

Candidate Information Booklet



25139207 - Member of the Competition & Consumer Protection Commission

Location: Dublin

Client: Department of Enterprise, Trade and Employment

Closing Date: 3pm, Thursday, 24th of April 2025





25139207 - Member of the Competition & Consumer Protection Commission

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publicjobs is advertising this post and conducting the selection process including the post interview stage on behalf of the Department of Enterprise, Trade and Employment in compliance with the code of practice for appointment to positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). Codes of Practice are published by the CPSA and are available on www.cpsa.ie

publicjobs refers to Public Appointments Service established under the Public Service Management (Recruitment and Appointments) Acts 2004-2013

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MEMBER OF THE COMPETITION AND CONSUMER PROTECTION COMMISSION

TITLE OF POSITION: Member
OFFICE: Competition and Consumer Protection Commission
LOCATION: Dublin

Introduction

The Competition and Consumer Protection Commission is an independent statutory body with responsibility for the enforcement of competition and consumer protection law. Its mission is to make markets work better for consumers and businesses and it plays a vital role across the whole of the economy.

As well as enforcement responsibilities, it has a mandate to promote competition and consumer welfare. The Commission also has specific responsibilities concerning consumer information and education in relation to financial services and product safety.

Since its establishment in 2014, the Commission's responsibilities have expanded, including new functions in digital and data regulation with further responsibilities planned to be included in upcoming legislation associated with the Data Act and AI Act. Additionally, the Commission has received new powers in relation to competition and consumer protection functions in recent years including the power to levy financial sanctions for breaches of competition law. The staff level has increased from 79 to a sanctioned headcount of over 260 to reflect these changes. Further recruitment and some structural changes to the organisation are planned in order to accommodate the increased responsibilities.

The Commission's principal functions include:

- To investigate and challenge practices that are damaging to consumers and/or the wider economy;
- To bring anti-competitive behaviour and practices that are harmful to consumers to an end, where necessary via court actions;
- To provide information to consumers to help them make informed decisions. The Commission has a specific role in this regard in relation to financial services and European cross border consumer rights;
- To examine proposed mergers referred to the Commission on the basis of the Substantial Lessening of Competition (SLC) test; and
- To advise policy-makers in relation to consumer protection and competition matters
- To study and analyse matters relating to consumer welfare and competition generally.
- To carry out market surveillance in relation to the safety of consumer products covered by a number of EU Directives, and to monitor and process non-food product recalls in Ireland;
- To regulate digital and data markets in line with requirements under relevant legislation including the Digital Services Act, Data Governance Act and Data Act.
- To assess entities seeking to qualify under an EU regime for the provision of Alternative Dispute Resolution services to consumers.

The Commission is a collegiate decision-making body which consists of an executive Chairperson and between 2 and 6 other whole-time executive Members. As of 1 March 2025, the Commission had a sanctioned staff complement of 267. Further details on the Commission's Strategy and Mission, Vision and Values as well as its structure may be found on its website www.ccpc.ie.

Role and Responsibilities of Members

The field of competition and consumer policy and enforcement extends to the whole economy and to all economic and business sectors. The work of the Commission involves management of a wide range of staff of varying backgrounds and areas of expertise. Analysis and judgement of complex economic and legal issues is required, in a context of increasing complexity and volume of demand and greater media and public scrutiny.

The Chairperson and Members act as the executive board of the Commission, and also as a collective decision-making body in respect of certain statutory functions.

In addition to their collective responsibilities as part of the Commission, Members have specific leadership and line management responsibilities relating to certain Divisions, as assigned by the Chairperson. The successful candidate will have a proven record of achievement at a senior level in a public or private organisation which demonstrates the vision, leadership and management skills necessary for the role. Each Member of the Commission has the following responsibilities:

- Providing strategic direction, governance and oversight at organisational level (along with the Chairperson and fellow Members);
- Participating in the formal decision-making processes of the Commission, formulating Commission policy and taking decisions to bring enforcement proceedings;
- Responsibility for leading a number of Divisions within their portfolio which includes people management of senior public servants;
- Formulating Commission policies and approaches to key issues;
- Leading and supporting all staff through change;
- Providing support, guidance and attention to the work of the other Divisions to assist in the process of making decisions in compliance and enforcement strategy, developing advocacy policy and consumer empowerment activities, while leading change management of the organisation as a whole ;
- Demonstrating and promoting the Mission, Vision and Values of the CCPC in all aspects of their work;
- Representing the Commission externally at gatherings of international experts, conferences, seminars, at government fora and in the media.

