

The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Consumer Contacts Manager, Contacts & Analysis Unit

Grade:

Closing date:

Higher Executive Officer (HEO) 3.00pm, Thursday, 15th May, 2025



General Information:

Job Title:	Consumer Contacts Manager, Contacts & Analysis Unit
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.
Closing Date:	3.00pm Thursday, 15th May, 2025
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 <u>www.ccpc.ie</u>.

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 <u>ccpccareers@cpl.ie</u>

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 Role:

The CCPC is seeking to recruit a Consumer Contacts Manager, at Higher Executive Officer (HEO) level, reporting to the Head of Unit. The consumer Contacts Manager will be one of four managers who offer expert support and guidance to our helpline provider and support the Head of Unit run all aspects of the Contacts and Analysis Team.

The Successful Candidate:

We are seeking a dedicated professional with a strong background in call center or information services. The ideal candidate will possess extensive experience in complaint handling, helpline operations, and quality control. They should demonstrate exceptional communication skills, empathy, and a commitment to resolving customer issues efficiently.

The successful candidate will be proactive, detail-oriented, and capable of working in a fast-paced environment. They will have a strong focus on continuous improvement and delivering against workplans.

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:

Support the day-to-day work of the Contacts & Analysis team:

- Ensure the helpline is running effectively in terms of meeting all performance and quality control targets and metrics
- Act as a key point of contact (with three other managers) for all consumer rights and personal finance queries from the helpline and direct reports
- Support our ongoing quality performance process and helpline training
- Effectively manage the performance of all direct reports and ensure they are adequately trained and knowledgeable to provide the necessary support to the helpline
- Ensure ongoing adherence to the CCPC's Service Charter in dealing with contacts received
- Manage the known risks for the helpline and develop processes to ensure that new risks/issues are identified quickly and escalated appropriately
- Manage and promote the Unit's relationship with the helpline provider, other CCPC divisions and external bodies
- Support continuous improvement activities, including identifying gaps in current processes and opportunities for improvement

Ensure all reporting requirements are delivered on time and to a high standard:

- Manage reporting activities for the team, including operational reports as well trends and analysis of consumer contacts
- Create and circulate standard and ad hoc reports
- Pro-actively identify contact trends and issues and escalate where appropriate
- Identify areas of improvement through the use of automation and in-house systems to increase the sharing of relevant data across the organisation

Essential:

- Third level qualification in law, business administration or finance, or equivalent work experience
- Three or more years call centre/vendor operations experience in a customer service environment
- Experience of helpline quality control process and systems
- Experience in preparing and delivering training on complex topics, for example legislation, personal finance
- Proven experience in leading and supporting a team to deliver against performance targets
- Experience in developing high quality, dynamic and easy-to-understand reports
- Track record of working in a process driven environment with a focus on continuous improvement
- Demonstrable communication skills, both written and verbal
- Excellent project management, administration and organisational skills

Desirable:

- Qualified Financial Advisor (QFA) or extensive experience within the financial services sector
- Knowledge of consumer and/or competition related legislative environment
- Experience in the area of data analytics or related fields
- Experience working with Dynamics 365 or Power BI reporting
- Experience in leading projects from end to end or project management certification (e.g., PMP)
- Previous relevant experience 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. 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 the beginning of June. During the interview, the CCPC will conduct competency style interviews based on the Higher Executive Officer (HEO) <u>competencies</u> below:

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

Full details of these competencies can be found on the <u>CCPC careers page</u> 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 <u>CCPC careers page</u>