



Coimisiún
na Meán

Executive Officer, User Experience

Executive Officer Grade

Communications & User Support division

Applicant Information Pack



November 2025

Dear Applicant

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

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 Officer, User Experience. 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

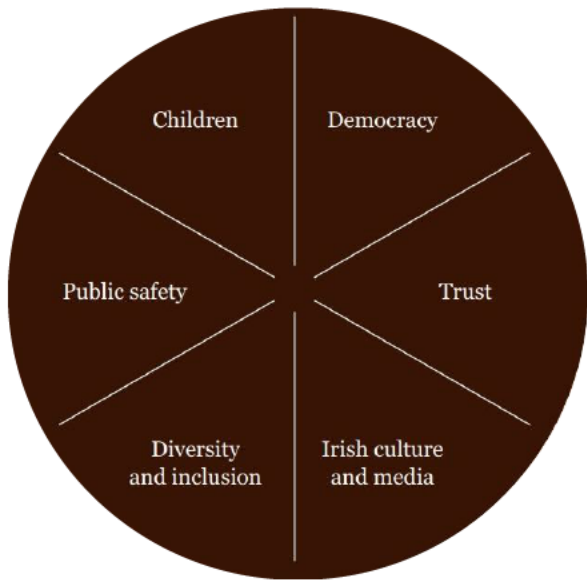


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



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

The Executive Officer, User Experience plays a key role in supporting the effective and efficient operation of the User Experience team by managing the CRM system daily in line with established processes, ensuring data accuracy and smooth workflow across all user support activities. The role includes oversight of shared inboxes, prioritising queries, and providing clear guidance to outsourced agents to ensure consistent, high-quality user responses. It involves maintaining and enhancing the knowledge base by updating articles, templates, workflows, and internal reference materials to reflect evolving requirements and insights. Monitors trends and emerging issues to help inform improvements and decision-making, while contributing to the preparation of reports and presentations that communicate key insights while also engaging with internal stakeholders to gather information for accurate responses.

About the Team/Division

The User Experience team manages Coimisiún na Meán's Contact Centre and all incoming queries from the public and stakeholders. Incoming queries involve a range of issues including broadcasting queries, digital services queries and general queries. The team ensures that queries are addressed promptly and efficiently, and work to assist in user education and public awareness of Coimisiún na Meán's role. This team also routes complaints to the relevant complaint teams within Coimisiún na Meán as needed.

The User Experience team sits within our Communications & User Support division, as well as User Education & Media Literacy and Communication.

Key Responsibilities

- Support the day-to-day activity of the User Experience team.
- Manage the email inboxes from the outsourced service provider's agents that require input in the form of guidance, support and advise in respect to how to respond to a query.



Coimisiún
na Meán

Key Responsibilities (continued)

- Providing information to support the agents by responding to emails in the inbox, reflecting the data in the knowledge articles, developing templates where applicable, updating processes and procedures to improve the service offering.
- Identifying consumer trends and issues that arise from all contacts and produce power-point presentations for meetings both internal and the outsourced service provider.
- Engaging where required with internal stakeholders to get up to date information to inform a response.

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

- Operational knowledge of contact centre environments, with a minimum of two years' experience working in a customer-facing organisation.
- Strong written and verbal communication skills, with the ability to distil complex issues into clear comprehensive responses to queries in both written and verbal media.
- The ability to apply skills and initiative to contribute to continuous improvement to processes and procedures, knowledge articles and templates.

Desirable Criteria

- Experience in working in the public sector or on behalf of the public sector as part of an outsourced team, dealing with issues requiring knowledge of consumer related legislation.
- Proficient user of Microsoft office suite particularly Word, Excel, Teams, Outlook and Dynamics(CRM).



Desirable Criteria (continued)

- Preparing reports and presentations using data available from a CRM and other sources.
- Ability to collaborate across multiple internal stakeholders to enhance the service offering and responses to customer queries.
- Third level qualification in business, marketing or communications or other relevant discipline, or equivalent practical experience.

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



Key Information - continued

Late applications or applications not received through the correct channel, as indicated above, will not be considered.

For queries related to the application or selection process related to this role, please contact cnam@cpl.ie

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 based on the information provided in their application, assessed against the specified criteria for the role. Candidates shortlisted will be invited to complete a written assessment as well as 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, 18th November 2025



Investors in
Diversity

BRONZE

