



Coimisiún
na Meán

Executive Officer (EO Grade) Platform Supervision & Investigations Applicant Information Pack



June 2025

Dear Applicant

Thank you for your interest in the role of Executive Officer, Platform Supervision & Investigations.

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 Executive Officers. This role 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.

Yours sincerely
Jeremy Godfrey, Executive Chairperson



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

Our Vision and Mission

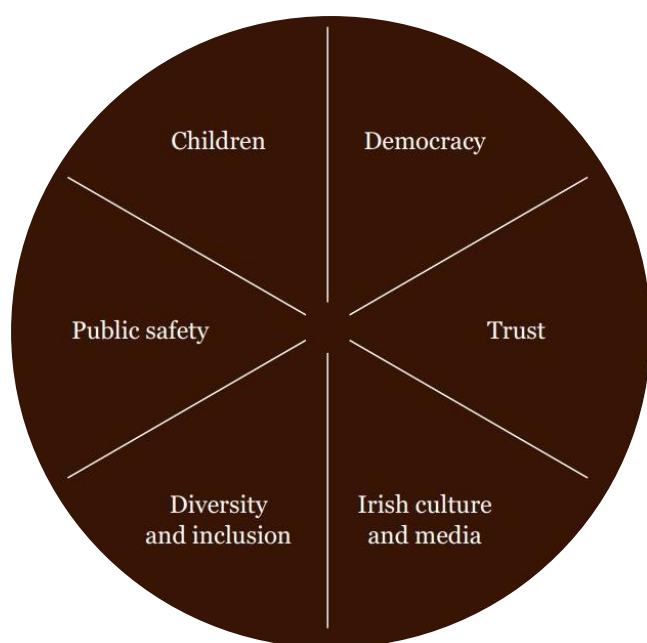


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



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](#)



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About This Role

This position offers an exciting opportunity for an ambitious, enthusiastic, and committed individual with a strong dedication to serving the public interest and a solid understanding of administrative procedures to support An Coimisiún in regulating online platforms.

As an Executive Officer ('EO') within the Platform Supervision and Investigations Division 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 the team, you will be responsible for supporting the managers of the Division in achieving the strategic objectives of An Coimisiún. This will require interaction with stakeholders, both internal and external, reviewing processes and ensuring tasks are processed efficiently.

About the Platform & 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 ("An Coimisiún") regulates. This includes monitoring compliance with regulatory obligations, resolving issues voluntarily when appropriate, handling user complaints and taking formal compliance action when warranted.

Key Responsibilities

EO roles within the Platform Supervision and Investigations Division are key support roles encompassing operational, project management and administrative responsibilities.

The successful candidate will be responsible for managing a demanding workload in line with agreed processes. This involves supporting the team structure, implementing organisational strategy and feeding back to management on progress. The EO will ensure consistent quality and output of their work while satisfying agreed objectives within the agreed timelines.

EO responsibilities will include:

- Assisting in the implementation of operational work activities and supporting line managers and colleagues as required;
- Assessment and processing of information in line with agreed procedures, and in line with governing legislation, Codes and Guidelines



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Key Responsibilities (Continued)

- Processing workload in a timely and efficient manner in line with the Standard Operating Procedures in place;
- Stakeholder engagement planning including meeting scheduling and minute taking;
- Drafting correspondence to stakeholders;
- Analysing and examining data and information as required;
- Contributing to and carrying out project work as and when required;
- Presenting to internal stakeholders in a clear, concise and comprehensive manner;
- Taking ownership of assigned tasks and prioritising competing tasks in order to ensure they are completed on time and to a high standard;
- Using the available data analysis, including Key Performance Indicators (KPIs), to regularly measure the progress of workload;
- Supporting the development and implementation of strategies, policies and procedures;
- Liaising with internal and external stakeholders as required.

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

- Candidates should meet one of the following criteria:
 - (a)** A minimum of 2 years' demonstrable experience in developing and supporting effective processes and workflows, or in a similar role within the Public Sector; **OR**
 - (b)** A recognised qualification at Level 6 or higher on the National Framework of Qualifications (or equivalent), along with at least 1 year of experience in a related role.
- Strong organisational skills with strong attention to detail and 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);
- Self-motivated and dynamic individual able to work individually and as part of a team.

Desirable skills

- Experience in applying policies to real-life situations, eg. Content Moderation, Trust and Safety operations.
- Complaint handling or investigation experience;
- Previous experience in a regulation role;
- Knowledge of or experience of working with online platforms;
- Experience in both working and thriving in an evolving organisation;
- Illustrate a proficiency in the use 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: 23 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 Executive 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.

People Management

Analysis and decision making

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

Selection Process

The selection process will include:

Shortlisting of candidates will be 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 3 July



Investors in
Diversity

BRONZE

