

Investigations Trust & Safety Specialist

Specified Purpose Contract

Higher Executive Officer Grade

Platform Supervision & Investigations Division

Applicant Information Pack



Dear Applicant

Thank you for your interest in the role of Investigations Trust & Safety Specialist.

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 300 in our first three years. 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 Investigations Trust & Safety Specialist.

. 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 MacEvilley, John Evans

Our Vision and Mission

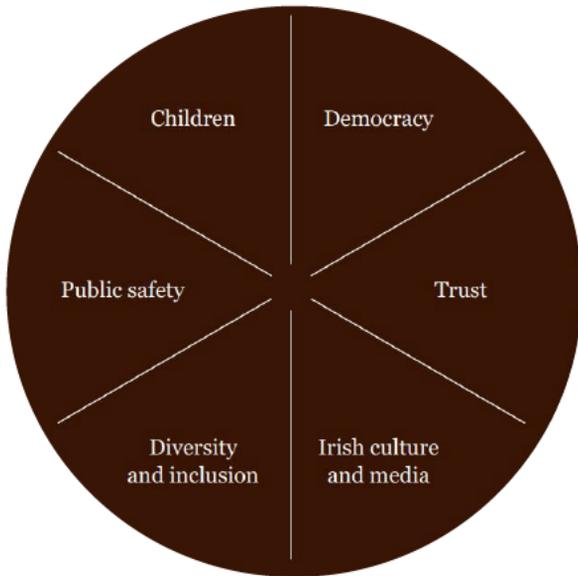


Our vision is for a thriving, diverse, creative, safe and trusted media landscape.



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 Trust and Safety Specialist plays a key role in progressing regulatory investigations into digital platforms, supporting the assessment of compliance with Ireland's online safety framework. The role combines analytical, technical and regulatory expertise to gather and evaluate evidence, assess risks, and contribute to robust, well-documented investigative outcomes.

About the Team

The Investigations team sits within the Platform Supervision and Investigations Division and is responsible for investigating alleged breaches of regulations, including the DSA, Terrorist Content Online Regulation and the Online Safety Code. The team must investigate alleged breaches in accordance with relevant legislation and adhere to fair procedures. The team is also responsible for supporting the European Commission with certain aspects of its investigations and if a request has been made under Article 66 of the DSA.

Key Responsibilities

- Support the collection and analysis of technical systems and/or operational evidence, including drafting requests for information from digital platforms.
- Take responsibility, as part of the team, for the timely and efficient progression of investigatory cases within the Platform Supervision & Investigations Division.
- Assist in evaluating user journeys and user experiences across digital platforms.
- Contribute to the scoping and planning of investigation work.
- Apply strong sector-specific technical knowledge while engaging effectively with internal and external stakeholders
- Draft high-quality case documentation, including investigation letters, correspondence, case analyses, investigation reports, and supporting materials, ensuring clarity and technical accuracy.

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.



Coimisiún
na Meán

Key Responsibilities

About You

Experience, Skills, Knowledge & Qualifications

Essential Criteria

- Experience in Trust and Safety or regulatory risk and compliance work in the technology sector.
- Understanding of the Irish Online Safety Framework.
- Understanding of digital platforms and online intermediary business models.
- Ability to evaluate compliance risks and systemic impacts.
- Strong analytical and drafting skills.
- Capacity to interpret technical evidence.
- 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.
- Ability to work on own initiative as well as within project team

Desirable Criteria

- Knowledge of data analysis tools, audit methodologies, or technical compliance assessments.
- Experience interacting with large online platforms or conducting regulatory investigations.
- Experience in fast-paced technology, legal services, regulatory compliance, or similar professional settings.
- A recognised qualification/degree of at least Level 7 on the National Framework of Qualifications in a relevant discipline.
- Fluency in, or working knowledge of, the Irish language.



Key Information

Benefits, Package & Pay

- This position is offered on a specified purpose contract 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

Please review our Privacy Statement [Privacy Statement - Coimisiún na Meán](#) before making an application.

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](#).

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 Angeline McKiernan at 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 1 April

