**Candidate Information Booklet**

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| Sigmar Recruitment Consultants 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 Consumer Protection Manager** **Grade:** Assistant Principal (AP)**Closing date:** 12 noon, Friday, 14 June 2019  |

Sigmar Recruitment Consultants Ltd. is committed to a policy of equal opportunity.

Sigmar Recruitment Consultants 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

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| Title of Position: Senior Consumer Protection ManagerDivision: Consumer Protection DivisionUnit: Consumer Protection Cooperation (CPC) Unit Grade: Assistant Principal OfficerReporting to: Deputy Director of Consumer ProtectionEmploying Authority: Competition and Consumer Protection Commission (CCPC) Location: Dublin 1 |

**CCPC Background:**

The Competition and Consumer Protection Commission (“CCPC”) is the statutory body responsible for enforcing consumer protection and competition 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. 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 court actions;
* Providing information to consumers to help them make informed decisions. We have a specific role in this regard relating to financial services;
* Examining certain mergers and acquisitions to ensure that there is not a substantial lessening of competition in Ireland;
* Advising policy-makers in relation to consumer protection and competition matters;
* Promoting compliance with the regulatory regime in the Grocery sector which has the goal of bringing transparency and certainty into trade relationships and
* Conducting market surveillance in relation to the safety of products covered by a number of EU Directives and monitoring and processing non-food product recalls in Ireland.

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. The CCPC is staffed with people from a wide range of technical backgrounds. Further information on the CCPC can be found at [www.ccpc.ie](http://www.ccpc.ie). The candidate appointed will be assigned to a newly created Consumer Protection Cooperation (CPC) Unit within the Consumer Protection Division of the CCPC.

**Role Summary**

**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 customers are protected in line with National and European legislative requirements.

The Consumer Protection Co-operation Unit (CPC) is a newly formed Unit and is one of three Units that forms part of the Consumer Protection Division. Each Unit is headed by a Senior Manager who is part of the Senior Management Team within the Division.

The Consumer Protection Co-operation Unit (CPC) will have responsibility for fulfilling the CCPC’s obligations under the existing and forthcoming Consumer Protection Cooperation framework. This framework brings EU Member States' enforcement authorities into a close working relationship with each other and with consumer protection matters.

The Head of the CPC Unit will be expected to contribute to and engage with the overall management of the Division. The successful candidate will be primarily responsible for the day-to-day management of this new Unit and ensuring that the Unit is capable of undertaking the roles and responsibilities as provided for under the new CPC Regulation (EU) 2017/2394 (the ‘CPC Regulation’).

**Key Responsibilities**

1. Plan and manage the responsibilities of the CCPC under the CPC Regulation:
* Lead on the establishment of a new functional CPC team (4 members)
* Review information and enforcement requests received from enforcement authorities in other member states through the CPC network. Make informed decisions on how to progress these requests, collaborating with other divisions within the CCPC, where necessary.
* Develop and roll out training aids that are available from the CCPC.
* Oversee the development and general administration of a management system including access to and use of CPC System and CPC Wiki Systems.
* Administer responsibilities and opportunities for the CCPC under the CHAFEA programme.
* Analyse statistics and monitor trends arising from international activity, and proactively respond to emerging trends in functional areas of responsibility.
* Report to the Deputy Director on progress, achievements, issues, international activities and results. Contribute to overall divisional reporting where required.
1. Manage Ireland’s Single Liaison Office (SLO) including:
* Manage the contact with the European Commission, the Department of Business Enterprise and Innovation, other national competent authorities and international competent authorities under the CPC Regulation.
* Establish contacts and build relationships with the relevant national and international competent authorities.
* Work with national competent authorities to ensure that information and enforcement requests assigned to them are progressed in a timely and appropriate manner.
1. Work closely with the other members of the CPD Senior Management Team to ensure integration with the wider Divisional structures and divisional activities.
2. Carry out any other additional tasks that may be assigned by the Director or Deputy Director in order to support the work of the division.
3. The role is likely to involve travel within the EU, including attending CPC Committee Meetings and others e.g. E-Enforcement Group meetings, as required.

**Competencies for the Role**

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

**Technical/Professional**

**Essential:** the candidate should have:

1. Relevant Degree or equivalent in economics, law, regulation or compliance, or comparable professional experience in the conduct of investigations and enforcement actions.
2. Minimum of 3 years’ experience of working within a compliance or regulatory environment
3. Excellent drafting skills and attention to detail.
4. Proven ability to lead and deliver on parallel projects within tight time frames and with multi-disciplinary and cross Divisional participation.
5. Demonstrable communication and influencing skills including the ability to build effective working relationships.
6. Demonstrable experience and ability to lead and manage teams.

**Desirable:**

1. Knowledge and experience of Consumer Protection legislation,
2. Knowledge and experience of best practice in document/record/case management,
3. Knowledge and experience of information analysis including the collection and processing of complex information from multiple sources,
4. Experience of implementing change management processes and/or previous exposure to and engagement with the creation of a new team,
5. Experience of working across agencies and/or in an international environment/ networks.

**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**

€66,495 €68,898 €71,289 €73,687 €76,080 €77,460

€79,876\* €82,300\*\*

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

€64,232 €66,569 €67,856 €70,129 €72,405 €73,721

€76,012\* €78,311\*\*

\* Long Service Increment payable after 3 years satisfactory service at the maximum

\*\* Long Service Increment payable 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.

**Annual Leave:** 30 working days per annum.

**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.

Evening and weekend work may be required from time to time.

**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 whole-time 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.

**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.

**Pension Related Deduction**

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measures in the Public Interest Act 2009.

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_)

**Citizenship Requirement**

Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. 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.

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| 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. |