

The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Corporate Services Officer

Grade: Clerical Officer (CO)

Closing date: 3.00pm, Friday 2nd January 2026



General Information:

Job Title: Corporate Services Officer

Grade: Clerical Officer (CO)

Starting Salary: €31,105*

*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:

While the CCPC endeavours to offer hybrid working to its employees,

where possible, it is expected that this role will require full-time office

attendance.

Closing Date: 3.00pm, Friday 2nd January 2026

Annual Leave: 22 working 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 <u>strategy statement</u> 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 Corporate Services Division (CSD) is responsible for managing a diverse range of matters including Corporate Governance, Facilities, Health & Safety, Procurement, Freedom of Information, Data Protection, Internal Audit, Departmental liaison, Risk Management, Customer Service, Finance and Authorisation of Credit Intermediaries, and ICT.

CSD is key to supporting the wider functions of the CCPC, providing strategic and operational corporate support and advice to the different business units of the CCPC to achieve the statutory goals and responsibilities of the organisation.

The Role:

The CCPC is seeking to recruit a Clerical Officer to provide administrative support to appropriate Divisions across the CCPC. The role of a Clerical Officer in the CCPC is to provide essential support to allow effective and efficient performance of critical functions of the organisation. While the role is primarily based in the Corporate Services Division, it will also provide support to other divisions as required. This varied position offers an excellent opportunity to gain experience across multiple areas in the CCPC.

While the CCPC endeavours to offer hybrid working to its employees, where possible, it is expected that this role will require full-time office attendance.

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.

The Successful Candidate:

The successful candidate will:

- have experience working effectively as part of a team while also being able to work on their own, organising, prioritising and taking ownership of their work.
- be enthusiastic, customer focussed, and proactive driven to deliver for the CCPC and consumers.
- have experience in ensuring that records are maintained to the highest standards and that reporting on ongoing work is available at any point in time.

Key Responsibilities:

The key responsibilities for the role will depend on the area to which the successful candidate is assigned, but will include some or all of the following:

- Address general facilities-related matters on a daily basis, including managing inventory of office materials and catering items of the organisation and managing internal and external post.
- Manage multiple mailboxes, taking responsibility for ensuring correspondence is addressed in an accurate, timely and professional manner.
- Responding to tickets to the Admin Helpdesk efficiently and effectively.
- Update the CCPC Intranet.
- Undertake general clerical support work e.g. filing, photocopying, binding, managing the organisation of meetings and events.
- Assist with procurement of goods/services to include: requesting quotes, conducting research, inputting to Requests for Tender (RFT), as appropriate.
- Undertake any other duties and responsibilities of a similar level within the CCPC which may be required and participate in relevant cross divisional projects when the need arises.
- Assisting the Finance Team with travel management matters.

Essential:

Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your CV. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

- Experience at organising your work and meeting deadlines including being able to reprioritise as needed.
- Experience of working independently, taking responsibility for own work.
- Excellent attention to detail.
- Experience of working effectively as part of a team.
- Excellent interpersonal skills and experience of using verbal and written communications with multiple stakeholders.
- Intermediate PC skills with aptitude in using Microsoft Office (particularly Word and Excel).
- Experience of dealing with customers/ stakeholders and meeting quality service standards.

Desirable:

- Previous experience in a similar role.
- Experience of working in the public sector.

Application Process:

To apply for this role using the link on the CCPC <u>careers page</u>, please submit an up-to-date CV and a cover letter (max 250 words) detailing your experience under each of the essential criteria. 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 one interview for this role that is likely to take place in mid to late January 2026. During the interview, the CCPC will conduct competency style interviews based on the Clerical Officer <u>competencies</u> below:

- 1) Teamwork
- 2) Information Management/Processing
- 3) Delivery of Results
- 4) Customer Service & Communication Skills
- 5) Specialist Knowledge. Expertise and Self Development
- 6) Drive & Commitment

Full details of these competencies can be found on the CCPC careers page under FAQ.

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