

The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Senior Case Handler

Grade: Higher Executive Officer (HEO)

Closing date: 3.00pm, Wednesday, 3rd September, 2025



General Information:

Job.	Title:	Senior Case Handler

Grade: Higher Executive Officer (HEO)

Starting Salary: *€58,847

 * 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, Wednesday, 3rd September, 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 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 European Consumer Centre (ECCI) is a member of the European Consumer Centres Network (ECC-Net), a network of over 200 experts in European consumer rights working in 29 offices across Europe. ECC-Net has a vital role in advising consumers and mediating on their behalf, when they encounter issues with businesses in EU countries, or in non-EU countries such as Iceland, Norway, or the United Kingdom. ECC's also provide information to consumers about their EU rights.

Our goal is to support the EU internal market, by helping consumers solve cross-border problems with businesses. ECC-Net dealt with up to 134,000 queries and complaints in 2024 and recovered €7.5 million for consumers. As ECC-Net is in direct contact with consumers across Europe, we also collaborate to identify the challenges EU citizens face when dealing with businesses across the internal market and raise these issues with EU policymakers.

The CCPC is the body designated to host the ECCI service, which is co-funded by the European Commission and the Department of Enterprise, Tourism and Employment.

ECCI is required to deliver a range of outputs across the following areas:

- Case-handling and providing a high-quality standardised service (in place from 1 April 2024)
- Supporting consumer redress
- Communicating and promoting information to consumers
- Actively participating in ECC-Net activities and cooperating with stakeholders

Within this context, ECCI provides two core frontline services to Irish consumers:

- A dedicated 'ask a question' service, where consumers submit details about their issue and a trained case handler responds with specific information and advice.
- If a consumer has a made a complaint to a business and they are unhappy with the outcome, they can then bring their complaint to ECCI. We then follow up on their behalf with the ECC in the country where the business is based. The ECC-Net mediation process is intended to find a solution that is reasonable and acceptable to both parties.

From 1 April 2024 to 31 March 2025, ECCI dealt with 1,440 cases from Irish consumers. In addition, ECCI also mediated with businesses located in Ireland to resolve complaints from 1,639 consumers in other EU countries, as well as in Norway, Iceland and the UK.

The Role:

ECCI is seeking to hire a Senior Case Handler at Higher Executive Officer grade to join the case handling team, consisting of three Senior Case Handlers (including this role) and three Case Handlers (Executive Officers). Senior Case Handlers, along with their direct reports, are responsible for overseeing the delivery of a high-quality complaint handling service in a fast-paced environment, while also contributing to the delivery of ECCI's other key outputs.

As a senior member of the ECCI team reporting to the Head of Case Management, the Senior Case Handler will manage the efficient and effective progress of work assigned to themselves and their direct report, with the goal of achieving the best outcome for consumers. In addition to handling their own cases, the Senior Case Handler will supervise and review their direct report's work to ensure quality and consistency in the service provided to consumers.

This role is ideal for candidates who want to work as part of a pan-European organisation with a shared passion for fighting for the interests of consumers every day.

The Successful Candidate:

The successful candidate will utilise their legal background to analyse and critically assess consumer complaints, working efficiently to review and oversee legal assessments. They will demonstrate excellent time management skills, which they will use to continually manage a high volume of cases within set deadlines. Excellent communication skills — both written and oral- are essential, as the role involves engaging with a wide range of stakeholders including consumers, businesses and colleagues in other ECCs. They will ensure that ECCI procedures and best practice are consistently followed and improved where appropriate. They must be flexible and highly organised — taking ownership of work for which they are responsible, ensuring that the case management service is delivered to a high standard and maintaining accurate, up to date reporting.

This role will suit a highly motivated individual who thrives on staying informed, interacting with colleagues, learning, and sharing knowledge for the common purpose of helping consumers.

The successful candidate will be enthusiastic, proactive, passionate and resilient – driven to secure positive outcomes for consumers.

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:

- The Senior Case Handler along with their direct report, will be responsible for delivering a high-quality complaint handling service that includes:
 - Assessing questions and complaints from consumers to determine whether they have rights under EU consumer protection law.
 - Drafting clear and concise responses to consumers, outlining their legal rights and/or advising them of any available remedy channels.
 - Acting on behalf of consumers in Ireland who have cross-broader issues and EU consumers who
 have issues with businesses registered in Ireland. This includes drafting a legal analysis of
 consumer complaints for consideration by the ECC in the country where the business is based.
 - Mediating with businesses and negotiating satisfactory outcomes on behalf of consumers. This includes analysing complaints submitted by other ECC's relating to businesses located in Ireland. Drafting clear and concise correspondence with businesses that outlines the facts of a complaint, the case handler's analysis and the desired outcome. Following up with businesses and negotiating with them based on their responses and engaging with the relevant ECC.

- Allocating resources and case work appropriately and monitoring performance to ensure all deliverables are achieved in accordance with set targets and KPIs.
- Support the development, implementation, and the ongoing review of case management processes and procedures to ensure they are fit for purpose and subject to continuous improvement. Using insights from this process to enhance service delivery, efficiencies and customer service.
- Leading and managing one or more direct reports, including supporting their performance, professional development and probation, where applicable.
- Building and maintaining legislative knowledge of European consumer rights related issues, keeping abreast of evolving consumer issues across Europe.
- Building and maintaining productive and positive relationships within ECCI, ECC-Net, the CCPC and external stakeholders.
- Carrying out quality assurance exercises.
- Leading the development and implementation of assigned projects to improve the delivery of ECCI's functions within the CCPC and ECC-Net.
- Contributing to research or policy initiatives relevant to the work of ECC-Net.

Essential:

- A degree/higher diploma in law (minimum level 8 on the National Framework of Qualifications) and at least three years' work experience in an area related to the role.
 OR
- A minimum of five years in a related regulatory role.

AND

- Relevant experience in casework, involving consumers, high volumes and/or complex cases, including the use of electronic case management applications.
- Excellent administration and organisational skills with demonstrable examples of an ability to
 work in a high-volume fast paced environment, manage multiple tasks, prioritise effectively and
 ensure deadlines are met.
- Demonstrable analytical, critical thinking and problem-solving skills involving the practical application of law.
- Excellent interpersonal and communication skills and a proven ability to work collaboratively with others, particularly in working with the public or businesses.

Desirable:

- Experience in people management or team leadership.
- An interest in consumer welfare, public and European affairs.
- Experience in coaching and mentoring or managing staff to provide information, advice, and casework services.

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 2 pages) detailing your experience under each of the five 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 two interviews for this role that are likely to take place at the end of September. During the first-round 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.

The second-round interview 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 <u>CCPC careers page</u>