



Coimisiún
na Meán

Clerical Officers

CO Grade

Platform Supervision & Investigations

Applicant Information Pack



June 2025

Dear Applicant

Thank you for your interest in the Clerical Officer roles.

Working at Coimisiún na Meán, you will help create a thriving, diverse, creative, safe and trusted media landscape, that works for people in Ireland and across the EU.

You will help us regulate, support and develop the media landscape. You will help to uphold everyone's fundamental rights and ensure that we continue to live in an open democratic society.

Our organisation is growing rapidly. We grew from 40 people to 200 in our first two years. We are now looking to grow to over 300. Our people come from a wide range of backgrounds: the online and media sectors, civil society, public service, academia and the legal profession. We are proud of the opportunities we give for professional growth. We are committed to having a workforce that reflects the diversity of the society that we serve.

We are delighted to be recruiting for Clerical Officer roles. These roles will contribute to delivering the strategy that we adopted earlier this year. It will contribute to our goals of ensuring that the media landscape:

- upholds the rights, wellbeing and development of children
- supports democracy and democratic values
- is one that consumers can trust so that they are protected from exploitation and fraud
- reflects and shapes Irish culture and who we are as a society
- promotes the values of justice, equality, diversity and inclusion
- strengthens public health and safety

If you believe this opportunity aligns with your skills and offers a chance to grow professionally, we'd be excited to hear from you and encourage you to apply.

Yours sincerely

Jeremy Godfrey, Executive Chairperson



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

Our Vision and Mission

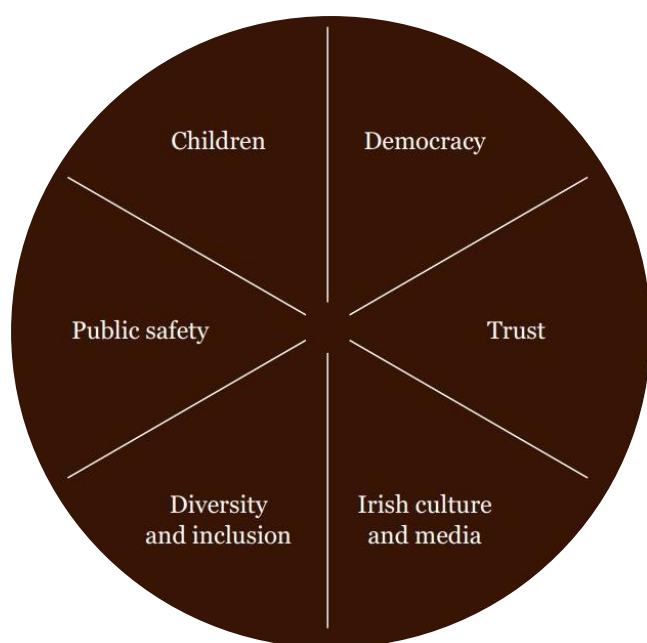


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



We regulate, support and develop a media landscape that underpins fundamental rights and fosters an open, democratic and pluralistic society.

Our Strategic Outcome Areas



Our Values



To view our full Strategic Statement, see [here](#)



Coimisiún
na Meán

About This Role

Role Purpose

The Clerical Officer role provides essential operational, secretarial, and administrative support across An Coimisiún. The role involves supporting projects with budgetary and stakeholder responsibilities, and delivering a high-quality, timely, and professional service.

Clerical Officers should have a good understanding of An Coimisiún's stakeholders and their relationship with the organisation. They are expected to build positive working relationships and provide an efficient and courteous service.

While routine tasks are central to the role, flexibility is required to respond to changing organisational needs. Clerical Officers also support data, file, and knowledge management. The role requires strong organisational and IT skills, and a good understanding of the organisation's policies, procedures, and the regulatory environment in which it operates.

About the Platform Supervision & Investigations Division

The Platform Supervision and Investigations division's main function is to supervise digital services in Ireland and enforce the Digital Services Act ("DSA"), Terrorist Content Online Regulation and Online Safety Code. It consists of four Supervisory teams, an Investigations team and a Regulatory Operations team which help determine regulatory strategy. The User Complaints team also sits in this division and is responsible for receiving complaints against service providers for alleged infringements of the DSA.

The mission of the Platform Supervision and Investigations division is to understand the services and operations of the organisations that Coimisiún na Meán regulates, and to hold regulated entities to account. This includes monitoring compliance with regulatory obligations, resolving issues voluntarily when appropriate, handling user complaints and taking formal compliance action when warranted.



**Coimisiún
na Meán**

Key Responsibilities

The Clerical Officer role is a key support role providing operational and administrative support across the organisation. We are looking to fill a number of roles with vacancies across different teams within the Platform and Supervision and Investigations Division.

As Clerical Officer, your responsibilities will include:

- Providing general administrative assistance to the team you are appointed to, including preparing correspondence and assisting with organising, filing and recording documentation;
- Assisting in the implementation of operational work activities, supporting managers and other colleagues;
- Organising travel arrangements for team members;
- Collating data/information for reporting, and report-writing;
- Providing high-quality customer service, responding to queries and providing information;
- Processing and handling queries from the public;
- Data and file management, in line with the An Coimisiún's policies and requirements;
- Organising meetings and taking meeting minutes;

The above is intended as a guide to the general range of duties and is intended to be neither definitive nor restrictive and is subject to review.

About You

Experience, Skills, Knowledge & Qualifications

Essential Criteria

- Relevant clerical/administration/customer service experience;
- Strong interpersonal skills and ability to work on own initiative;
- Excellent attention to detail;
- Strong Microsoft Office skills;
- Commitment to delivering quality work;
- Willingness to learn and to develop skills, knowledge and expertise;
- Ability to work effectively within a team environment.

Desirable Criteria

- Experience in the Irish public sector, particularly in a regulatory environment;
- Fluency in or a working knowledge of the Irish language.



Key Information

Benefits, Package & Pay

- This position is offered on a Permanent basis.
- Full time, 35 hrs per week
- Annual Leave: 22 days per annum
- The role will be a hybrid role combining home and office working. Our current hybrid policy is 2 days in the office.
- Our office is located at One Shelbourne Buildings, Shelbourne Road, Dublin 4, D04 NP20.
- For a full list of benefits see our website [here](#)
- This position is graded at the Clerical Officer [scale](#).
- 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. All positions require candidates to live in the Republic of Ireland or Northern Ireland.
- Candidates who engage in canvassing will be disqualified and excluded from the process

Competencies

Please see the competencies below that will be assessed at interview stage for this competition.

Teamwork

Information Management/ Processing

Delivery of Results

Customer Service and Communication skills

Specialist Knowledge, Expertise and Self Development

Drive & Commitment to Public Service Values



Trust



Impact



Courage



Independence



People
Focused



Integrity

Selection Process

The selection process will include:

Shortlisting of candidates based on the information provided in their application, assessed against the specified criteria for the role. Candidates shortlisted will be invited to a competency-based interview which will be conducted in person at our Dublin office.

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

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 Thursday 26 June



Investors in
Diversity

BRONZE

