

# Higher Executive Officer (fixed term) - Platform Supervision & Investigations

Applicant Information Pack



Coimisiún  
na Meán

August, 2024



Coimisiún  
na Meán

## Our Purpose & Mission

### Purpose

***We are implementing a new regulatory regime for online safety.***

As well as protecting people in Ireland from online harms, we will be the regulator for the whole of Europe for the many large online platforms whose European headquarters are in Ireland – working closely with the European Commission and our counterparts across Europe. We will enforce rules that platforms must follow in order to keep their users safe. In time, we will establish a mechanism for giving advice to users and for considering complaints when users are dissatisfied with the way a platform has handled a complaint.

***We regulate broadcasters and video-on demand providers.*** We make and enforce codes and rules that broadcasters must follow on matters such as balance in news and current affairs, protecting children from age-inappropriate material, political advertising, promoting gender balance and ensuring access for people with disabilities. We will review our codes and rules and extend them to video-on-demand providers such as streaming services and people who upload videos for commercial gain. We also award broadcasting contracts to commercial radio and TV stations, review the performance of public service broadcasters such as RTÉ and TG4 and make recommendations about their funding. We also handle complaints from the general public about programme material.

***We support the wider media sector.*** We run funding schemes to support the development of content that reflects and shapes Irish society, including content in the Irish language. For instance, we are proud to have funded An Cailín Ciúin, the first ever Irish-language film to be nominated for an Oscar. Over the next year we will establish new funding schemes to support local journalism and we will take initiatives related to Irish language, sustainability, and equality, diversity and inclusion. We also promote media literacy. We expect to take on a wider media development role in coming years

### Our Mission

Our mission is to ensure a thriving, diverse and safe online and media landscape. This means a mix of different voices, opinions and sources of news available over the air and online. It means children and all of us being protected from harmful content.

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***“Our work is very meaningful – we protect people online, and we make sure that the media landscape reflects and shapes Irish society.”***

***“Ireland is central to European regulation as so many large platforms are based here. There are many opportunities to represent Ireland and to contribute at international forums”***

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# Welcome to Coimisiún na Meán

Dear Applicant

Thank you for your interest in the role of Higher Executive Officer in our Platform Supervision & Regulatory Operations division. Welcome to Coimisiún na Meán – Ireland’s commission for regulating broadcasters, online media and supporting media development.

We are committed to ensuring a thriving, diverse and safe online and media landscape. This means having a mix of different voices, opinions and sources of news. This means protecting children and all of us from harmful content.

We are delighted to be recruiting for Higher Executive Officer in our Platform Supervision & Regulatory Operations division on a 12-month fixed term contract basis. This role forms an integral part of our growth supporting the strategic priorities of Coimisiún na Meán, providing strategic support and direction to shape the fundamental delivery of our work.

If this sounds like a challenge that you believe will bring your current skills to new challenges, we would love to hear from you and welcome your application.

**Yours sincerely**  
**Jeremy Godfrey, Executive Chairperson**



# About This Role

## Role Purpose

In the Platform Supervision & Investigations division Higher Executive Officers will manage people and projects internally, and coordinate with external stakeholders nationally and across the European Union. They will take part in supervisory activity, data gathering and explorations, investigations, and other work contributing to the mission of Coimisiún na Meán.

## About the Division

The mission of the Platform Supervision and Investigations division is to understand the services and operations of the organisations that Coimisiún na Meán regulates. This includes monitoring compliance with regulatory obligations, resolving issues on a voluntary basis when appropriate, and taking formal compliance action when warranted. The Division is made up of six teams; 4 devoted to the supervision of platforms, an investigations team and an operations team which will help determine regulatory strategy.

# Key Responsibilities

- Project planning and administration.
- Reviewing legislation and advice to transform codes and rules into working processes.
- Data and evidence gathering through proactive requests.
- Review and analysis of transparency reports, risk assessments, and other service provided data.
- Review and analysis of practices and behaviours of regulated entities across the market.
- Analysis of recommender systems, organic and promoted content, and all associated review processes.
- Collaboration with internal and external teams to develop, maintain, and update supervisory and investigative best practices.
- Contribution to query and complaint handling processes and activities.
- Development of supervisory practices and recommendations to change or improve processes.
- People Management, to include managing, hiring and developing a high performing team.
- Identifying the skills and training requirements needed to ensure the organisation can deliver high quality and supervisory and investigative services.

**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

The ideal candidate should have:

- Experience in the technology or regulatory sector.
- At least 3 years relevant work experience, with a minimum of 1 year of line management experience.
- 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 teams.
- Excellent written communication skills in a variety of forms including presentations, policy documents, correspondence and reports.
- Knowledge of technology firms practices in relation to policy development and change, risk assessment and mitigation, content review, and monetisation business practices.
- Future focused and resilient enough to view challenges as learning opportunities.
- You respect laws, rules and due process as a framework for delivering a positive impact on society

### Desirable Criteria

- Experience with CRM tools and customer interaction processes.
- 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.

### Competencies

Please see the list of competencies 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

# Key Information

## About the package & application process

### Package

- This position is offered on a 12-month fixed term contract basis.
- Full time, 35 hrs per week
- Location: The role will be a hybrid role combining home and office working. An Coimisiún's offices are located at One Shelbourne Buildings, Shelbourne Road, Dublin 4, D04 NP20.

### Grade and Pay Scale:

- This position is graded at the Higher Executive Officer [scale](#).
- Details of other benefits, terms of employment and eligibility can be found on Coimisiún na Meán's website at [www.cnam.ie/careers](http://www.cnam.ie/careers) within the dedicated microsite linked below.
- 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 and a letter/personal statement (i.e., no more than 2/3 pages) outlining why you believe your skills, experience and values meet the requirements of the position [via HERE](#)
- If you have any special requirements throughout the recruitment process, for example, if you have a visual impairment or are neuro-divergent, we are happy to accommodate your needs where possible, please reach out to us via [cnam@cpl.ie](mailto:cnam@cpl.ie) to request support.
- Appointment to this role is subject to the candidate's eligibility to work in Ireland and all positions require candidates to live in the Republic of Ireland.
- Candidates who engage in canvassing will be disqualified and excluded from the process.

**Closing Date: 3pm 9<sup>th</sup> September 2024.**



Coimisiún na Meán has a key role in stimulating greater equality, diversity and inclusion in the media and in supporting sustainability through environmental initiatives across the wider media sector this is also reflective of our workforce.

We are incredibly proud to be on a journey towards achieving excellence in diversity, equity and inclusion.

We have already been awarded the 'Investors in Diversity' Bronze Award by the National Centre for Diversity, and we are working towards reaching the Gold Award.

An Coimisiún commits to ensuring that all recruitment activity is designed to promote a Diverse workforce with equality at its forefront.

