**Candidate Information Booklet**

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| RSM Ireland on behalf of the Competition and Consumer Protection Commission (CCPC) will hold a competition for the purpose of recommending a person for appointment to the position of: **Consumer Contacts Manager - Communications****Grade:** Higher Executive Officer (HEO)**Closing date:** 12 noon, Wednesday 1st June 2022  |

RSM Ireland Business Advisory Ltd. is committed to a policy of equal opportunity.

RSM Ireland Business Advisory Ltd. will run this campaign in alignment with best practice for the Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) and which are available on www.cpsa.ie

RSM Ireland

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The CCPC is an equal opportunities employer and encourages and welcome talented people from all backgrounds to join our employee community.

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| Title of Position: Consumer Contacts ManagerDivision: Communications DivisionGrade: Higher Executive OfficerReporting to: Head of Contact Management and Analysis Employing Authority: Competition and Consumer Protection Commission (CCPC) Location: Dublin 1[[1]](#footnote-1) |

**CCPC Background**

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for promoting compliance with, and enforcing where necessary, competition and consumer protection law in Ireland. It was established on 31 October 2014 following the amalgamation of the National Consumer Agency and the Competition Authority. The CCPC has a broad mandate, covering all sectors of the economy, with statutory responsibility for the enforcement of competition and consumer protection law. Our aim is to make markets work better for consumers. To achieve this, we work to influence public debate and policy development, grow public understanding of the importance of open and competitive markets, promote competition and highlight the interests of consumers.

The CCPC’s functions include:

* Investigating and challenging practices that are damaging to consumers and/or the wider economy.
* Bringing anti-competitive behaviour and practices that are harmful to consumers and/or the wider economy to an end, where necessary via enforcement action.
* Examining certain mergers and acquisitions to ensure that there is not a substantial lessening of competition in Ireland.
* Conducting market surveillance in relation to the safety of products covered by a number of EU Directives and Regulations and monitoring and processing consumer product recalls in Ireland.
* Providing information to consumers to help them make informed decisions. We have a specific role in this regard relating to financial services.
* Advising policy-makers in relation to consumer protection and competition matters.
* Exercising statutory roles in relation to Alternative Dispute Resolution, credit intermediaries and the regulation of business relationships in the grocery sector.

We are governed by an Executive Chairperson and Commission structure. 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. Details of the CCPC Vision, Mission, Values and Goals of the can be found at [www.ccpc.ie](http://www.ccpc.ie). along with details of our employee benefits.

**Role Summary**

**Overview of Division**

The Communications Division is central to the effective delivery of the CCPC’s goals with responsibility for a broad range of activity in the following areas:

* Managing and developing the [consumer](https://www.ccpc.ie/consumers/) website, [corporate](https://www.ccpc.ie/business) website and financial product comparisons and calculators ([Money Tools](https://www.ccpc.ie/consumers/money-tools/)) (+1.8 million visits p/a);
* Managing the outsourced helpline (+40,000 contacts p/a and the information provided to consumers on their consumer rights and personal finance;
* Delivering a wide range of corporate communications including engagement with the media;
* Leading on interaction with certain stakeholders and co-ordinating engagement with others;
* Developing public information campaigns (consumer rights, personal finance and business compliance);
* Increasing social media engagement with consumers, businesses and other stakeholders, and;
* Developing and delivering personal finance education initiatives (such as the [Money Skills for Life](https://www.ccpc.ie/business/about/financial-education/money-skills-life-workplace-programme/money-skills-for-life/) programme).

The Communications Division is made up of four Units:

**Contact Management and Analysis -** Responsible for supporting and managing the CCPC’s outsourced consumer helpline which includes overseeing quality control and training processes that focus on providing correct information to consumers.  The Unit also monitors the contacts received by the helpline that CCPC Divisions are responsible for and follows up as necessary. The Unit analyses the data received by the helpline and generates reports on emerging market issues, trader activity, consumer concerns and wider market trends for review within the CCPC.

**Corporate and Stakeholder Communications -** Responsible for reviewing all of the CCPC outputs such as enforcement actions, advocacy positions or research and converting them into communications outputs using the most appropriate channels to reach the target audience.  The Unit also manages all media queries and delivers internal communications to ensure staff are kept fully informed on key CCPC initiatives and activities.

