

Candidate Information Booklet

Údarás Rialála
Cearrbhachais
na hÉireann

Gambling
Regulatory
Authority
of Ireland

Open competition for the appointment to the position of:

Consumer Protection, Communications and Engagement Manager

(Higher Executive Officer - Standard Scale)

Gambling Regulatory Authority of Ireland (GRAI)

Closing Date: 3 pm, Monday, 9 March 2026

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Consumer Protection, Communications and Engagement Manager - (Higher Executive Officer)

Background

The Gambling Regulatory Authority of Ireland (GRAI) is a new statutory body that is responsible for the licensing and regulation of gambling, gaming, betting and certain lottery activities.

Our role is to make sure gambling activities are well-regulated and fair.

Including:

- ▶ Setting standards for the gambling, gaming and betting industry.
- ▶ Updating the compliance and enforcement regime.
- ▶ Setting up safeguards for children and other vulnerable people to address the harms gambling can cause.
- ▶ Regulating advertising and marketing in relation to gambling to support those safeguards.
- ▶ Working to prevent gambling from causing or supporting crime.

We do not have responsibility for:

- ▶ Regulating the National Lottery.
- ▶ Regulating lottery fundraising conducted by political parties.

As Regulator we have a number of statutory functions.

- ▶ To license, supervise and control gambling activities in the State.
- ▶ To establish a National Gambling Exclusion Register.
- ▶ To establish, maintain and administer a Social Impact Fund.
- ▶ To establish standards for certain gambling products or services.
- ▶ To impose obligations on licensees in areas such as advertising, inducements and responsibilities relating to children.
- ▶ To monitor and enforce compliance by licensees.
- ▶ To handle complaints.
- ▶ To increase public awareness and communicate with the public on licensing and gambling activities.
- ▶ To take measures to stop prohibited gambling activities.

Our role is threefold:

1. Regulate the gambling industry.
2. Protect the public from gambling harm.
3. Raise awareness of the potential dangers of gambling.

Vision

Our Vision is proportionate, innovative, and professional regulation by which an informed public is protected from gambling harms

