



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

Candidate Information Booklet

Job Title: Head of Unit - Accessibility
Grade: Assistant Principal Officer (AP)
Closing date: 3.00pm, Tuesday, 22nd April, 2025



General Information:

Job Title:	Head of Unit - Accessibility
Grade:	Assistant Principal Officer (AP)
Starting Salary:	* €80,668 *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:	3.00pm, Tuesday, 22 nd April, 2025
Annual Leave:	30 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 Market Surveillance Division (MSD) delivers the CCPC's product safety and accessibility functions. The CCPC is the Market Surveillance Authority and the Competent Authority in Ireland for the safety and enforcement of a wide range of non-food consumer products including toys, low voltage products (i.e. electrical devices in the home), personal protective equipment in the leisure and consumer sectors, gas appliances in the home, and products coming within the remit of the EU General Product Safety Regulation. MSD is also the Market Surveillance Authority and Compliance authority for all products under the European Accessibility Act (EAA) and the Compliance Authority for some services under the EAA (e-commerce, and e-books and dedicated software). The EAA Act has been implemented into Irish law and will apply from June 2025. MSD currently has 23 team members and is led by the Director, supported by two Deputy Directors. MSD has four Units each led by a Head of Unit : i) Customs Unit; ii) Recalls Unit; and iii) two Market Surveillance Units. A new Accessibility Unit is being established, which will focus on the implementation and enforcement of the EAA.

The Role:

The CCPC is seeking to recruit a Head of Unit for its new Accessibility Unit in the Market Surveillance Division. This role will initially be tasked with setting up the unit, including the creation of workflows, policies and procedures. Once the Unit is established, the role will focus on enforcement of the EAA.

The Head of Unit will occupy a senior role directly involved in the leadership and management of a division that works with complex and developing issues ensuring the protection of consumers.

The Successful Candidate:

The successful candidate will be a high calibre, senior manager with relevant experience, who can bring their strong leadership and management approach to a growing regulatory division supporting the goals of a dynamic and fast-paced organisation.

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:

- Direct and oversee the Accessibility Unit and all related cases, investigations, inspections and enforcement under the EAA.
- Offer guidance, advice & support to team members especially regarding technical standards and communication.
- Lead, manage, supervise and support team members effectively, including performance management and identification of individual and team learning and development needs.
- Work as part of MSD's senior management team in leading a culture of continuous improvement, innovation and collaboration.
- Develop a strategy to meet the CCPC's obligations under the EAA.
- Identify best practices with a focus on future requirements and resource realities.
- Build, manage and maintain productive and positive relationships with internal and external stakeholders, including the National Disability Authority, whilst representing CCPC at external fora, which may involve national and international travel.
- Promote the Vision, Mission and Values of the CCPC that will pro-actively contribute to the CCPC achieving its strategic objectives.
- Ensure the management of reporting obligations, corporate activities and work plan development and reporting is conducted in an accurate, timely and efficient manner.
- Carry out any other additional tasks that may be assigned to deliver the business objectives of the Division and the CCPC.
- Technical/Professional

Essential:

- A Level 7 or higher on the National Framework of Qualifications or equivalent, in science, engineering, law, business, regulation or compliance or comparable professional experience in an area related to the role.
- Minimum 3 years' experience of successfully leading and managing teams.
- Strong leadership skills with proven ability to manage, develop and get the best from a team.
- Proven experience in a role requiring the evaluation and analysis of regulatory issues or; investigating or enforcing regulatory compliance.
- Demonstrable interpersonal and influencing skills including the ability to build effective internal and external stakeholder relationships.

Desirable:

- Practical experience in a regulatory, compliance, accessibility, disability or market surveillance environment
- Carrying out regulatory inspections or investigations;
- Risk management principles and tools;
- Progressing enforcement actions and/or prosecutions;
- Interpreting legal and/or policy frameworks
- Interpreting technical documentation and standards
- Experience of successfully developing and implementing business strategy and/ or change programmes.
- Knowledge of governance and risk.
- Project Management and/or case management experience.
- Experience of working across agencies and/or in an international environment and networks.
- Full clean Irish 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 (maximum one page), which demonstrates how you meet the criteria for the role. 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 to take place in the beginning of May and in the end of May. During the first-round interview, the CCPC will conduct competency style interviews based on the Assistant Principal Officer (AP) [competencies](#) below:

- 1) Leadership
- 2) Analysis and 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.

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](#)