Essential Requirements

Candidates for Member of the Commission must possess

- Significant relevant expertise in or experience of one or more of the following areas – law, economics, public administration, competition, consumer affairs, or business generally;
- Proven and demonstrable strategic leadership experience at an appropriately senior level along with commitment to public service reform and innovation;
- Senior risk-based analytical decision making skills, where decisions are subject to external scrutiny and review;
- Proven experience of overseeing/advising on multiple simultaneous complex cases/projects involving significant ongoing legal challenges from counterparties.
- Demonstrated ability to work collectively as part of a high performing senior management team;
- Strong leadership, risk management and people management skills, demonstrated through leading and coaching at a senior level in the public or private sector;
- Strong communication and interpersonal skills with an ability to positively influence and negotiate as required;
- Sound judgement with an ability to think creatively and be agile;
- An ability to develop, foster and maintain relationships with a varied range of stakeholders both domestically and internationally;
- Demonstrable commitment to developing expertise and insight into all areas of the Commission's work;
- Experience of guiding organisations through development and transformational change; and
- Personal and professional resilience and a commitment to continued learning and development.

Desirable

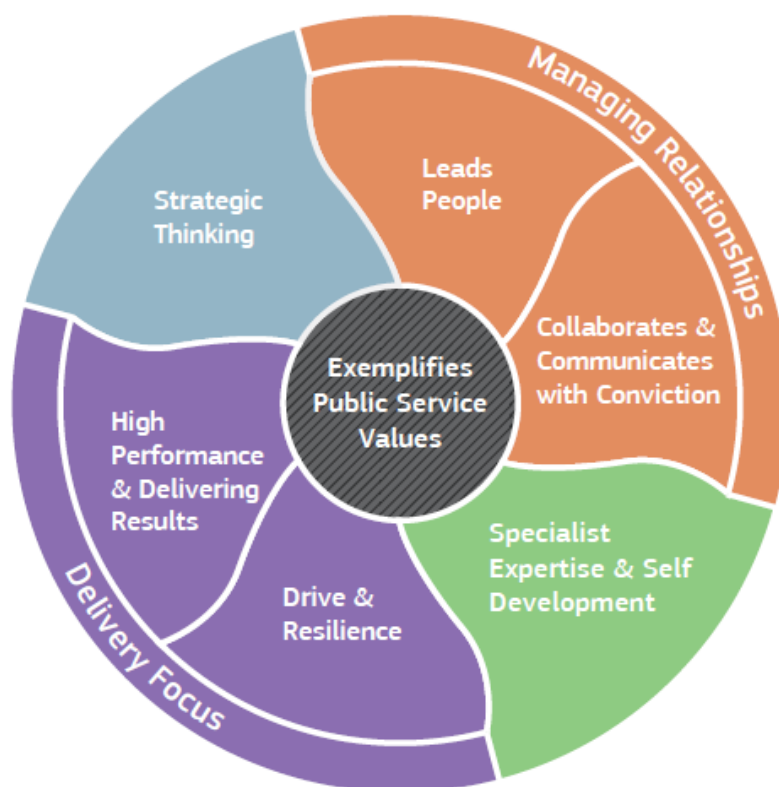
- Given the nature of the position to which the successful applicant is likely to be assigned, qualifications/experience in business, economics, law, consumer affairs or a related discipline is very desirable.

Consideration will be given in the selection process to the maintenance of an appropriate balance of relevant expertise and experience in the Commission as a whole.

Key Competencies for effective performance at Member level:

The attention of candidates is drawn to the key competencies required for this role, which are deemed to be equivalent to those required for Assistant Secretary posts in the civil/public service.

This competency model reflects the changing and more complex environment in which those at Assistant Secretary level operate, with fewer resources, pressure for delivery of results, increased media and public scrutiny and an ambitious public service reform programme.



“Public Service Values” underpin four key competency areas, two of which have sub-elements.

Each of the key competencies in the model is supported by a list of key performance indicators set out in the [‘Information Note’](#) available in the Advice Centre on publicjobs.ie

Eligibility to compete and certain restrictions on eligibility

Citizenship Requirements

Eligible candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who has a stamp 4 permission¹ or a Stamp 5 permission

To qualify candidates must be eligible by the date of any job offer.

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Incentivised Scheme for Early Retirement (ISER):

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010):

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration:

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Principal Conditions of Service

General

The appointment is subject to any relevant provisions of the Competition and Consumer Protection Act 2014 and any subsequent amendments to that Act.

