



The Competition and Consumer Protection Commission (CCPC).

Candidate Information Booklet

Job Title: Consumer Enforcement Executive
Grade: Executive Officer (EO)
Closing date: 12 noon, Monday, 15 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.

General Information:

Job Title:	Consumer Enforcement Executive
Grade:	Executive Officer (EO)
Starting Salary:	*€36,044 *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:	12.00 pm, Monday, 15 July 2024
Annual Leave:	23 days
Tenure:	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

Division Overview

The CCPC is seeking to recruit Consumer Enforcement Executives for its Consumer Enforcement Division (CED).

In addition to the immediate appointments 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.

CED works closely with the Consumer Protection Division (CPD) and both divisions are primarily responsible for exercising the CCPC's functions in the areas of consumer protection and ensuring that traders comply with the relevant pieces of consumer protection legislation.

At present the CED consists of three separate units, each with its own specific area of expertise and responsibility Compliance and Inspection Unit, Consumer Investigation and Enforcement Unit and the Special Investigations and Enforcement Unit. The units all engage with traders across all sectors up to and including global corporations in relation to issues of compliance and where required, take enforcement action to remedy breaches of consumer protection legislation.

Activities include:

- Assessing trader compliance with consumer protection legislation. These compliance activities may be informed by consumer contacts made to the CCPC, as well as market monitoring and intelligence gathering.
- Implementing a compliance inspection framework each year that incorporates both online and on-premises inspections.
- Conducting investigations into potential breaches of consumer protection law. The investigations incorporate traders operating in a variety of sectors and environments including in-store, online and off-premises.
- Taking enforcement action, either civil or criminal, depending on the circumstances to enforce consumer protection legislation.
- Liasing with stakeholders and other sectoral regulators in relation to enforcement of consumer protection law.

The Role:

The role holders will be required to contribute to the success of the division, which operates in a fast moving and high task volume environment. Given the diversity of consumer protection issues, the role holder will be expected to be a quick learner, flexible in their work approach and results focused.

The successful candidates will be primarily responsible for supporting the Consumer Enforcement Manager in ensuring that traders comply with the relevant pieces of consumer protection legislation and take enforcement action to remedy breaches, where required. They will also support the overall work of the Division.

The role holders will also be required to support the division in building and maintaining relationships with relevant stakeholders, including consumer and business representatives, and competent authorities at national and international level.

Due to the nature of the activities conducted by the Consumer Enforcement Division, the role holders may be required on occasion to travel nationwide.

The Successful Candidate:

The successful candidate will have a proven ability to identify and critically assess issues and potential breaches of the law, using research and investigative skills to progress a case or investigation. The successful candidate will be enthusiastic, innovative, and proactive and driven to deliver for the CCPC and consumers.

Previous experience or knowledge of consumer law or policy is not an essential criterion; however, the successful candidate will have the ability to apply the law and draw conclusions from available evidence, make recommendations, and communicate their views clearly and convincingly both orally and in writing to senior management and legal advisors.

To ensure that correct procedures and investigative best practice are followed, the ideal candidate will be motivated, flexible, and highly organised, taking ownership of work for which they are responsible, ensuring that records are maintained to the highest standards.

Key Responsibilities:

- Conducting screenings and preparing assessments regarding potential breaches of consumer law by traders;
- Participation in the inspections of in-store and online traders and/ or on-site business premises;
- Preparing high quality written reports, including recommendations for actions to manager;
- Assisting in relation to the investigation and enforcement of consumer protection legislation
- Building and maintaining relevant technical and legislative knowledge;
- Engaging in productive and positive relationships with internal and external stakeholders;
- Contributing to the achievement of the CCPC's strategic goals, developing and maintaining knowledge and familiarity with the broad remit of the CCPC's mandate;
- Assisting in administrative tasks, including record-keeping and the updating of Divisional reports;
- Demonstrate adaptability and flexibility and carry out any other additional tasks, responsibilities or functions that may be assigned by management in order to support the work of the Division.

Essential:

- A minimum of 2 years comparable professional experience in an area related to the role.
- Excellent attention to detail and a high level of accuracy.
- Evidence of analytical and problem-solving skills and the ability to work on one's own initiative.
- Evidence of excellent administration and organisational skills with the ability to work in a high-volume fast paced environment, multi-task, prioritise and ensure deadlines are met.
- Good ICT skills in the application of Microsoft Office.
- Strong interpersonal, written, and verbal communication skills.
- Demonstrable ability to work effectively in a team environment.

Desirable:

- Demonstrate experience of some of the following in either the public or private sector;
 - Working within a compliance or regulatory environment;
 - Participating in regulatory inspections or investigations;
- Relevant experience and working knowledge of Irish and/or European legislation and policies in the area of regulation. Risk management principles and tools;
- Assisting in enforcement actions and/or prosecutions;
- Interpreting legal and/or policy frameworks.
- Postgraduate qualification in an area related to the role.
- Established knowledge of consumer protection law or can demonstrate the ability to quickly acquire a sufficient level of knowledge in these areas.
- Experience conducting internet/desk-based investigations e.g. open-source intelligence skills, data mining or interrogation of databases.
- Case management and/or project management experience.
- A full clean driving licence with access to a car.

Application Process:

To apply for this role using the link on the CCPC [careers page](#), please submit an up-to-date CV and a cover letter outlining the reasons for applying for the role and why you believe you are suitable for it. 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 place in late July. During the first-round interview, the CCPC will conduct competency style interviews based on the Executive Officer [competencies](#) below:

- 1) Teamwork
- 2) Analysis & Decision Making
- 3) 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](#)

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](#)