



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

Candidate Information Booklet

Job Title: Consumer Protection Executive
Grade: Executive Officer (EO)
Closing date: 12 noon, Tuesday, 8th April, 2025



General Information:

Job Title:	Consumer Protection Executive
Grade:	Executive Officer (EO)
Starting Salary:	<u>*€37,544</u> *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:	<p>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.</p> <p>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.</p>
Closing Date:	12.00 pm, Tuesday, 8 th April, 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 [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.

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 Consumer Protection Division (CPD) is 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. The CPD consists of three separate operational units: the EU Consumer Protection Cooperation (CPC) Unit and two Strategic Engagement and Consumer Insights (SECI) Units.

The CPC Unit fulfils the CCPC's role under the EU Consumer Protection Cooperation framework (Regulation (EU) 2017/2394) facilitating EU Member States' consumer enforcement authorities to work together on consumer protection issues. The CPC Unit has responsibility for the CCPC's functions in relation to Alternative Dispute Resolution (ADR) processes (S.I. No. 368 of 2015). It also participates in the International Consumer Protection and Enforcement Network (ICPEN), an organisation composed of consumer protection authorities from over 70 countries.

SECI leads in shaping the CCPC's consumer protection and enforcement strategy, supporting a risk-based approach to compliance and enforcement alongside the need to prioritise our work. SECI is responsible for managing the CCPC's enforcement case pipeline and provides information to internal and external stakeholders including responses to questions from government departments, media and parliamentary questions.

While each unit has its own specific area of expertise, competence and responsibility, it contributes to the work of CPD and the wider CCPC through a collaborative approach. The units engage with traders across all sectors, up to and including global corporations, on issues of compliance with consumer protection legislation. The units also have a strong level of engagement, coordination and cooperation with other agencies and authorities operating at a national, EU and international level.

Examples of the work of the Division include:

- [CCPC joins EU consumer authorities in calling on Apple to stop geo-blocking on its services](#)
- [CCPC and EU consumer authorities inform Temu that they are under scrutiny for potential breaches of consumer protection law](#)
- [Rentalcars.com corrects consumer car rental information on its websites, following action by the CCPC and EU consumer protection authorities](#)
- [CCPC participates in EU-wide sweep of websites to identify dark patterns - CCPC Business](#)
- [WhatsApp users in Ireland to benefit from more transparent information about changes in their terms of service - CCPC Business](#)
- [Investigation of the Commission and consumer authorities finds that online influencers rarely disclose commercial content](#)
- [CCPC Price Reduction Business Guidelines](#)

The Role:

The CCPC is seeking to recruit a Consumer Protection Executive, at Executive Officer (EO) Grade, to join the Consumer Protection Division. The successful candidate will be assigned to the Division's CPC Unit, reporting to a Consumer Protection Manager. The CPC Unit is comprised of a Head of Unit, four Consumer Protection Managers and three Executive Officers.

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.

The Successful Candidate:

This role provides the opportunity to make a strong contribution to the protection of consumers and to represent the CCPC at national and international fora.

The successful candidate will have experience in consumer protection regulation and/or enforcement or comparable professional or academic experience. They will be self-motivated with skills in investigations, analysis and report writing. The successful candidate will have strong organisational skills and be able to manage their workload to meet strict deadlines. They will have excellent interpersonal skills allowing them to be an effective team player and communicator.

Key Responsibilities:

- Act as an Authorised Officer of the CCPC supporting CCPC enforcement activities across the organisation.
- Actively contribute to the work of the Consumer Protection Division which includes managing enforcement requests to/from other EU Member States and participating in EU-coordinated joint actions and sweeps.
- Carry out screenings to assess non-compliance by traders with consumer protection legislation, prepare screening reports with recommendations and draft engagement letters to traders.
- Participate in cross-agency meetings. Minute proceedings and action points.
- Represent the CCPC at national and international Fora. This position may require occasional travel both nationally and internationally.
- Support stakeholder engagement and awareness campaigns related to consumer protection legislation.
- Respond to queries from external stakeholders and other government departments.
- Carry out any other additional tasks, such as cross divisional projects, that may be assigned by the Consumer Protection Manager, Head of Unit or Deputy Director to support the work of the Division.

Essential:

- A third level degree in a relevant discipline or a minimum of 2 years' comparable professional experience in case handling within a compliance/regulatory environment.
- Excellent communication skills including the ability to write clear, focused reports with actionable recommendations.
- Evidence of analytical and problem-solving skills.
- Strong organisational skills, with the ability to prioritise your work to meet strict deadlines.
- Demonstrated ability to work effectively within a team environment.
- Strong ICT skills, particularly in the application of MS Office.

Desirable:

- Post graduate or professional qualification in law, economics, business, regulation compliance or similar related discipline.
- Working knowledge of consumer protection law.
- Experience conducting open-source investigations.
- Experience in assisting with enforcement actions/prosecutions.
- Experience of working with other agencies or stakeholders in a national or international arena.

Application Process:

To apply for this role using the link on the CCPC [careers page](#), please submit an up-to-date CV and cover letter addressing the following question in 400 words or less:

- Please outline an example from your previous experience where you were required to organise and prioritise your work to meet strict deadlines.

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 is likely to take place late April. During the interview, the CCPC will conduct competency style interviews based on the Executive Officer [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](#)