Salary

€166,473 personal pension contribution rate.

The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

The appointment will be for a fixed term of up to 5 years, renewable once only (Section 12(12) of the Competition and Consumer Protection Act 2014).

Probation

The appointment will be subject to a 12-month probationary period.

Location

The post will be located in Dublin.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours 15 minutes gross per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

In addition to the usual public holidays the annual leave for this position is 30 working days.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the employing Department/Organisation. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is the same as the age of eligibility for the State Pension, currently 66.
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

- **Ill-Health-Retirement**

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post Ill-health retirement from Civil Service

If successful in their application through the competition, the applicant should be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post Ill-health retirement from public service

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the

Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Note; ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

IMPORTANT NOTICE

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

THE SELECTION PROCESS

How to Apply

Applications must be made by submitting an **online** application through www.publicjobs.ie and attaching a single document with the following elements included:

- **A comprehensive CV, including an organisation chart** (See **Senior Executive CV Guidance** note [here](#))
- **The 'Key Achievements Form'** (Available [here](#))
- **A short cover letter/personal statement** (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your personal qualities, qualifications, specialist knowledge, experience and values meet the requirements of the position.

Closing Date: 3pm on Thursday 24th April 2025

Applications not submitted in the required format or after the closing time / date will not be considered / accepted.

The following completed application documents should be combined and submitted together in one single PDF document. (CV, Cover Letter / Personal Statement, Key Achievements Form and Organisation Chart)

Selection Process:

The Selection Process may include:

- shortlisting of candidates, on the basis of the information contained in their application;
- a competitive preliminary interview;
- completion of an online questionnaire(s);

- Executive Assessment Centre
- case study/work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate;
- a competitive interview, which may include a presentation.

Interviews will take place in person.

Please Note

We acknowledge receipt of all applications. If you do not receive an acknowledgement within 3 days of applying, please email seniorexec@publicjobs.ie. You can expect to receive emails from us at the relevant stages notifying you to check your secure publicjobs.ie message board for campaign updates. We endeavour to give as much notice as possible for interview dates etc. Candidates should make themselves available on the date(s) specified by publicjobs.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, publicjobs may decide that a smaller number will be called to the next stage of the selection process. In this respect, publicjobs provide for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience.

An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.

References

It would be useful if you would begin to consider names of people who would be suitable referees and whom we might consult (2 names and contact details should be provided). The referees do not have to include your current employer but should be in a position to provide a reference for you; at least one of these should be a person to whom you have had a direct reporting relationship. The referees should be able to provide relatively recent information on your performance and behaviour in a work context. You may wish to select referees who can provide such information from different perspectives or in different work contexts. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage.

Please note, should you be successful at the final interview, we will require a reference from your current employer prior to recommendation for appointment. Successful candidates may be required to complete a number of pre-employment checks such as Health and Character Declaration, Garda Vetting, and any other relevant checks required for the particular role.

If you feel you would benefit from a confidential discussion about any aspect of this significant opportunity, please contact Hilary Dolan by email at hilary.dolan@publicjobs.ie

Candidates with Disabilities

publicjobs has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates. If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need.

Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for this competition.

Examples of adjustments we provide include the use of assistive technology, extra time, scribes and/or readers or a range of other accommodations.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential. Should you be successful, the disclosure of a disability for this stage of the process will not be passed onto the employing department unless you request that we do so.

If you have indicated on your application/profile that you require reasonable accommodations, please submit a psychologist/medical report to ASU@publicjobs.ie. The purpose of the report is to provide publicjobs with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologists' reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments. These reports must be forwarded to the Assessment Services Unit by close of business on **Thursday 24th April 2025**. **You should email a scanned copy** of the report to asu@publicjobs.ie

Candidates who have previously availed of Reasonable Accommodations with publicjobs (within the past 3 years), please note that your accommodations should still be on file, if you consented to us retaining this information. **If you wish to confirm whether your report is still on file, please contact asu@publicjobs.ie**

If you would like to talk about your application or any accommodations that may be of benefit during the recruitment process, please contact our Disability Champion, Amanda Kavanagh, at amanda.kavanagh@publicjobs.ie

For further information on the accessibility of our service please see our **[Accessibility page](#)**.

