



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

Candidate Information Booklet

Job Title: Senior Inspector-Investigator
Grade: Higher Executive Officer (HEO)
Closing date: 3.00pm, Friday, 4th July, 2025



Comisiún um
Iomparáil agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

General Information:

Job Title:	Senior Inspector-Investigator
Grade:	Higher Executive Officer (HEO)
Starting Salary:	*€58,264 <small>*Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant.</small>
Employing Authority:	Competition and Consumer Protection Commission (CCPC)
Office Location:	Bloom House, Railway Street, Dublin 1, D01 C576
Working Hours:	35 hours per week
Hybrid / Agile / Remote Working:	<p>You will be required to attend the office at least 40% of your time and can avail of remote working up to 60% of your time, this is subject to business requirements.</p> <p>The CCPC generally operates on a fully remote basis during the month of August and fully remote over the Christmas period. This arrangement is subject to business requirements.</p>
Closing Date:	3.00pm, Friday, 4th July, 2025
Annual Leave:	29 days per annum.
Tenure:	Wholetime, Permanent

The Competition and Consumer Protection Commission (CCPC):

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for enforcing competition and consumer protection law in Ireland. The CCPC’s broad mandate, covering all sectors of the economy, gives it a vital role in ensuring that markets work better for consumers.

We are governed by an Executive Chairperson and three Commission Members (“the Commission”). The Commission is responsible for the strategic and operational management of the organisation to deliver on our mission and meet our regulatory objectives.

Each Division of the CCPC is overseen by a Member of the Commission, led by a Divisional Director and managed by a senior management team from within the Division. We are staffed with people from a wide range of technical backgrounds, including economists, lawyers, digital forensic specialists, investigators, communications professionals and more.

You can read our [strategy statement](#) which outlines the vision, mission, values and goals of the CCPC. Further information on the work of the CCPC to be found at www.ccpc.ie.

Equal Opportunities

The CCPC is an equal opportunities employer. We are committed to championing an inclusive and diverse workforce that reflects modern Ireland and the people we serve. We strive to create a culture where everyone has equal access to opportunity and feels comfortable and confident to be themselves at work. Reasonable Accommodations will be provided, if required, during this process. To discuss and request reasonable accommodations in confidence please contact ccpccareers@cpl.ie

Division Overview

The Consumer Enforcement Division (CED) is responsible for ensuring compliance with, and enforcement of, consumer protection law. CED conducts onsite and online inspections to monitor compliance with the relevant statutory provisions, carrying out investigations and taking enforcement action, as appropriate. CED also engages with the business community and other stakeholders to promote compliance and best practice. This includes traders across all sectors, whether small and medium firms or global corporations operating in consumer markets.

There are currently three units in CED:

- a) The Compliance and Inspection Unit;
- b) The Consumer Investigations and Enforcement Unit; and
- c) The Special Investigations and Enforcement Unit.

While each unit has its own specific area of expertise and responsibility, they all collaborate with each other and other teams to deliver on the goals of CED and the wider CCPC.

CED works closely with the Consumer Protection Division (CPD) and both divisions are primarily responsible for exercising the CCPC's functions in the areas of consumer protection and ensuring that traders comply with the relevant pieces of consumer protection legislation.

The Role:

The CCPC is seeking to recruit a Senior Inspector-Investigator, at Higher Executive Officer (HEO) grade, for its Consumer Enforcement Division (CED). The successful candidate will be assigned to a unit in CED, reporting to the Head of Unit, and may be assigned responsibility for managing and supporting one or two direct reports.

As a Senior Inspector-Investigator, you will be responsible for managing the cases assigned to you, regularly conducting inspections on an ongoing basis and progressing various compliance assessments and investigations, both independently and as part of a team. This includes the collection and analysis of information and evidence from a variety of sources to support decision-making and interviewing witnesses and suspects.

You will develop and use technical knowledge and investigative skills to progress matters through desk research and field work, and through the exercise of the CCPC's statutory functions and powers. Due to the nature of the activities conducted by the CED, nationwide travel may be required. The frequency of travel will depend on the unit in which the job holder is working and the activities assigned.

In addition to the immediate appointments 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.

The Successful Candidate:

This is an ideal role for somebody who is curious and inquisitive, eager to work in a fast paced and collaborative environment. We are looking for an enthusiastic, innovative and proactive professional, committed to public service values, and driven to deliver for the CCPC and consumers.

The successful candidate will be self-motivated and flexible, well-organised and results-focused, with excellent interpersonal skills to facilitate the expedient progression of cases and support the team.

We would like to hear from individuals with expertise in inspections, investigations, regulatory compliance, or enforcement, especially those with hands-on experience managing cases and projects in relevant sectors.

Previous experience or knowledge of consumer protection law is not an essential criterion; however, the successful candidate will have the ability to interpret and apply the relevant legal requirements, to draw conclusions, make recommendations and communicate their views clearly and convincingly both orally and in writing to senior management and legal advisors.

