

The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Financial Education Manager - Personal Finance

Skills for Adults

Grade: Higher Executive Officer (HEO)

Closing date: 3.00pm, Thursday, 10th July, 2025



General Information:

Job Title:	Financial Education N	Manager – Personal	Finance Skills for Adults

Grade: Higher Executive Officer (HEO)

Starting Salary: *€58,264

 * 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 <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

Our Communications Division promotes public awareness and understanding of the role of the CCPC. We empower consumers with information and education on consumer rights, personal finance, competition law and product safety. Our tools include our website, helpline, social media accounts, marketing campaigns, public relations, stakeholder engagement and education programmes. We also engage with the business community and other stakeholders through our information, advocacy and compliance activities.

Our Communications Division has as a three-pillar structure with each pillar led by a Deputy Director. The three pillars are:

Pillar 1: Media Relations, Marketing and Stakeholder Engagement

Pillar 2: Consumer Information and Engagement, which includes our website and helpline units

Pillar 3: Financial Education

The Financial Education Unit

The CCPC supports consumers to make good financial choices and promotes the provision of financial education in Ireland. The CCPC carries out these responsibilities in a few ways, including developing educational resources for schools and for adults; running public awareness campaigns on personal finance topics; researching financial literacy and consumer issues; and supporting decision making through online personal finance product comparison tools and calculators.

The CCPC also works to influence and inform public policy in the areas of personal finance and financial education. The CCPC is working with the Department of Finance and the Central Bank of Ireland on Ireland's first Financial Literacy Strategy (publication Q1 2025). As part of this work, the CCPC also funds financial education activities carried out by non-profit organisations and schools.

The Financial Education Unit comprises of four Managers, four Executive Officers and a Head of Unit. The other HEO roles in the unit are primarily focused on policy and research activities to inform the unit's strategy, developing financial education resources, and enhancing young people's financial literacy in collaboration with a range of stakeholders.

The Role:

The CCPC is seeking to hire a Manager who will be responsible for designing, developing, implementing, and evaluating our educational programmes and initiatives aimed at improving financial literacy among the mainstream adult population. This role includes developing a range of high-quality online courses covering personal finance, consumer rights, and related topics.

Additionally, the Manager will work on enhancing and expanding the Money Skills for Life programme in the workplace and implementing any other projects focused on enhancing adults' financial literacy, inclusion, and wellbeing.

Key responsibilities will include establishing and monitoring metrics and key performance indicators (KPIs) to evaluate the impact of the programmes. The Manager will also engage with relevant domestic and international stakeholders, such as professional associations, charities, financial services providers, and foreign authorities, to expand the initiatives' reach and enhance their effectiveness.

The role is ideal for candidates with a background in developing educational resources, excellent problem-solving and project management skills, and experience collaborating with cross-functional teams to manage projects with social impact. Knowledge of how personal finance issues affect consumers is preferable but not a requirement.

The Manager will report to the Head of Unit of Financial Education and will be responsible for managing one direct report.

The Successful Candidate:

The ideal candidate will be capable of designing and delivering high-quality programmes for adults across a range of personal finance topics. They will monitor and evaluate programme outcomes, provide evidence-based recommendations for future development, and communicate their insights clearly and effectively. Experience in an educational or related setting is required, along with the ability to manage multiple concurrent projects, work across diverse subject areas and deadlines, and engage productively with a broad range of stakeholders.

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:

- Lead and contribute to the design and development of the CCPC's educational programs, resources, and initiatives aimed at improving consumers' financial capability. This role will empower individuals to effectively protect their rights and make informed, confident decisions about their finances. The successful candidate will collaborate with various units within the Financial Education team, the broader Communications Division, and other divisions in the CCPC.
- Manage the planning and implementation of the online version of Money Skills for Life, which will
 include a variety of e-learning courses and modules focused on the fundamentals of personal finance
 and behavioural economics as they apply to daily money decisions.
- Develop a "train the trainers" program that incorporates e-learning and practical components to ensure
 the availability of qualified financial education facilitators nationwide and to enhance the outreach of
 our educational initiatives.
- Establish strong relationships with employers, organisations, and volunteers to improve the reach and impact of Money Skills for Life in the workplace.
- Identify the needs and challenges that affect people's financial literacy and wellbeing, and propose new educational initiatives, partnerships, or strategies to enhance consumers' financial literacy and wellbeing.
- Participate in meetings, events, and working groups with domestic and international stakeholders to stay updated on best practices and innovative trends in the effective delivery and evaluation of financial education programmes aimed at the adult population.
- Identify relevant metrics and design a comprehensive monitoring and evaluation system—both quantitative and qualitative—based on the latest international recommendations for financial education programmes. This system will assess the actual impact of our activities and recommend necessary improvements.

Essential:

- A third level qualification in a relevant area, e.g. Finance, Business, Economics, Education, Social Sciences, and a minimum of 3 years relevant work experience.
- Proven experience in providing training and/or developing educational programmes and resources. Ability to organise the information in an engaging and effective manner to enhance the learning experience.
- Experience of leading or contributing to the development or set-up of new projects or services.
- Proven organisational skills with the ability to deal with multiple demands and competing priorities to tight deadlines.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills to support collaborative team working and relationship building.
- The ability to network, build relationships and engage effectively with a wide range of stakeholders at all levels of seniority.

Desirable:

- Experience in managing and developing staff and/or volunteers.
- Familiarity with e-learning environments: basic understanding and user experience with e-learning platforms and tools.
- Knowledge of personal finance issues and challenges faced by consumers.
- Understanding of the impact of Behavioural Economics in personal finance decisions.

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. The CV should be no longer than two pages and the cover letter should not exceed 500 words. Your cover letter should specifically highlight your relevant experience and suitability for the role, with particular reference to how you fulfil 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 the end of July. During the 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.

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