



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

**Candidate Information Booklet**

**Job Title:** Head of Unit – Contacts & Analysis  
**Grade:** Assistant Principal Officer (AP)  
**Closing date:** 3.00pm, Thursday 21<sup>st</sup> May 2026



## General Information:

<b>Job Title:</b>	Head of Unit – Contacts & Analysis
<b>Grade:</b>	Assistant Principal Officer (AP)
<b>Starting Salary:</b>	<u>*€82,290</u> *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.
<b>Employing Authority:</b>	Competition and Consumer Protection Commission (CCPC)
<b>Office Location:</b>	Bloom House, Railway Street, Dublin 1, D01 C576
<b>Working Hours:</b>	35 hours per week
<b>Hybrid / Agile / Remote Working:</b>	<p>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.</p> <p>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.</p>
<b>Closing Date:</b>	3.00pm, Thursday, 21 <sup>st</sup> May 2026
<b>Annual Leave:</b>	30 days per annum
<b>Tenure:</b>	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. The CCPC is overseen by the Commission, and our Senior Directors have responsibility for the organisation’s Divisions, and each Division is led by a Divisional Director and their senior management team. 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](http://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](mailto:ccpccareers@cpl.ie)

## **Division Overview**

The Communications and Consumer Information Division is a large and dynamic division in the CCPC, structured into two pillars of work,

The Communications pillar consists of two units and is overseen by a Deputy Director. It is responsible for positioning the CCPC as the leading voice in promoting open and competitive markets and representing the interests of consumers. This includes actively increasing CCPC public awareness of CCPC, influencing public policy debates on priority issues and promoting consumer rights through media and marketing campaigns.

The Consumer information pillar, in which the Head of Unit – Contacts & Analysis role will be based, consists of two units and is overseen by a Deputy Director. It is responsible for delivering insightful, accessible and expert information services that empower consumers to resolve routine problems. In turn, consumer engagements are analysed and insights shared with colleagues working in the Communications pillar, and in the CCPC's enforcement divisions and CCPC's Research, Advocacy & International Division.

The two units in this pillar are:

1. Contacts and Analysis Unit

Actively managing an outsourced contact centre providing phone, email and other communication channels support to c.45,000 consumers p/a. On-call expert support for helpline agents on consumer rights and personal finance topics. Ongoing maintenance and development of the Dynamics CRM. Assessment and routing of reports to CCPC enforcement divisions for screening. Analysis and reporting on consumer contacts.

2. Website and Digital Content Unit

Actively managing the suite of CCPC websites, providing current, accurate and informative resources to consumers and businesses, and showcasing the work of the CCPC. Providing a range of digital personal finance comparison tools and calculators to support consumers in financial decision making. Working on a cross-functional basis and with external agencies to deliver an ongoing series of innovative web development projects to enhance the CCPC digital offering to the public. Publishing the CCPC's monthly consumer newsletter.

### **The Role:**

The Head of Unit will be responsible for leading the Contacts & Analysis team, which deals with all contacts received by the CCPC and the analysis of those contacts.

The majority of contacts come through our outsourced consumer helpline, which provides expert information on a range of complex consumer and competition related legislation. In line with CCPC's ever-growing remit, topics include, but are not limited to, consumer rights, personal finance, competition issues, product safety, accessibility and sustainability claims. The CCPC publishes bi-annual reports on helpline contacts which are available on [ccpc.ie](http://ccpc.ie). e.g. 2025 report, 2024 report. A significant part of the Head of Contacts & Analysis role will involve leading and managing the performance of the internal team that oversee and support the outsourced helpline provider.

Another critical aspect of this role will be managing the contract and performance of the outsourced helpline provider, ensuring delivery of a high-quality, expert information service, adherence to SLAs, and continuous enhancement of service standards.

The Head of Contacts & Analysis will also be responsible for leading and collaborating on initiatives to continually improve the quality and efficiency of CCPC's information service, and to ensure the service's continued relevance and authority amid the increasing use of AI for information gathering.

Further, the Head of Contacts & Analysis will be responsible for the management and, where relevant, onward referral of market data received by the CCPC through its contacts and the analysis and reporting of that data.

