

Candidate Information Booklet

The Competition and Consumer Protection Commission (CCPC)

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:

Head of Investigations & Enforcement – Consumer Protection Division

Grade: Assistant Principal Officer (AP)

Closing date: 12 noon, Monday, 3rd of October 2022

The Competition and Consumer Protection Commission (CCPC) is an equal opportunities employer and encourages and welcomes talented people from all backgrounds to join our employee community.

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,
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Title of Position:	Head of Investigations & Enforcement (I&E)
Division:	Consumer Protection Division (CPD)
Grade:	Assistant Principal Officer (AP)
Reporting to:	Deputy Director of CPD (AP1)
Employing Authority:	Competition and Consumer Protection Commission (CCPC)
Office Location:	Dublin 1 / Hybrid working available
Starting Salary:	€70,399

CCPC Background

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.

To achieve this, we;

- provide information to the public and businesses
- 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.

Detail of the Vision, Mission, Values and Goals of the CCPC can be found [here](#) with further information on the work of the CCPC to be found at www.ccpc.ie

Division Overview

The Consumer Protection Division (CPD) is primarily responsible for exercising the CCPC's functions in the areas of consumer protection and ensuring that traders comply with relevant pieces of consumer protection legislation. At present the CPD consists of four separate units, each with its own specific area of expertise and responsibility. The CPD engages with traders across all sectors up to and including global corporations in relation to issues of compliance and where required, undertakes investigations, and takes enforcement action to remedy breaches of consumer protection legislation.

The core work undertaken by the CPD includes:

- Protecting the interests and welfare of consumers.
- Assessing trader compliance with consumer protection legislation.
- Implementing a compliance inspection framework for online and on-premises inspections.
- Conducting investigations into potential breaches of consumer protection law.
- Taking enforcement action against traders who breach consumer protection law.
- Implementing the Platform to Business (P2B) Regulation.
- Fulfilling our obligations under the EU Consumer Protection Cooperation (CPC) framework.
- Managing the organisations responsibilities in relation to Alternative Dispute Resolution, and areas relating to Financial Services such as SEPA and the Payment Services Directive (PSD2).

Role Summary

The Head of Investigations & Enforcement (I&E) will be responsible for leading the activities of the I&E Unit and will play a key role in managing and supporting the activities of the CPD. This position is an excellent opportunity for a leader with experience in regulatory investigations and enforcement. We are seeking someone who is solutions focussed, and is seeking the challenge of leading an operational unit in a dynamic and important regulatory field.

Role Purpose

The I&E Unit within the CPD is primarily responsible for investigating potential breaches of consumer protection law and conducts a wide variety of investigations involving traders operating in a variety of sectors and environments including in-store, on-line and off-premises. The role holder will have oversight of the full investigation life cycle including any subsequent enforcement actions.

The role holder will occupy a senior position with responsibility for the leadership and management of the I&E Unit. The role will involve engagement with a variety of Divisions within the CCPC as well as participation in cross-divisional projects and engagement with external agencies. The role may occasionally involve both national and international travel. The introduction of the Consumer Rights Act will see this role develop, as the CCPC changes and grows, to meet the new requirements of this significant development in consumer protection in Ireland.

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

- Responsible for overseeing investigation of potential breaches of consumer protection law, supervising all aspects of investigations to ensure effective outcomes.
- Managing and developing the team through support, training and mentoring.
- Implementing sound operational and investigative practices having regard to CCPC procedures as well as best practice nationally and internationally.
- Analysing information/evidence and overseeing such analysis by other team members to make realistic and achievable recommendations as to courses of action.
- Engage with and contribute to the overall management of the Division.
- Contribute to the CCPC's national and international engagement, including representing the CCPC at national and international fora.
- You will be required to prioritise work, meet deadlines and agreed key performance milestones.

Competencies for the Role

- Leadership
- Management and delivery of results
- Analysis and decision making
- Drive and commitment to public service values
- Interpersonal and communication skills
- Specialist knowledge, expertise and self-development

The full narrative for the competencies can be found at [Assistant Principal Officer Competency Framework](#).

Technical/Professional

Essential

Specialist knowledge, expertise and self-development

- i. Relevant Degree or equivalent in economics, law, regulation or compliance, and/ or 3 years comparable professional experience in the conduct of investigations and enforcement actions.
- ii. Experience of working within a compliance or regulatory environment conducting investigations and managing enforcement actions.
- iii. Practical experience of the implementation of regulatory legislative instruments.

Leadership

- iv. Minimum of 3 years' experience in team leadership and managing others in an investigation/regulatory/compliance environment.
- v. Knowledge and experience of best practice in case/record/file and document management.

Analysis and decision making

- vi. Demonstrated analytical and problem-solving skills, including the ability to work on one's own initiative.

Management and delivery of results

- vii. Excellent drafting skills and attention to detail.
- viii. Proven ability to lead and deliver on parallel projects or cases within tight time frames and with cross-divisional participation.

Interpersonal and communication skills

- ix. Demonstrable communication and influencing skills including the ability to build effective working relationships.

Desirable

Specialist knowledge, expertise and self-development

- i. Established knowledge and/or experience of Consumer Protection legislation **OR** a demonstrated interest in this area.
- ii. Experience in criminal and/or regulatory inspections/ investigations and the rules of evidence.
- iii. Knowledge and experience of conducting investigations in a digital environment.
- iv. Knowledge and experience of e-investigation tools/techniques, OSINT, investigative databases and analytical software tools.
- v. An understanding of Data Protection law requirements.
- vi. Project management and case management experience.

Interviews for this post are likely to commence mid October 2022.

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 Assistant Principal 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

€70,399	€72,991	€75,620	€78,258	€80,891	€82,409
€85,067 ¹	€87,734 ²				

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

€68,003	€70,478	€71,843	€74,345	€76,848	€78,295
€80,816 ¹	€83,345 ²				

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: 30 working days per annum.

Hours of work: Hours of attendance will be fixed from time to time but will amount to on average not less than 41 hours and 15 minutes gross or 35 hours net per week. Your normal hours of work are 9.00 a.m. to 5.15 p.m. Monday to Friday with 1 hour and 15 minutes for lunch. You will be required to be flexible in this position as it may from time to time be necessary to carry out your duties outside normal working hours.

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:

- a) 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];
- b) 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>

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.