



Coimisiún
na Meán

Assistant Director

Assistant Principal Grade

User Complaints Team

Platform Supervision & Investigations Division



November 2025

Dear Applicant

Thank you for your interest in the role of Assistant Director, User Complaints.

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 an Assistant Director of User Complaints role. 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

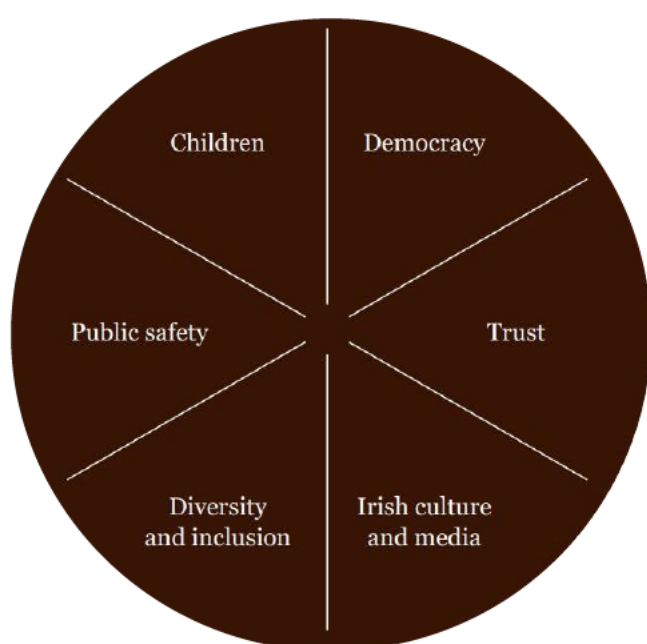


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



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

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.

User Complaints Team

The User Complaints team sits within the Platform Supervision and Investigations Division and is responsible for receiving complaints against service providers for alleged infringements of the 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 (section 201 of the Broadcasting Act 2009, as amended), and can also transmit complaints to the European Commission, the Competition and Consumer Protection Commission (CCPC), and other DSCs across the EU as necessary.

The work of the team is fast-paced and diverse.

Key Responsibilities

Key responsibilities for the Assistant Director role will include, but are not limited to, the following:-

- Responsibility for the timely and efficient progression of complaints allocated to the Platform Supervision & Investigations Division.
- Project planning and management.
- Leading the scoping of complaints work and administration.



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- Drafting case-related legal documentation including complaint letters, correspondence, case analysis, complaint decisions and other supporting documentation.
- Assisting in the collection and analysis of evidence, including drafting document requests.
- Assisting team members in any litigation which may arise.
- Contributing to complaint-handling processes and activities, to include quality assurance and improvement.
- Drafting of complaint-handling policies and procedures.
- Reviewing legislation and advice to transform codes and rules into working processes
- Collaboration with internal and external teams to develop, maintain and update complaint best practices.
- Collaboration with Government departments, the European Commission, and other Digital Service Coordinators
- Identifying the skills and training requirements needed to ensure An Coimisiún can deliver high quality complaint services.
- Mentoring and coaching team members to develop their potential.

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 level 8 or above third level qualification in law, regulation, compliance or other demonstrably relevant discipline or equivalent professional experience
- At least 5 years relevant work experience in:-
 - the management of regulatory complaints; or
 - risk management or trust and safety within the technology sector
- Track record in identifying opportunities for improvement and creating efficiencies within a team
- Excellent planning and organisational skills and the ability to prioritise effectively and manage a significant and diverse workload
- Well-developed interpersonal skills with the ability to build relationships with many different stakeholders and demonstrate negotiation and influencing skills
- Excellent written communication skills in a variety of forms including presentations, policy documents, correspondence and reports

Desirable Criteria

- Experience of procedural or administrative law
- Experience of working in a high pressured professional legal service, regulatory compliance or equivalent environment
- Relevant experience of implementation and/or knowledge of Irish and/or European legislation and policies concerning digital services
- Knowledge of technology firms' practices and procedures in relation to policy development and change, risk assessment and mitigation
- Experience in trust and safety and policy enforcement within digital services
- Legal drafting skills, to include reasoned decision making;
- Experience of e-investigation tools/techniques
- Knowledge of case management, operations or user experience
- Track record in people management/team management



Key Information

Benefits, Package & Pay

- This position is offered on a Permanent basis.
- Full time, 35 hrs per week
- Annual Leave: 30 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 Assistant Principal [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. Full details of these competencies can be found [here](#)

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.

- A competency-based preliminary interview
- A second-round interview for candidates successful in the first round, which may include a presentation or another practical exercise

The first interview will take place via MS Teams. The second interview 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 18 November 2025



Investors in
Diversity

BRONZE