**Financial Education** **-** Responsible for supporting the public to develop their financial capability and wellbeing which includes delivering key initiatives outlined in the Financial Education and Wellbeing Strategy and the ongoing development of workplace and student programmes.

**Marketing and Digital Communications** - Responsible for maintaining and developing the CCPC’s consumer and corporate websites, which includes content curation and creation, and planning and executing public awareness campaigns and business compliance activities.

**Role Purpose**

The Consumer Contacts Manager will work in the Contact Management and Analysis (CM&A) Unit which comprises three other Managers, three Contacts Executives and a Head of Unit. It is a small team and all the managers must be adept at supporting the delivery of the Units wide ranging responsibilities. These primarily cover offering expert support and guidance to the helpline provider, reviewing and analysing the market intelligence received by the CCPC through its contacts and managing projects to improve service delivery and helpline data analysis. The Consumer Contacts Manager will also have full responsibility for particular work streams, which will be assigned by the Head of C&MA based on the Unit’s business needs, and will include reviewing new legislation and analysing market trends.

**Key Responsibilities**

* Managing key day to day functions for all contacts received to the helpline:
	+ Monitoring helpline activity to ensure it is running effectively in relation to all performance and quality control targets;
	+ Identifying and researching necessary changes to information provided by the helpline, for instance new legislation;
	+ Developing information resources and documents to support changes to consumer information and helpline training for the agents;
	+ Co-ordinating and tracking the helpline contacts sent to the CCPC Divisions in support of their enforcement activities;
	+ Responding to more complex consumer rights and personal finance queries sent from the helpline;
	+ Ensuring that any direct reports assigned to you have the required level of knowledge to support the helpline;
	+ Ensuring the CCPC’s [Service Charter](https://www.ccpc.ie/consumers/about/customer-service-charter/) on dealing with contacts is always adhered to;
	+ Managing the known risks for the helpline and identifying new risks/issues quickly and escalating them appropriately, and;
	+ Managing and promoting the Unit’s relationship with the helpline, other CCPC divisions and external bodies.
* Ensuring the helpline reporting requirements are delivered in a timely manner and to a high standard:
* Managing the ongoing reporting activities for the Unit by creating and circulating standard and customised helpline reports;
* Analysing consumer contacts to identify sectoral and trader issues and trends for internal review;
* Supporting and developing the live information dashboards provided to the other Divisions;
* Reporting on the Units internal metrics on a monthly basis, and;
* Leading the delivery of projects to improve the management of information that supports the delivery of the CCPC’s functions.
* Supporting the development of the helpline service provided to consumers:
* Managing the implementation of projects set out in the Divisional workplan, as needed;
* Developing and implementing service delivery projects based on input from consumers and best practice service standards, and;
* Reviewing current processes and delivery models and identifying development opportunities in the future.

**Technical/Professional**

**Essential**

1. Minimum two years people management experience on leading and supporting a team to deliver against performance targets;
2. Third level qualification in law, business, project management or equivalent work experience;
3. Demonstrated ability to research, analyse and evaluate information from a variety of sources;
4. Demonstrated ability of working in a process driven, results orientated environment;
5. Demonstrable communications skills, both written and verbal;
6. Excellent administration and organisational skills;
7. High standard in PC skills with particular aptitude in using Microsoft Office.

**Desirable**

1. Knowledge of consumer rights or personal finance;
2. Experience of Call Centre quality control processes and systems;
3. Experience in communicating with the public on complex or varied topics;
4. Experience of contributing to the provision of information by the public sector that supports consumers.

**Competencies for the Role**

* Management and delivery of results
* Interpersonal and communication skills
* Judgement, analysis and decision making
* Team leadership
* Drive and commitment
* Specialist Knowledge, Expertise and Self-Development

The full narrative for the competencies can be found [**Higher Executive Officer Competency Framework**](https://www.publicjobs.ie/images/pdfs/Higher_Executive_Officer_Level.pdf)

It is important to review the full details to ensure that you understand the requirements for the role.

**PRINCIPAL CONDITIONS OF SERVICE**

Principal conditions of service will be applied in line with all relevant governmental circulars/procedures and policies applicable at time of placement

**Salary:**

Entry will be at the **minimum** of the scale and annual increments may be awarded subject to satisfactory performance and to changes in the terms and conditions relating to annual salary increments in the Civil/Public Service generally. The rate of total remuneration may be adjusted from time to time in accordance with Government pay policy as applying to public servants generally.