General information

publicjobs will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that publicjobs is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

publicjobs will make all such enquiries that are deemed necessary to determine the suitability of candidates for recommendation. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, or should additional vacancies arise, publicjobs may at its discretion, select and recommend another person for appointment on the results of this selection process.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned;
- and if successful, they will not be appointed to the post unless they:

Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed. Be fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by publicjobs, or who do not, when requested, furnish such evidence as the publicjobs require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to publicjobs, including all forms issued by publicjobs for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Candidate Rights and Obligations

Confidentiality

Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by publicjobs are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2014. However, candidates should note that all application material may be made available to the employing authority/organisation. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Review and Complaint Procedures under the Code of Practice for Appointments to Positions in the Civil and Public Service

If a candidate is unhappy following the outcome of any stage of a selection process, they can either:

1. Request a **Review of a decision** made during the process
- or**
2. **Make a Complaint** that the selection process followed was unfair

A candidate can follow either one of the two procedures in relation to the same aspect of a selection process, but not both. Where a review of a selection process has taken place under Section 7 (as detailed below), a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission for Public Service Appointments (CPSA) **at its sole discretion**.

There is no obligation on publicjobs to suspend an appointment process while a Review or Complaint is being considered. However, the CPSA expects that, where possible, publicjobs will intervene in cases where it finds an error is likely to have occurred.

Requesting a Review under Section 7

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by publicjobs. publicjobs will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice for Appointments to Positions in the Civil and Public Service published by the CPSA.

When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Informal Review will consist of a desk-based examination of any available information in relation to the recruitment process and the decision taken regarding the candidate's application. The outcome of the Informal Review Process will be communicated to the requester in writing.

- A request for Informal Review must be made within 5 working days of notification of the decision, and will normally take place between the candidate and a representative of publicjobs who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, they may adopt the formal procedures set out below.

A request for Formal Review must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Review process. Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, publicjobs Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Review will be conducted by a person who is completely independent of the selection process.
- The outcome of the Formal Review must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does not produce a decision within this time, publicjobs must keep the candidate informed of the status of the review and the reasons for the delay.

Making a Complaint under Section 8

A candidate may believe there was a breach of the Commission's Code of Practice by publicjobs that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates to make a complaint under **Section 8** to publicjobs in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

On foot of a Section 8 Complaint process, either publicjobs or the CPSA may find that the recruitment and selection process in question has not adhered to the standard set out in the Code of Practice. In such cases, publicjobs and the CPSA may make recommendations in order to prevent such issues from reoccurring in the future. **The CPSA cannot instruct publicjobs to reverse a decision taken in the course of an appointment process.** Any candidate wishing for an investigation into the decision taken regarding their application as part of a selection process should request a Review under Section 7, as outlined above.

The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if the complainant cannot support their allegations by setting out how the publicjobs has fallen short of the principles of this Code.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

- An Informal Complaint must be made within 5 working days of notification of the decision and will normally take place between the candidate and a representative of publicjobs who had played a key role in the administration of the selection process.
- Where a candidate remains dissatisfied following any such informal communication, they may adopt the formal procedures set out below.

A Formal Complaint must be made within 5 working days of either the notification of the selection decision, or the notification of the outcome of the Informal Complaint. Any extension of these time limits will only be granted in the most exceptional circumstances and will be at the sole discretion of the Chief Executive.

- The candidate must address their concerns in relation to the process in writing to the Chief Executive (via email to ceomailbox@publicjobs.ie, or in writing to Chief Executive Officer, publicjobs, Chapter House, 26/30 Abbey Street Upper, Dublin 1), outlining the facts that they believe show an action taken or decision reached was wrong.
- The Formal Complaint will be investigated by a person who is completely independent of the selection process.
- The outcome of the Formal Complaint must generally be notified to the candidate within 25 working days of receipt of the request for review. If the investigation does

not produce a decision within this time, publicjobs must keep the candidate informed of the status of the review and the reasons for the delay.

For further information on the above Review and Complaint procedures please see the *Code of Practice for Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Requests for Feedback

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

A third party must not impersonate a candidate at any stage of the process.

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials or interview(s) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

Contravention of the Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post.

Use of Recording Equipment

publicjobs does not allow the unsanctioned use of any type of recording equipment. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate, and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data.

If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by publicjobs are set out on the Data Protection page of www.publicjobs.ie.

Protected Disclosures

The publicjobs Protected Disclosures Policy (including Reporting Options for all those covered by the Policy) is available [here](#)

Canvassing

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Other

Elements of the selection process may be undertaken by other parties. In such circumstances it will be necessary for your information to be shared between publicjobs and these parties in order for your application to be processed.



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You can also keep up to date
on **publicjobs.ie** and follow us
on our social platforms:

