



Coimisiún
na Meán

Director of Change and Business Improvement

Principal Officer Grade
Corporate Services Division
Applicant Information Pack



November 2025

Dear Applicant

Thank you for your interest in the role of Director of Change and Business Improvement

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 a Director of Change and Business Improvement. 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 MacEivilly, John Evans

Our Vision and Mission

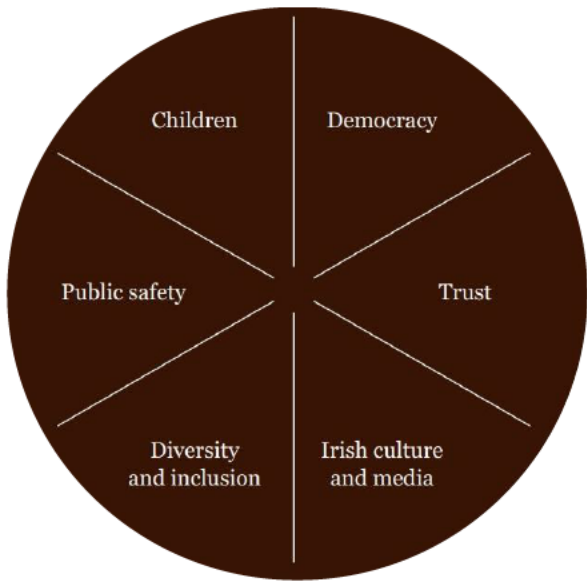


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



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 postholder will lead the Programme Management Office (PMO), continuous improvement, and change management activities within Coimisiún na Meán, reporting to the Chief Operating Officer.

To support the realisation of our strategy, we rely on delivery enablers that ensure we have an agile, effective and well-managed organisation. The postholder will play a key role in enhancing the organisation's capacity to deliver strategic objectives through effective programme and project delivery, the embedding of continuous improvement practices, and the development of a structured approach to change management.

Working closely with internal teams, the postholder will ensure consistent, high-quality project and change management practices across the organisation. They will oversee the development of the organisation's annual work programme and project portfolio, fostering deeper engagement with teams and divisions to better deliver on our strategy and ambitions, and to build organisational resilience. Key to the role will be driving standardisation of business processes in order to maintain consistent ways of operating as an Coimisiún's functions expand. They will also work closely with the ICT team to ensure efficient use of technology to support our ways of working.

About the Team/Division

The Programme Management Office sits within Coimisiún na Meán's Corporate Services Division, along with People & Organisational Development, Finance & Procurement and Governance & Secretariat. This team is being expanded to reflect the strategic and operational importance of these activities.

Key Responsibilities

- Develop and build out the team to cover a range of core capabilities including project and programme management, continuous improvement, change management and operational excellence.



Coimisiún
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Key Responsibilities (continued)

- Engage with senior sponsors to drive effective work programme planning and execution by fostering strong engagement and collaboration with divisions.
- Drive the standardisation and enhancement of project management methodologies, ensuring robust project governance and consistent, high-quality delivery across all programmes and projects.
- Develop infrastructure to track, monitor and ensure execution of critical project related activities, including project reviews and benefits realisation.
- Establish, direct and oversee mechanisms to embed change management as an organisational competency, supporting senior leaders and managers to lead change effectively and build organisational resilience.
- Support and advise senior leaders on all aspects of organisational change arising from an expanding organisational remit, new powers or functions
- Champion a culture of continuous improvement by building capabilities across the organisation to identify challenges, propose and implement solutions, and take ownership of ongoing improvements.
- Analyse shortfalls, issues, and complaints in current business processes to develop process enhancement strategies and standard operating procedures
- Provide direction to, and guide the activities of relevant team members, including developing and coaching to ensure the team can deliver high quality and responsive services and supports to the organisation
- Establish and maintain a central repository of tools, templates, lessons learned and training materials to preserve institutional knowledge and enable the adoption and scaling of successful approaches.

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

- A qualification at minimum Level 8 (honours degree) in a relevant discipline.
- 10 years relevant professional experience, including 5 years' operating at a senior management level.
- Significant experience in collaborating and influencing at a senior level in complex organisations.
- Demonstrated track record of managing and directing workplans, programmes and projects in a complex environment.
- A proven ability to identify and capture appropriate data, and the capacity to analyse and use data to make sound decisions.
- Excellent communication and facilitation skills and the ability to use these skills to deliver business and people results.
- Demonstrated understanding of project governance approaches.
- Demonstrated experience of leading organisational change initiatives.
- Proven ability to work effectively in a complex and evolving environment; identify key priorities and implement new ways of working.

Desirable

- Post graduate qualification in a relevant discipline and/or professional certification relevant to the areas of responsibility.
- Experience in the development and implementation of operating models and organisation design.
- Experience in a public sector or regulatory environment.



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 Principal 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

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. For more information on the competencies visit our [frequently asked questions](#).

Leadership & Strategic Direction

Judgement & decision making

Management and Delivery of Results

Building Relationships & Communication

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 will 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 24 November 2025



Investors in
Diversity

BRONZE