The position is aligned to the Civil Service Higher Executive Officer Grade and the salary scale for this position is as follows:

**PPC (Personal Pension Contribution) Pay Scale applicable to an individual who is required to make a personal pension contribution**

€50,848 €52,334 €53,817 €55,300 €56,788 €58,271

€59,756 €61,899¹ €64,038²

**Non-PPC (non-Personal Pension Contribution) Pay Scale**

€48,426 €49,826 €51,220 €52,628 €54,037 €55,455

€56,865 €58,893¹ €60,927²

¹ After 3 years satisfactory service at the maximum.

² After 6 years satisfactory service at the maximum

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant. This is only applicable if the candidate is currently at a grade within this salary band.

Subject to satisfactory performance, annual increments may be payable in line with current Government Policy (See [Public Service Stability Agreement 2018 -2020](https://www.gov.ie/pdf/?file=https://assets.gov.ie/6618/394821552e784f17aa5407e8af32e410.pdf#page=1) and [Building Momentum, a new Public Service Agreement 2021-2022](https://www.gov.ie/en/publication/e9d23-building-momentum-a-new-public-service-agreement-2021-2022/).

**Annual Leave:**  29 working days per annum, rising to 30 after 5 years of service.

**Hours of work:** Hours of attendance will be fixed from time to time but will amount, on average, to not less than 43 hours and 15 minutes gross or 37 hours net per week. The normal working hours are from 9.00 am to 5.45pm on Monday to Thursday and 09.00am to 5.15pm on Friday, with 1 hour and 15 minutes for lunch. The CCPC currently offers Flexible Working Arrangements (“flexitime”) to some grades of staff, including Higher Executive Officers.

**Rest Periods:** The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

**Place of work:** The CCPC is currently located in Bloom House, Railway Street, Dublin 1, DO1 C576.

**Tenure:** This is a wholetime permanent position.

**Sick Leave:** Pay during sick absence will apply in accordance with the provisions of the Public Service Sick Leave Regulations.

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

**Outside Employment:** The position is whole time and the officer may not engage in private practice or be connected with any outside business, which would interfere with the performance of official duties.

**Eligibility:** Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA), or to non-EEA nationals who fulfil the relevant criteria. In order to work in Ireland, all non-EEA nationals require a valid employment permit unless exempt under permission from the Minister for Justice and Equality. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

**SUPERANNUATION AND RETIREMENT:**

The successful candidate will be offered public service pension terms and retirement age conditions in accordance with pension arrangements in the Competition and Consumer Protection Commission depending on the status of the successful appointee:

1. In general, an individual who has no prior pensionable Public Service history in the 26 weeks prior to appointment will be a member of the Single Public Service Pension Scheme (Single Scheme) which commenced from 1 January 2013 [Section 10 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 refers];
2. An individual who was a member of a “pre-existing public service pension scheme” as construed by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 and who does not qualify for membership of the Single Scheme will have standard public service pension terms reflecting new entrant or non-new entrant status for the purposes of the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

**Appointee’s status for superannuation purposes**

Appointees will be required to disclose their full public service history. Details of the appropriate superannuation provisions will be provided upon determination of appointee’s status. The following points should be noted:

**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 existing public service pension scheme will apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. **This may have implications for any appointee who has acquired pension rights in a previous public service employment.**

**Pension Abatement**

The Public Service Pensions (Single Scheme and Other Provisions) Act 2012 extended pension abatement so that a retiree’s public service pension is liable to abatement on re-entering public service employment, even where the new employment is in a different area of the public service. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Health Service Executive VER/VRS which render a person ineligible for the competition) the entitlement to payment of that pension will cease with effect from the date of reappointment.

**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, 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 cesser 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 that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

**Additional Superannuation Contributions**

This appointment is subject to the Additional Superannuation Contributions in accordance with Part 4 of the Public Service Pay and Pensions Act 2017.

For further information in relation to public service superannuation issues please see the following website: [http://per.gov.ie/pensions](http://per.gov.ie/pensions_)

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 candidates.

1. Whilst all staff are contracted to Dublin 1, employees are currently availing of remote working options. In line with Public Sector guidance a more permanent agile/ hybrid working policy is being developed to formalise the future of how we work in the CCPC. [↑](#footnote-ref-1)