

Working Hours: 35 hours per week

Hybrid / Agile / Remote Working: You will be required to attend the office at least 40% of your time and can avail of remote working up to 60% of your time, this is subject to business requirements.

The CCPC generally operates on a fully remote basis during the month of August and fully remote over the Christmas period. This arrangement is subject to business requirements.

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Annual Leave: 29 days per annum.

Tenure: Wholetime, Permanent

The Competition and Consumer Protection Commission (CCPC):

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for enforcing competition and consumer protection law in Ireland. The CCPC’s broad mandate, covering all sectors of the economy, gives it a vital role in ensuring that markets work better for consumers.

We are governed by an Executive Chairperson and three Commission Members (“the Commission”). The Commission is responsible for the strategic and operational management of the organisation to deliver on our mission and meet our regulatory objectives.

Each Division of the CCPC is overseen by a Member of the Commission, led by a Divisional Director and managed by a senior management team from within the Division. We are staffed with people from a wide range of technical backgrounds, including economists, lawyers, digital forensic specialists, investigators, communications professionals and more.

You can read our [strategy statement](#) which outlines the vision, mission, values and goals of the CCPC. Further information on the work of the CCPC to be found at www.ccpc.ie.

Equal Opportunities

The CCPC is an equal opportunities employer. We are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where everyone has equal access to opportunity and feels comfortable and confident to be themselves at work. Reasonable Accommodations will be provided, if required, during this process. To discuss and request reasonable accommodations in confidence please contact ccpccareers@cpl.ie

Division Overview

The Consumer Protection Division (CPD) is primarily responsible for exercising the CCPC's functions in the areas of consumer protection and ensuring that traders comply with the relevant pieces of consumer protection legislation. The CPD consists of three separate operational units: the EU Consumer Protection Cooperation (CPC) Unit and two Strategic Engagement and Consumer Insights (SECI) Units.

The CPC Unit fulfils the CCPC's role under the EU Consumer Protection Cooperation framework (Regulation (EU) 2017/2394) facilitating EU Member States' consumer enforcement authorities to work together on consumer protection issues. The CPC Unit has responsibility for the CCPC's functions in relation to Alternative Dispute Resolution (ADR) processes (S.I. No. 368 of 2015). It also participates in the International Consumer Protection and Enforcement Network (ICPEN), an organisation composed of consumer protection authorities from over 70 countries.

SECI leads in shaping the CCPC's consumer protection and enforcement strategy, supporting a risk-based approach to compliance and enforcement alongside the need to prioritise our work. SECI is responsible for managing the CCPC's enforcement case pipeline and provides information to internal and external stakeholders including responses to questions from government departments, media and parliamentary questions.

While each unit has its own specific area of expertise, competence and responsibility, it contributes to the work of CPD and the wider CCPC through a collaborative approach. The units engage with traders across all sectors, up to and including global corporations, on issues of compliance with consumer protection legislation. The units also have a strong level of engagement, coordination and cooperation with other agencies and authorities operating at a national, EU and international level.

Examples of the work of the Division include:

- [Consumer Rights Act 2022: Consumer Remedies in Sale of Goods Contracts](#)
- [Consumer Rights Act 2022: Consumer Remedies in Service Contracts Guidelines](#)
- [CCPC Price Reduction Business Guidelines](#)
- [CCPC and EU consumer authorities urge SHEIN to stop pressuring consumers to buy](#)
- [CCPC joins EU consumer authorities in calling on Apple to stop geo-blocking on its services](#)
- [CCPC and EU consumer authorities inform Temu that they are under scrutiny for potential breaches of consumer protection law](#)
- [European sweep of websites selling second-hand goods finds more than half potentially breaking consumer law](#)

The Role:

The CCPC is seeking to recruit a Consumer Protection Manager, at Higher Executive Officer (HEO) Grade, to join the Consumer Protection Division. The successful candidate will be assigned to the Division's CPC Unit, reporting to the Head of Unit. The CPC Unit is comprised of a Head of Unit, four Consumer Protection Managers and three Executive Officers.

The Successful Candidate:

This role provides the opportunity to make a strong contribution to the protection of consumers and to represent the CCPC at national and international fora.

