



The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Inspector/Investigator

Grade: Executive Officer

Closing date: 3.00pm, Tuesday, 24 February 2026

In



Comisiún um
Iomáchocht agus
Cóisaint Torthaitheoirí
Competition and
Consumer Protection
Commission

General Information:

Job Title:	Inspector/Investigator
Grade:	Executive Officer
Starting Salary:	*€37,919
	*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.
Closing Date:	3.00pm, Tuesday 24 February 2026
Annual Leave:	23 Days
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 ccpcareers@cpl.ie

Division Overview

The Consumer Enforcement Division (CED) is responsible for ensuring compliance with, and enforcement of, consumer protection law. CED conducts onsite and online inspections to monitor compliance with the relevant statutory provisions, carrying out investigations and taking enforcement action, as appropriate. CED also engages with the business community and other stakeholders to promote compliance and best practice. This includes traders across all sectors, whether small and medium firms or global corporations operating in consumer markets.

There are currently three units in CED:

- (a) The Assessment and Inspection Unit;
- (b) The Investigations Unit; and
- (c) The Compliance Unit.

While each unit has its own specific area of expertise and responsibility, they collaborate closely with each other and with other teams to deliver on the goals of CED and the wider CCPC.

CED works closely with the Consumer Protection Division (CPD), and together both divisions are primarily responsible for exercising the CCPC’s consumer protection functions and ensuring that traders comply with the relevant legislation.

The Role:

The CCPC is seeking to recruit Inspectors / Investigators, at Executive Officer (EO) grade. Successful candidates will be assigned to a unit in CED, reporting to a Consumer Enforcement Manager, at Higher Executive Officer (HEO) grade.

Working as an Inspector / Investigator provides an excellent opportunity to make a strong contribution to the CCPC's wide-ranging responsibilities, playing a key role in ensuring that markets work well for consumers and businesses, and in promoting compliance with, and enforcing, consumer protection law.

As an Inspector / Investigator, you will be required to contribute to the overall work of CED, which operates in a fast-paced and high task volume environment. In particular, you will undertake activities – as set out below – and support management at both unit and divisional level to deliver on statutory functions, ensuring that traders comply with the relevant pieces of consumer protection legislation, and taking enforcement action to remedy breaches, where required. Given the diversity of consumer protection issues, you will gain experience across many sectors of the economy during the course of your work.

As an Inspector / Investigator, you will work on an ongoing basis conducting inspections and progressing compliance assessments and investigations alongside senior colleagues. You will assist in handling cases, gathering evidence, drawing conclusions, and making recommendations. This is an ideal role for somebody who is curious and inquisitive.

You will develop and use technical knowledge and investigative skills to progress matters through desk research and field work, and through the exercise of the CCPC's statutory functions and powers. This may include searches of traders' premises and interviews of witnesses and suspects. You will assist in recommending next steps and in assessing and discussing issues in written reports and memos. You will also be required to accurately maintain case files and notes to ensure that cases adhere to the CCPC's procedures and investigative best practices.

You will have the opportunity to work with other CCPC divisions on cross-divisional activities and will help build and maintain relationships with relevant stakeholders, including consumer and business representatives, and competent authorities at national and international level.

You will have the opportunity to continuously grow and develop with support from the CCPC's Learning and Development team, utilising both internal and external training. The CCPC encourages the development of its staff and provides regular opportunities for career progression within the organisation.

Activities include:

- Conducting inspections, both onsite and online, to help monitor compliance with the relevant statutory provisions. This may involve entering traders' premises to carry out routine checks or to respond to a complaint and gathering information and materials which may be used to support potential follow-up actions, including enforcement actions.
- Assessing traders' compliance with consumer protection legislation, using the best available insights, intelligence and evidence to make recommendations and assist in determining the most appropriate course of action on a case-by-case basis.
- Conducting investigations into potential breaches of consumer protection law. The investigations incorporate traders operating in a variety of sectors and environments, including both traditional and digital consumer markets.
- Writing reports, statements, letters and compliance and enforcement-related submissions, ensuring proper documentation and accurate record-keeping at all times.
- Taking enforcement action, whether civil or criminal, depending on the circumstances, to enforce the relevant statutory provisions.
- Liaising with consumers, traders and other stakeholders, including representative bodies and sectoral regulators, in relation to compliance issues and the enforcement of consumer protection law.

