

# User Complaints Manager

Higher Executive Officer Grade  
Platform Supervision & Investigations

Applicant Information Pack



July 2025

Dear Applicant

Thank you for your interest in the role of User Complaints Manager

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 User Complaints Manager. This role will contribute to delivering the strategy that we adopted earlier this year. It will contribute to our goal[s] 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

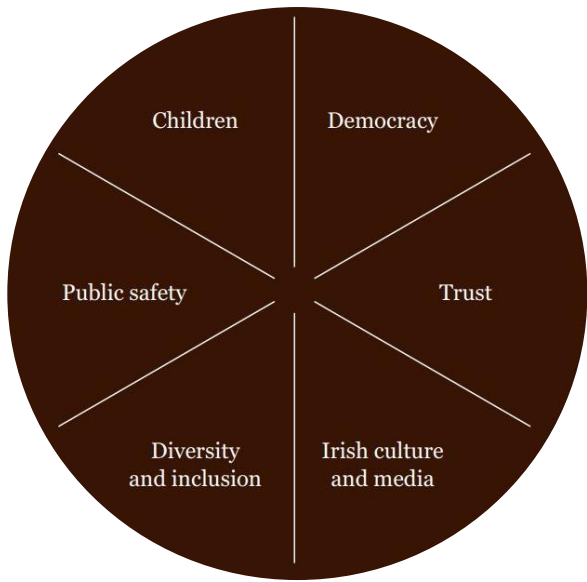


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.

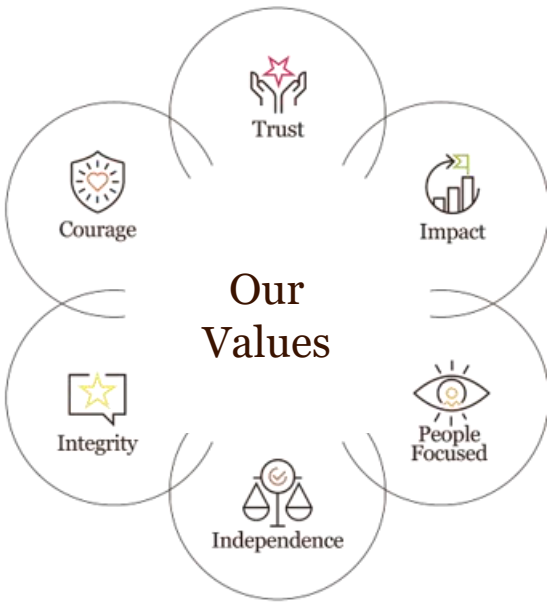


We regulate, support and develop a media landscape that underpins fundamental rights and fosters an open, democratic and pluralistic society.

## Our Strategic Outcome Areas



## Our Values



# About This Role

## Role Purpose

As a Higher Executive Officer (HEO) within the User Complaints & Dispute Resolution team, you will be responsible for overseeing and managing projects, processes, and regulatory compliance within this division in Coimisiún na Meán. You will be required to lead and coordinate efforts across your team, ensuring timely project execution, adherence to regulatory guidelines, and continuous improvement of departmental processes.

## About the Team

The Platform Supervision and Investigations Division's main function is to supervise digital services in Ireland and enforce the Digital Services Act and other legislation. The User Complaints team sits within this division and are 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

- Assessing eligibility of complaints in line with legislative requirements
- Processing complaints in a timely and efficient manner in line with Standard Operating Procedures in place
- Presenting complaint information to internal stakeholders in a clear, concise and comprehensive manner
- Drafting of correspondence to stakeholders
- Analysing and examining complaint data and evidence with reporting as required
- Training and managing team members; assessing training needs for staff and working with colleagues to design and deliver role-specific training
- Setting performance goals and conducting regular reviews against goals
- Conducting regular quality checks and providing relevant feedback
- Using the available data analysis, including Key Performance Indicators (KPIs), to regularly measure the output of the team and drive team performance



Coimisiún  
na Meán



## Main Responsibilities Continued

- Project management and reporting as required;
- 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

- A recognised qualification/degree of at least Level 7 on the National Framework of Qualifications in a relevant discipline, for example in law, business, management or technology
- At least 2 years relevant complaint-handling or investigation experience
- Strong planning and organisational skills with the ability to prioritise effectively while managing a significant workload
- Excellent communication skills including written report-writing and presentation skills
- Well-developed interpersonal skills with the ability to build relationships with many different stakeholders and demonstrate negotiation and influencing skills
- Experience in people and performance management and development
- 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
- Knowledge of, and/or experience in, managing processes, including process improvement;
- Strong Microsoft Office skills (Word, Excel and PowerPoint, Dynamics 365)

#### Desirable Criteria

- Experience in both working and thriving in an evolving organisation
- Complaint-handling or regulatory investigation experience
- Knowledge of or experience of working with online platforms
- 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: 29 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 Higher 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

For queries related to the application or selection process related to this role, please contact [cnam@cpl.ie](mailto:cnam@cpl.ie)

## Competencies

Please see the competencies below 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

# 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](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 15<sup>th</sup> July**



Investors in  
**Diversity**

**BRONZE**

