



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

### **Candidate Information Booklet**

**Job Title:** Head of Financial Education  
**Grade:** Assistant Principal (AP)  
**Closing date:** 12 noon, Friday, 5 July 2024



## 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](http://www.ccpc.ie).

### General Information:

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| <b>Job Title:</b>                       | Head of Financial Education   |
| <b>Grade:</b>                           | Assistant Principal (AP)  |
| <b>Starting Salary:</b>                 | <u>*€78,303</u><br>*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> | 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.<br><br>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. |
| <b>Closing Date:</b>                    | 12.00 pm, Friday, 5 July 2024   |
| <b>Annual Leave:</b>                    | 30 days   |
| <b>Tenure:</b>                          | Wholetime, Permanent  |

## 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 Division is central to the effective delivery of the CCPC's goals with responsibility for a broad range of activity in the following areas:

- Developing and delivering personal finance education initiatives.
- Managing and developing the consumer website, corporate website and financial product comparisons and calculators.
- Managing the information provided to consumers on their consumer rights and personal finance through our outsourced helpline.
- Engaging with the media and delivering a wide range of corporate communications.
- Developing public information campaigns on consumer rights, personal finance, and business obligations.
- Supporting stakeholder engagement across the CCPC.
- Social media engagement with consumers, businesses, and other stakeholders.

The Communications Division is made up of five Units:

1. Financial Education: Developing resources, research, and policy.
2. Contact Management and Analysis: Supporting the CCPC consumer helpline.
3. Corporate and Stakeholder Communications: Engaging with media and stakeholders.
4. Marketing and Outreach: Developing public awareness campaigns and events.
5. Website and Digital Content: Managing [ccpc.ie](http://ccpc.ie) and our MoneyTools.

## **The Role:**

This is an exciting opportunity to join and lead a growing financial education unit within the CCPC, at a time when the financial literacy and financial education landscape is developing rapidly at a national, European, and international level. The Head of Unit will lead a team of six staff: three Financial Education Managers (HEO grade) and three Financial Education Executives (EO grade).

The Financial Education Unit are responsible for supporting the public to develop their financial capability and wellbeing, which includes the ongoing development of workplace and student programmes, developing financial education resources for use by teachers and parents, drafting web and media content on personal finance issues, and engaging with national and international stakeholders on Irish personal finance issues. The CCPC work closely with the Department of Finance, including current engagement on the development of a financial literacy strategy (NFLS) for Ireland.

The Head of Financial Education will be required to manage and lead a team in providing financial education to the public. Given the focus on financial education at a national and international level, the demand to produce strategic outputs will be high. The CCPC's involvement and participation in the NFLS will increase as it develops given our statutory mandate and it will be necessary for the Head of Financial Education to play a leadership role in this process.

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:**

- Manage, lead and develop an expanding team in providing financial education to the public.
- Contribute to the development of strategies, policies, workplans and budgets within the Communications Division, and work closely with colleagues across the CCPC to deliver on the organisation's objectives.
- Oversee, evaluate, and enhance the delivery of the CCPC's financial education programmes.
- Identify areas where further service provision by the CCPC may be merited and progress the development of same.
- Identify areas where the CCPC's research programme can support the development of financial literacy, financial capability and financial well-being and inform the work of other stakeholders.
- Represent the CCPC on domestic and international forums, groups, and panels on financial well-being and relevant topics.
- Coordinate responses to relevant public consultations related to financial education and financial wellbeing.
- Work closely with the Department of Finance on the development and execution of a national Financial Literacy Strategy for Ireland.
- Build excellent stakeholder relationships across the personal finance and financial education sectors, including policymakers, regulators, civil society organisations, educators, and industry.

### **Essential:**

- A minimum of five years' management level experience to include leading people and projects to deliver against performance targets.
- Significant expert knowledge or experience in a relevant area, e.g. personal finance, information provision, training and development, or community education.
- Experience in successfully engaging with and influencing stakeholders to build relationships and work collaboratively.
- Excellent written and verbal communication skills.

### **Desirable:**

- Demonstrated ability to develop accessible and effective consumer information resources.
- Experience in commissioning or engaging with research to inform programmes and projects.
- Experience in coordinating with the educational sector in the development of educational programmes and materials.
- In-depth knowledge of the national and international financial literacy and financial education landscape.

### **Application Process:**

To apply for this role using the link on the CCPC [careers page](#), applicants must submit a cover letter (2-page max) and CV which together clearly demonstrate how the candidate meets the:

- i. Essential criteria

And

- ii. Identifies where their experience is particularly relevant to the responsibilities of the post.

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 place mid /late July. During the first-round interview, the CCPC will conduct competency style interviews based on the Assistant Principal Officer [competencies](#) below:

- 1) Leadership
- 2) Analysis and Decision Making
- 3) Management and Delivery of Results
- 4) Interpersonal and Communication Skills
- 5) Drive and Commitment
- 6) Specialist Knowledge

Full details of these competencies can be found on the [CCPC careers page](#)

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 [CCPC careers page](#)