The Successful Candidate:

The successful candidate will have a proven ability to identify and critically assess issues and potential breaches of the law, using research and investigative skills to progress a case or investigation. They will be enthusiastic, innovative, proactive and driven to deliver for the CCPC and consumers.

Previous experience or knowledge of consumer law or policy is not an essential criterion; however, the successful candidate will have the ability to apply the law and draw conclusions from available evidence, make recommendations, and communicate their views clearly and convincingly both orally and in writing to senior management and legal advisors.

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.

To ensure that correct procedures and investigative best practices are followed, the successful candidate will have strong organisational skills and the ability to manage their workload to meet strict deadlines. They will take ownership of work for which they are responsible, ensuring that records are maintained to the highest standards. They will be self-motivated and adaptable, with excellent interpersonal skills that enable them to be an effective team player and communicator.

Successful candidates will be expected to be quick learners, flexible in their work approach and results focused. Due to the nature of the activities conducted by the CED, you may be required to travel nationwide on occasion.

In addition to the immediate appointments 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:

- Acting as an Authorised Officer of the CCPC when exercising statutory functions and powers, including enforcement activities;
- Carrying out inspections of onsite business premises and online traders;
- Conducting compliance assessments regarding potential breaches of consumer law by traders;
- Preparing high-quality written reports, including recommendations for actions to manager;
- Providing support in the conduct of investigations and enforcement activities;
- Assisting in case-related tasks, including fieldwork, interviews, research and drafting materials;
- Assisting with administrative tasks, including record-keeping and updating divisional reports;
- Building and maintaining relevant technical and legislative knowledge;
- Engaging in productive and positive relationships with internal and external stakeholders;
- Supporting line and senior management in delivering unit and divisional activities;
- Contributing to the achievement of the CCPC's strategic goals, developing and maintaining awareness of the CCPC's broad mandate;
- Demonstrating adaptability and flexibility, carrying out any other additional tasks, responsibilities or functions that may be assigned by management to support the work of the Division and the wider organisation.

Essential:

- A third level degree in law, business, economics, regulation, compliance, social science or other relevant discipline or an equivalent professional qualification.

OR

- A minimum of 2 years comparable professional experience in regulatory, compliance, criminal, civil or administrative investigations, or in related enforcement actions, forensic work, case handling, economic consultancy or other equivalent relevant experience in a private sector or public sector organisation.

AND

- Excellent interpersonal, written, and verbal communication skills, including the ability to write clear, focused reports with actionable recommendations.
- Demonstrates a clear focus on delivering high-quality outputs, with excellent attention to detail and a high level of accuracy.
- Evidence of analytical and problem-solving skills, with the ability to work on one's own initiative.
- Evidence of excellent administration and organisational skills, with the ability to work in a high-volume, fast-paced environment, multi-task, prioritise and ensure deadlines are met.
- Demonstrated ability to work effectively in a team environment.
- Strong ICT skills, particularly in the application of MS Office.

Desirable:

- Additional qualifications in an area related to the role.
- Experience in some of the following, in either the public or private sector:
 - Working within a compliance or regulatory environment;
 - Interpreting legal, regulatory and/or policy frameworks;
 - Participating in regulatory inspections or investigations;
 - Conducting internet/desk-based investigations and/or research (e.g. open-source intelligence skills, data mining or interrogation of databases);
 - Assisting in enforcement actions and/or prosecutions;
 - Handling complaints (e.g. customer service; dispute resolution).
- Working knowledge of any of the following:
 - Irish/EU consumer protection law;
 - Risk management principles and tools;
 - Case management systems;
 - Project management.
- A full clean driving licence with access to a car.

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 (max. 500 words) outlining your motivation for applying for this role and why you believe your skills and experience meet the requirements.

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 are likely to take place in early-mid March. During the interview, the CCPC will conduct competency style interviews based on the Executive Officer [competencies](#) below:

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

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](#)