

# Executive Officer

## User Complaints

### Applicant Information Pack



Coimisiún  
na Meán

March 2025

# About Coimisiún na Meán

## Our Purpose & Mission

**We are implementing a new regulatory regime for online safety.** As well as protecting people in Ireland from online harms, we will be the regulator for the whole of Europe for the many large online platforms whose European headquarters are in Ireland – working closely with the European Commission and our counterparts across Europe. We will enforce rules that platforms must follow in order to keep their users safe. In time, we will establish a mechanism for giving advice to users and for considering complaints when users are dissatisfied with the way a platform has handled a complaint.

**We regulate broadcasters and video-on demand providers.** We make and enforce codes and rules that broadcasters must follow on matters such as balance in news and current affairs, protecting children from age-inappropriate material, political advertising, promoting gender balance and ensuring access for people with disabilities. We will review our codes and rules and extend them to video-on-demand providers such as streaming services and people who upload videos for commercial gain. We also award broadcasting contracts to commercial radio and TV stations, review the performance of public service broadcasters such as RTÉ and TG4 and make recommendations about their funding. We also handle complaints from the general public about programme material.

**We support the wider media sector.** We run funding schemes to support the development of content that reflects and shapes Irish society, including content in the Irish language. For instance, we are proud to have funded *An Cailín Ciúin*, the first ever Irish-language film to be nominated for an Oscar. Over the next year we will establish new funding schemes to support local journalism and we will take initiatives related to Irish language, sustainability, and equality, diversity and inclusion. We also promote media literacy. We expect to take on a wider media development role in coming years

“Our work is very meaningful – we protect people online, and we make sure that the media landscape reflects and shapes Irish society.”

“Ireland is central to European regulation as so many large platforms are based here. There are many opportunities to represent Ireland and to contribute at international forums”

## Our Values



# Welcome to Coimisiún na Meán

Dear Applicant

Thank you for your interest in the role of Executive Officer, User Complaints.

Welcome to Coimisiún na Meán – Ireland's commission for regulating broadcasters, online media and supporting media development.

We are committed to ensuring a thriving, diverse and safe online and media landscape. This means having a mix of different voices, opinions and sources of news. This means protecting children and all of us from harmful content.

We are delighted to be recruiting for Executive Officer, User Complaints. This role form an integral part of our growth supporting the strategic priorities of Coimisiún na Meán, providing strategic support and direction to shape the fundamental delivery of our work.

If this sounds like a challenge that you believe will bring your current skills to new challenges, we would love to hear from you and welcome your application.

**Yours sincerely**  
**Jeremy Godfrey, Executive Chairperson**



Left to Right: Rónán Ó Domhnaill, Niamh Hodnett, Jeremy Godfrey, Aoife MacEville,  
John Evans



# About This Role

## Role Mission/ Purpose

As an Executive Officer within the User Complaints Team, you will be contributing to the delivery of an efficient and effective service to the public and to colleagues in the organisation. As part of an expanding team, you will be responsible for supporting the managers of the team in achieving the overall objectives of An Coimisiún.

## About the Team

The User Complaints is responsible for receiving complaints against service providers for alleged infringements of the Digital Services Act (DSA). This team receives complaints escalated via the User Experience team, and also directly from other Digital Services Coordinators (DSCs) across the EU, in relation to service providers who are based in Ireland. This team progresses complaints in line with relevant legislation, and can also transmit complaints to the European Commission, the Competition and Consumer Protection Commission (CCPC), and other DSCs across the EU as necessary.

# Key Responsibilities

Executive Officer roles are key support roles encompassing operational, project management and some staff management responsibilities. Responsibilities will include:

- Assessment and processing of complaints in line with agreed procedures;
- Presenting complaint information to internal stakeholders in a clear, concise and comprehensive manner;
- Drafting correspondence to stakeholders;
- Using the available data analysis, including Key Performance Indicators (KPIs), to regularly measure the progress of workload;
- Assisting in carrying out other operational work activities relevant to the User Complaints team which may include mailbox management, compiling of statistics and reports;
- Supporting line managers and colleagues as required;
- Stakeholder engagement planning including meeting scheduling and minute taking;
- Supporting the development and implementation of strategies, policies and procedures;
- Liaising with internal and external stakeholders as required.



# About You

## Experience, Skills, Knowledge & Qualifications

### Essential Criteria

- Minimum of 1-year demonstrable experience of developing and supporting effective processes and workflows;
- A recognised qualification of at least Level 5 on the National Framework of Qualifications (Leaving Certificate) or equivalent;
- 1+ years' experience in a related role;
- Strong organisational skills with the ability to prioritise effectively while managing a significant workload;
- Well-developed interpersonal skills with the ability to build relationships with many different stakeholders and work effectively within a team;
- Excellent communication skills both written and verbal;
- Evidence an ability to analyse, think critically, and apply good judgement;
- An understanding of, and interest in, the Irish regulatory and digital landscape;
- Drive and commitment to delivering high quality customer service, for internal and external customers;
- Strong Microsoft Office skills (Word, Excel and PowerPoint, Dynamics 365).

### Desirable Criteria

- Complaint-handling or investigation experience;
- Experience of working in a regulatory environment or public sector;
- Knowledge of or experience of working with online platforms;
- Illustrate a proficiency in the use of the Irish language;

### Competencies

Please see the list of competencies that will be assessed at interview stage for this competition:

- Team Leadership
- Judgement, Analysis and decision making
- Management and Delivery of Results
- Interpersonal and Communication skills
- Specialist Knowledge, Expertise and Self Development
- Drive & Commitment to Public Service Values



Trust



Impact



Courage



Independence



People  
Focused



Integrity

# Key Information

## About the package & application process

### Package

- This position is offered on a Permanent basis.
- Full time, 35 hrs per week
- Location: The role will be a hybrid role combining home and office working. An Coimisiún's offices are located at One Shelbourne Buildings, Shelbourne Road, Dublin 4, D04 NP20.

### Grade and Pay Scale:

- This position is graded at the Executive Officer [scale](#).
- Details of other benefits, terms of employment and eligibility can be found on Coimisiún na Meán's website at [www.cnam.ie/careers](http://www.cnam.ie/careers) within the dedicated microsite linked below.
- Successful candidates will be appointed on the first point of the scale.

### Application Process

If you are interested in applying for this position, please submit:

- A CV (max 2 pages) and a Cover letter/personal statement (max 1 page) outlining why you believe your skills, experience and values meet the requirements of the position [via HERE](#)
- Appointment to this role is subject to the candidate's eligibility to work in Ireland and all positions require candidates to live in the Republic of Ireland.
- Candidates who engage in canvassing will be disqualified and excluded from the process.

### Reasonable Accommodations

Reasonable accommodations will be provided, if required, during the recruitment process. To discuss and request reasonable accommodations in confidence please contact [amckiernan@cnam.ie](mailto:amckiernan@cnam.ie)

Coimisiún na Meán is an equal opportunities employer. We welcome applications from candidates with diverse backgrounds and are committed to championing an inclusive and diverse workforce which reflects modern Ireland. We work to create a culture where everyone has equal access to opportunity and feels comfortable to be their authentic selves at work.

**Closing Date: 3pm 9<sup>th</sup> April**



Investors in  
**Diversity**

**BRONZE**