## The Successful Candidate:

This is an opportunity for a senior manager, with relevant experience, to drive the growth and continual improvement of CCPC's helpline to empower consumers to achieve positive outcomes in disputes.

The ideal candidate will have senior experience in overseeing a public information or customer service helpline/contact centre and strengths in supplier management, project management, data reporting and analysis, digital transformation, procurement, budget forecasting and, as required, hands-on involvement to optimise service delivery and helpline capabilities.

They will be deeply familiar with case management and/or CRM systems and have an understanding of GDPR requirements, accessibility, risk management, service design and evaluation against KPIs.

They will be an effective relationship-builder, leading and empowering an experienced team and working closely with colleagues across CCPC and the helpline provider to enhance processes and support case handling and reporting.

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 develop the Contacts & Analysis Team, ensuring a focus on performance management, training and skills development and continuous improvement
- Manage the day-to-day work of the team by:
  - Ensuring the helpline is running effectively in terms of meeting KPIs, SLA targets and quality control targets.
  - Ensuring that the Contacts & Analysis Team is adequately trained, knowledgeable and supported by efficient systems to provide the necessary on-call support to the helpline.
  - Ensuring all contacts are recorded for analysis and that
    - standard and ad hoc reports are created and circulated on a regular basis
    - trends and issues are identified and escalated
- Identify and manage key projects that arise e.g., related to customer service and information provision, data reporting and quality improvement, web or systems integration or data analysis.
- Manage and oversee the contract and performance of the helpline provider, while proactively developing the relationship to identify opportunities that support CCPC's strategic priorities.
- Undertake budget planning and management and oversee quarterly forecasting to ensure helpline resources are aligned with consumer demand.
- Manage relevant tender and procurement activities, including for the helpline contract, ensuring value for money is achieved.
- Collaborate with ICT to support the integration of the CCPC's new Case Management System with the existing helpline Dynamics CRM system, including the migration of relevant data.
- Collaborate with the Head of Website and Digital to ensure alignment and integration between helpline and website information channels.
- Manage and cultivate relationships with other divisions, including contributing the Contacts & Analysis perspective and data insights to cross divisional initiatives (e.g., case management system, work planning).
- Cultivate and maintain peer network relationships with external bodies.
- Ensure ongoing adherence to the CCPC's service charter in dealing with contacts received.
- Manage assigned risks and develop processes to ensure that risks/issues are identified quickly and escalated appropriately.

### **Essential:**

- Demonstrated experience of managing a high-volume operational service, with evidence of improving service delivery outcomes (e.g., timeliness, quality, customer experience, efficiency).
- Minimum of five years management experience to include a proven ability to lead a team and develop staff.
- Demonstrated experience of data management, reporting and analysis, and an ability to identify and communicate issues and trends.
- Demonstrated experience of management of significant third-party contracts/external professional services providers and budgets.
- Demonstrated experience and commitment to innovation, continuous improvement and service delivery in line with agreed KPIs.
- Demonstrated relationship building and networking skills.
- Strong organisational skills and experience of project managing cross-divisional projects or co-ordination across an organisation, with proven ability to oversee the delivery of new systems and processes.

### **Desirable:**

- Experience of managing a helpline, e.g. supporting an outsourced call centre or in another customer-facing environment.
- Expertise and experience in CRM management and development, preferably Microsoft Dynamics.
- Third level qualification in law, business, data analytics or other relevant discipline.
- Further training or certification in service design, project management, customer service and/or data management.
- Familiarity with data analysis and reporting software, e.g. Microsoft Power BI.
- Familiarity with public sector obligations as they relate to data protection, procurement, Irish language, access etc.
- A demonstrated understanding of the issues and challenges facing consumers and appreciation of consumer and competition related issues and challenges.

### **Application Process:**

To apply for this role using the link on the CCPC [careers page](#), please submit an up-to-date CV and cover letter highlighting your skills and experience relevant to this role (max. 500 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 mid-June 2026. During the first-round interview, the CCPC will conduct competency style interviews based on the Assistant Principal Officer [competencies](#) below:

- 1) Leadership
- 2) Judgement, Analysis and Decision Making
- 3) Management and 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.

The second-round interview will take place in late June 2026 and 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](#)