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:

- Managing cases and conducting assessments of, and investigations into, potential breaches by traders of consumer protection law, gathering and analysing evidence, making recommendations on appropriate courses of action, and progressing subsequent activities, including engagement with consumers, traders and, where appropriate, taking enforcement action. This includes prioritising and progressing tasks effectively and efficiently, ensuring that all activities are conducted in accordance with best practice and available guidelines;
- Acting as an Authorised Officer of the CCPC when exercising statutory functions and powers, including inspections, investigations and enforcement activities. This can involve drafting and serving documents, preparing case files for civil or criminal proceedings against traders, and giving evidence in court;
- Devising, managing and carrying out inspections of onsite business premises and online traders. This can involve:
 - Planning and driving forward inspection activities;
 - Preparing inspection schedules and supporting materials;
 - Training and assisting other Authorised Officers conducting inspections;
 - Supervising inspection reports, recommendations and follow-up actions.
- Leading and managing direct reports that may be assigned, including supervising performance, professional development and probation requirements;
- Supporting senior management, working closely and as directed by the Head of Unit, to help manage and deliver unit and divisional activities;
- Engaging in divisional and cross-divisional activities, contributing to the achievement of the CCPC's strategic goals;
- Building and maintaining relevant technical and legislative knowledge to discharge duties effectively and efficiently;

- Building and developing constructive working relationships with internal and external stakeholders;
- Carrying out case-related tasks, including desk and fieldwork to gather information and evidence, research, interviews, drafting and filing materials, and other ad-hoc duties that may reasonably be required from time to time, such as attending meetings, training and/or traveling;
- Assisting in administrative tasks, including record-keeping and the preparation and updating of divisional reports and memoranda;
- Demonstrating adaptability and flexibility, carrying out any other additional tasks, responsibilities or functions that may be assigned by senior management in order to support the work of the Division and the wider organisation.

Essential:

- A third level degree in law, business, economics, regulation, compliance, social science or other relevant discipline or equivalent professional qualification and at least 2 years of work experience in a relevant compliance, policy or regulatory environment, or enforcement function;

OR

A minimum of 5 years' comparable professional experience in the conduct of regulatory, compliance, criminal, civil or administrative investigations, or related enforcement actions, forensic work, case handling, economic consultancy or other equivalent relevant experience in a private or public sector organisation. This may include any of the following:

- Interpreting legal, regulatory and/or policy frameworks;
- Participating in regulatory inspections or investigations;
- Conducting internet/desk-based investigations and/or research (e.g. open-source intelligence skills, data mining or interrogation of databases).
- Assisting in enforcement actions and/or prosecutions;

AND

- Evidence of excellent interpersonal, written, and verbal communication skills.
- Proven track record of writing clear and focused reports with actionable recommendations, or of articulating analysis in writing in relation to potential infringements of the law or another relevant compliance or regulatory framework. Clear focus on delivering high quality output, with excellent attention to detail and a high level of accuracy.
- Evidence of excellent administration and organisational skills with the ability to work in a high-volume fast paced environment, multi-task, prioritise and ensure deadlines are met.
- Demonstrable ability to work effectively in a team environment and independently on one's initiative.
- Demonstrable experience using case management systems or handling complaints (e.g. customer service; dispute resolution) or using e-investigation tools (e.g. OSINT).
- Experience of building and maintaining internal and external stakeholder relationships.
- Strong ICT skills, particularly in the application of MS Office.

Desirable:

- Additional qualifications in an area related to the role, such as law, regulatory compliance or enforcement.
- People management or team leadership experience.
- Experience of some of the following in either the public or private sector:
 - Irish/EU consumer protection law;
 - Preparing files for prosecution or litigation;
 - Court experience, either giving evidence or appearing as legal representative;
 - Risk management principles and tools;
 - Project management.
- A full clean driving licence with access to a car.

Application Process:

To apply for this role using the link on the CCPC [careers page](#), please submit:

- An up-to-date CV;
- A cover letter (maximum 500 words) outlining your motivation for applying for this role, and why you believe your skills and experience meet the essential requirements.

Applicants should note that canvassing will result in your exclusion from the process.

Shortlisting:

Shortlisting of candidates will be based on the information provided in their application. In order to satisfy the shortlisting panel, you need to clearly highlight within your application how your skills and experience meet the essential criteria. If this is not clearly displayed, it may prevent your application progressing to the shortlisting stage.

Interview Process:

There will be one interview for this role that are likely to take place at the end of July. During the interview, the CCPC will conduct competency style interviews based on the Higher Executive Officer (HEO) [competencies](#) below:

- 1) Team Leadership
- 2) Judgement, Analysis and Decision Making
- 3) Management and Delivery of Results
- 4) Interpersonal and Communication Skills
- 5) Specialist Knowledge, Expertise and Self Development
- 6) Drive and Commitment

Full details of these competencies can be found on the [CCPC careers page](#) under FAQ.

To find out more about what it is like to work in the CCPC, FAQ's, terms and conditions and the benefits on offer, please visit our [CCPC careers page](#)