**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:  **Senior Investigator**  **Consumer Protection Division**  **Grade:** Higher Executive Officer (HEO)  **Closing date:** 12 noon, Wednesday 8th 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

Trinity House,

Charleston Rd,

Ranelagh,

Dublin,

D06 C8X4

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: Senior Investigator  Division: Consumer Protection Division (CPD)  Unit: Investigations and Enforcement (I&E) Unit  Grade: Higher Executive Officer  Reporting to: Head of Investigations & Enforcement  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**

This is an opportunity for an individual who wishes to contribute in a dynamic regulatory environment. A self-motivator with an ability to set and meet objectives, curious by nature, who enjoys working in a team environment and delivering results. This role is an excellent opportunity for an individual with experience in conducting investigations within a regulatory/ enforcement agency or in private practice.

**Role Purpose**

The Consumer Protection Division (‘CPD’) is primarily responsible for exercising the CCPC’s functions in the areas of consumer protection. CPD has a wide remit across a broad spectrum of consumer interests. At a high level it works to ensure that the interests of consumers are protected in line with National and European legislative requirements.

The Investigations and Enforcement (I&E) Unit within the CPD is primarily responsible for investigating potential breaches of consumer protection law in the area of unfair commercial practices including misleading, aggressive and prohibited commercial practices. The I&E Unit conduct a wide variety of investigations involving traders operating in a variety of sectors and environments including in-store, on-line and off-premises. The primary purpose of this role is to lead on the conducting of investigations into potential breaches of consumer protection law that have occurred or are occurring, managing the full investigation cycle including any subsequent enforcement actions which can include civil and criminal remedies.

In this role you will be required to understand the elements necessary to prove consumer protection offences and how to investigate such breaches efficiently. The role will involve engagement with a variety of areas across the CCPC including the Digital Investigations Division, participation in cross-divisional projects and engagement with external agencies. The Senior Investigator will play a key role in supporting the activities of the CCPC and in delivering the mandate of the I&E Unit to enforce consumer protection law.

This is a dynamic role and you will be required to prioritise work, meet deadlines and agreed key performance milestones. The role may occasionally involve both national and international travel.

**Key Responsibilities**

1. Identify and investigate potential breaches of consumer protection law;
2. Lead on engagement with contacts/complainants/witnesses on consumer protection queries, complaints and investigations;
3. Lead and manage the investigation and enforcement of compliance with consumer protection legislation. This can involve;

* The assessment of complaints and planning and conducting investigation.
* Participating in enforcement activities including conducting enquiries, interviews and taking part in inspections and/or search operations.
* Making recommendations and managing appropriate enforcement actions.

1. Ensure investigations and enforcement actions are carried out in accordance with CCPC procedures and best national and international standards;
2. Collaborate with colleagues in CPD in relation to new consumer protection legislative developments;
3. Build, manage and maintain productive and positive relationships with internal and external stakeholders, whilst representing CCPC at external fora as required;
4. Work closely with CPD Senior Management Team to ensure integration with the wider divisional structures and divisional activities;
5. Carry out any other additional tasks that may be assigned in order to support the work of the I&E unit and the wider Division;
6. Contribute to the achievement of the strategic goals of the organisation by participating in cross-divisional projects, developing knowledge and familiarity with the broad remit of the CCPC’s mandate.

**Technical/Professional**

Essential:

1. Relevant Degree or equivalent qualification in law, business, regulation, economics, policing, compliance, **and/or** comparable professional experience in the conduct of investigations.
2. Demonstrated analytical and problem-solving skills, including the ability to work on one’s own initiative.
3. Case management and/or project management experience.
4. Good interpersonal, verbal and written communication skills, particularly in building relations and influencing others.
5. Excellent drafting skills and attention to detail.
6. Strong ICT skills with particular aptitude for using MS Word, Excel and PowerPoint.

Desirable:

1. Knowledge and/or experience of consumer protection legislation.
2. Experience in handling complaints or conducting investigations within an investigations, regulatory/ enforcement agency or in private practice.
3. Knowledge and experience of e-investigation tools/techniques, OSINT, investigative databases and analytical software tools.
4. An understanding of the Irish legal system and some knowledge of the rules of evidence and procedure.
5. Knowledge and experience of best practice in case/record/file and document management.
6. An understanding of Data Protection law requirements.

**Expertise and Competencies for the Role**

**Competencies**

* Management and delivery of results
* Analysis and decision making
* Drive and commitment
* Interpersonal and communication skills
* Team Leadership
* Specialist knowledge, expertise & self-development

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

**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 paragraph 5.1.1 for recent changes.)

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