We are looking for a person who:

- Has experience in consumer protection regulation and/or enforcement,
- Has research, analysis and report writing skills,
- Is self-motivated with strong project management and prioritisation skills so that they can manage their workload to strict deadlines,
- Has strong leadership skills, and
- Has excellent interpersonal skills allowing them to be an effective team player and communicator.

In addition to the immediate appointment from this campaign, an order of merit may be established. This may be used to fill any future vacancies at the same level within this or other Divisions of the CCPC where roles have similar responsibilities and/or similar skills are required.

Key Responsibilities:

- Assess trader compliance with consumer protection legislation by conducting screenings on cases informed by requests made to the CCPC from other EU Member States against Irish based traders.
- Manage and assess potential breaches by traders of consumer protection legislation, making recommendations on appropriate courses of action including conducting investigations and liaising with the CCPC's legal department on appropriate next steps.
- Represent the CCPC in the EU Consumer Protection Cooperation (CPC) Network. This includes participating in coordinated actions against traders, and conducting "sweeps" of trader websites to verify compliance with EU consumer law and follow-up on any issues identified.
- Building, managing and maintaining productive and positive relationships with key internal, external stakeholders and competent authorities in other member states whilst representing CCPC at external fora as required. This engagement will include international travel, when required.
- Develop inputs for consumer information material, consultation documents and writing reports on consumer protection matters.
- Respond to queries from external stakeholders and other government departments. To include working with other units and divisions on cross-divisional responses to information requests/media queries/PQs.
- Work closely with and as directed by the Head of Unit in the general management of the Unit/Division's activities.
- Assist in the preparation of organisational reports and undertake any other duties and responsibilities of a similar level, as required.
- Contribute to the achievement of the strategic goals of the organisation by participating in cross-divisional projects, developing knowledge and familiarity with the broad remit of the CCPC's mandate.
- The Consumer Protection Manager may be responsible for the management of a Consumer Protection Executive(s).

Essential:

- A third level degree and/or professional qualification in law, economics, business, regulation, compliance or similar related discipline, and at least 2 years' comparable professional experience in case handling within a compliance/regulatory environment.
- Demonstratable people management or team leadership experience.
- Excellent drafting skills and attention to detail.
- Strong organisational skills with the ability to multi-task in a busy environment, prioritising workstreams and ensuring deadlines are met.
- Experience leading and managing projects.
- Demonstrable interpersonal and communication skills with the ability to work effectively in a team environment and on one's own initiative.
- Experience of managing internal and external stakeholder relationships.
- Strong ICT skills, particularly in the application of Microsoft office.

Desirable:

- Post graduate qualification preferably in an area related to the role.
- Knowledge of Irish and EU consumer law.
- Experience in drafting technical documents for publication such as guidelines.
- Experience in preparing requests for/acting on legal advice concerning investigations and use of enforcement powers.
- Knowledge of Irish and/or European civil and criminal court practice and procedure.
- Experience conducting open-source investigations.
- Experience or exposure to e-investigation tools/techniques, OSINT, investigative databases and analytical software tools.

Application Process:

To apply for this role using the link on the CCPC [careers page](#), please submit an up-to-date CV and a cover letter addressing the following two points:

- Please indicate why you are suited for the role (no more than 400 words).
- Please outline an example from your previous experience where you were required to organise and prioritise your work to meet strict deadlines (no more than 400 words).

Applicants should note that canvassing will result in your exclusion from the process.

Shortlisting:

Shortlisting of candidates will be based on the information provided in their application. In order to satisfy the shortlisting panel, you need to clearly highlight within your application how your skills and experience meet the essential criteria. If this is not clearly displayed, it may prevent your application progressing to the shortlisting stage.

Interview Process:

There will be two interviews for this role that are likely to take place in early and mid-October. During the first-round interview, the CCPC will conduct competency style interviews based on the Higher Executive Officer (HEO) [competencies](#) below:

- 1) Team Leadership
- 2) Judgement, Analysis and Decision Making
- 3) Management and Delivery of Results
- 4) Interpersonal and Communication Skills
- 5) Specialist Knowledge, Expertise and Self Development
- 6) Drive and Commitment

Full details of these competencies can be found on the [CCPC careers page](#) under FAQ.

The second-round interview will involve an assessment using practical methods such as presentation skills, writing assignments or role play.

To find out more about what it is like to work in the CCPC, FAQ's, terms and conditions and the benefits on offer, please visit our [CCPC careers page](#)