

The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Consumer Contacts Executive

Grade: Executive Officer (EO)

Closing date: 3.00pm, Monday, 20th October 2025



General Information:

Grade: Executive Officer (EO)

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, Monday, 20th October 2025.

Annual Leave: 23 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 by providing information and education on consumer rights, personal finance, competition law and product safety. Our communication 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 is structured around three pillars, each 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 Executive, at Executive Officer (EO) Grade., reporting to the consumer Contacts Manager, at Higher Executive Officer (HEO) Grade. This role is one of three Consumer Contacts Executives who provide expert support and guidance to our helpline provider and support the Consumer Contacts Manager to manage all aspects of the Contacts and Analysis work.

The Successful Candidate:

We are seeking a dedicated professional with experience in call centre or information services. The ideal candidate will have a strong background in complaint handling, helpline operations, and quality control. They should demonstrate exceptional communication skills, empathy, and a strong 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 and Analysis team:
- Managing unit email inboxes;
- Conducting quality control through call monitoring, reviewing cases and providing feedback to the helpline provider;
- Attending monthly quality control meetings and progressing required actions;
- Reviewing and redrafting (where necessary) emails, social media posts and content for bi-weekly media press releases.
- Checking the accuracy and suitability of media Q&A before they are issued;
- Providing information support through phone consultations to helpline agents;
- Assisting in the preparation, delivery and evaluation of training materials;
- Assisting in the preparation of daily, weekly and monthly operational reports from the database;
- Identifying consumer issues and trends that arise from contacts to the helpline;
- Participating in relevant cross- Divisional projects when required;
- Providing general administrative support to the unit and broader Division.
- Preparing weekly, monthly and ad hoc reports.

Essential:

- Previous experience of working in a high-volume call centre or administrative environment
- Proven experience in effectively resolving complaints.
- Demonstrated ability to follow processes and identify opportunities for improvement and efficiency.
- Strong written and verbal communication skills.
- Highly developed organisational and administrative skills.
- Ability to prioritise tasks effectively and work on own initiative.
- Excellent computer skills, including proficiency in Excel, Word and Outlook.

Desirable:

- Third level qualification in project management, law, business or other relevant discipline.
- Knowledge of the consumer related legislative environment through previous work experience or academia (e.g., Consumer Protection Act, Consumer Rights Act, Sale of Goods Act etc.)
- Previous relevant experience in the Public Sector.
- Operational knowledge of the contact centre operations environment, including KPI Reporting etc.

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 one-page cover letter outlining your understanding of the role and why you believe you are suited for the position. 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 November. During the interview, the CCPC will conduct competency style interviews based on the Executive Officer (EO) competencies below:

- 1) Teamwork
- 2) Analysis and Decision Making
- 3) 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