



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

Candidate Information Booklet

Job Title: Financial Education Manager – Policy and Research

Grade: HIGHER EXECUTIVE OFFICER (HEO)

Closing date: 12 noon, Tuesday, 1st April, 2025



General Information:

Job Title:	Financial Education Manager – Policy and Research
Grade:	Higher Executive Officer (HEO)
Starting Salary:	* €57,122 *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, 1 st April, 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 [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

Our Communications Division promotes public awareness and understanding of the role of the CCPC. We empower consumers with information and education on consumer rights, personal finance, competition law and product safety. Our 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 has as a three-pillar structure with each pillar 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 successful candidate has a unique opportunity to contribute to the development of financial wellbeing in Ireland. They will develop expertise in the latest and most innovative approaches for effective financial education initiatives and policies. They will manage personal finance-related research projects in conjunction with the expert research units in the CCPC and external research companies. They will draft CCPC responses to public consultations on personal finance policy and legislative changes.

This is an opportunity for a motivated professional with policy and/or research experience, to join a growing multi-disciplinary team. A knowledge of how personal finance policy and issues affect consumers is preferable but not a requirement. The Manager will report to the Head of Unit of Financial Education and will be responsible for managing one direct report.

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:

The ideal candidate will be able to scope and research issues, draw conclusions, make evidence-based recommendations, and communicate their views clearly. The individual will have previously worked in a policy, research or legislative focused role, and be comfortable managing multiple concurrent projects, working across different subject areas, deadlines, and multiple stakeholders.

Key Responsibilities:

- Leading and drafting responses to national and international public policy consultations and surveys related to personal finance, financial literacy, financial education and financial consumer protection.
- Reviewing policy or legislative proposals and distilling them into concise, easy to understand content, suitable for a wide range of stakeholders including policy makers, media and the general public.
- Researching and drafting evidence-based CCPC position papers on financial literacy, financial education and financial consumer protection issues. Briefing senior decision makers on how the CCPC can best inform and influence public policy in these areas.
- Working with the CCPC's internal research teams and outsourced research agencies to deliver research projects that capture consumer insights (what consumers know, believe, and do regarding their consumption and financial decisions) including changes in Ireland's financial literacy levels and other benchmarks, e.g. OECD International Financial Literacy Toolkit
- Working with the CCPC's internal research teams and outsourced research agencies to deliver behavioural research studies that can inform policy and programmes aimed at encouraging better financial decisions and increasing financial wellbeing in Ireland.
- Building strong relationships with key stakeholders across the financial education sector, including policymakers, regulators, civil society organisations, educators, and industry, to share experiences, learn best practices, and establish partnerships.
- Representing the CCPC at domestic and international events and working groups including the delivery of presentations.

Essential:

- A third level qualification in a relevant area, e.g. Finance, Business, Economics, Social Policy, Law, Public Policy, Financial Advice (QFA).
- A minimum of three years' relevant experience, e.g. in public policy research/ appraisal, policy development, research to inform policy development.
- Proven ability to research, collate, analyse and present information in a clear, balanced and concise manner.
- Strategic thinking: ability to envision the big picture and plan accordingly.
- Proven ability to manage a range of diverse assignments concurrently and meet fixed reporting deadlines.
- Strong team-working skills and experience of working with colleagues to deliver project objectives.

Desirable:

- Experience in using evidence-based analyses and research to support decision making or policy recommendations.
- Experience of conducting primary and secondary research and analysis.
- Experience of people management.
- Knowledge of personal finance and/or consumer related legislative environment, issues and challenges.
- Familiarity with the Irish public sector, EU institutions, and the legislative process.

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. The CV should be no longer than two pages and the cover letter should not exceed 500 words. Your cover letter should specifically highlight your relevant experience and suitability for the role, with particular reference to how you fulfil the 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 one interview for this role that are likely to take place in mid April. During the first-round interview, the CCPC will conduct competency style interviews based on the HEO [competencies](#) below:

- 1) Team Leadership
- 2) Judgement, Analysis & 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.

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](#)