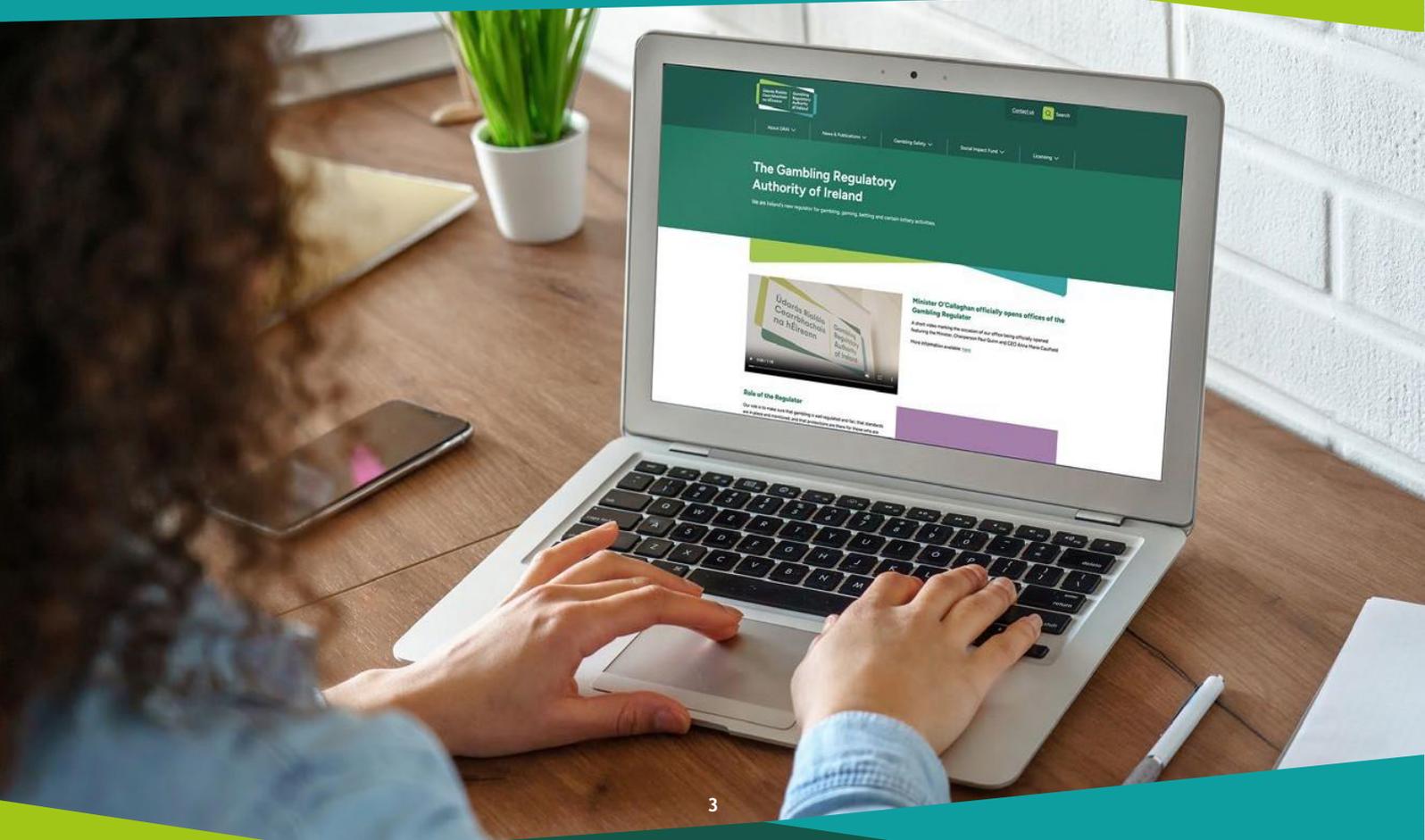
Mission

Our Mission is to effectively regulate and educate in order to safeguard current and future generations from gambling harm

Values

Our Values are:

- ▶ Independence
- ▶ Integrity
- ▶ Transparency
- ▶ Innovation
- ▶ Collaboration





Vacancy

The GRAI is seeking to appoint a Consumer Protection, Communications and Engagement Manager (Higher Executive Officer - Standard Scale) and have **two vacancies at present**. Successful applicants will be placed on a panel for a period of up to 18 months to fill future vacancies for Consumer Protection, Communications and Engagement Manager or similar roles (Higher Executive Officer - Standard Scale).

The Role - Overview

Reporting to the Assistant Director of Consumer Protection, Communications, Research & Awareness, the Consumer Protection, Communications and Engagement Manager (HEO - Standard Scale) will play a central role in the directorate. The key responsibilities of the role involve the delivery of clear, consistent and timely internal and external communications for the GRAI, increasing public awareness of the risks associated with gambling harms, promoting the remit and regulatory function of the GRAI itself, establishing and developing an extensive stakeholder network and overseeing GRAI's research programme.

Key Responsibilities:

- Supporting the development and implementation of GRAI's communications strategy to include the use of social media, development and updating the GRAI website.
- Managing the external communications channels, including the GRAI website, press releases, public notices, publications, PQs and digital content.
- Drafting and coordinating responses to media queries, public correspondence and stakeholder enquiries.
- Supporting the effective internal communications across the organisation, ensuring staff are informed.
- Supporting the development and delivery of consumer protection initiatives, including public information, awareness campaigns and evidence-based insights to promote safe and responsible gambling.
- Developing a stakeholder network to include the gambling sector, people with lived experience of gambling harms and non-governmental organisations.
- Organising information and consultation events for a wide range of stakeholders including elected representatives, industry, charity sector.
- Representing the GRAI at conferences, networking and other events.
- Playing a lead role in the oversight and monitoring of the research programme in addition to publicity around the publication of studies.
- Managing statutory consultations on Code of Practice including analysis of responses and collating responses to a standard suitable for publication.
- Procuring and managing contracts for public awareness, research, media in accordance with public procurement rules.
- Supporting the development of an awareness programme regarding gambling harms and regulatory functions of the Authority.
- Leading and managing one or more direct reports, including supporting their performance, professional development and probation, where applicable.
- Overseeing correspondence in the GRAI mailbox, including complaints and queries.
- Any other duties as may be assigned from time to time.

Candidates should note that the admission to a competition does not imply that the GRAI is satisfied that they fulfil the essential entry requirements. Therefore, the onus is on the candidate to ensure that they meet the essential entry requirements prior to submitting their application.

Essential Criteria

To be eligible to apply for this role you must have/demonstrate in your application form that you meet the following essential criteria:

- ▶ A third-level degree (minimum Level 7 on the NFQ) in a relevant discipline such as marketing, communications, journalism, business.
- ▶ A minimum of 5 years of relevant professional experience in a communications, public relations, media or stakeholder engagement role.
- ▶ Demonstrable experience of producing high-quality written communications, including briefings, reports and public-facing materials.
- ▶ Experience dealing with external stakeholders and media, including handling enquiries and preparing key messages.
- ▶ Excellent IT skills, including MS Excel, MS Word, MS Outlook and MS PowerPoint.

Desirable Criteria

- ▶ Demonstrated ability to manage multiple priorities and deliver outputs to deadline.
- ▶ Strong communication and interpersonal skills, with the ability to engage effectively with a range of stakeholders.
- ▶ Proven experience of media relations including experience in dealing with press queries.
- ▶ Experience of involvement in delivering social media campaigns.
- ▶ Experience developing and executing marketing/awareness campaigns, including overseeing creative development and media management across key channels.
- ▶ Experience in digital marketing tools, including social media platforms, content management systems and analytics.
- ▶ Leadership or line management experience.
- ▶ Experience in public sector, including familiarity with government processes, regulatory frameworks, and public service values.

In addition, candidates must be able to demonstrate the key competencies relating to effective performance at Higher Executive Officer grade in the Public Service as below.

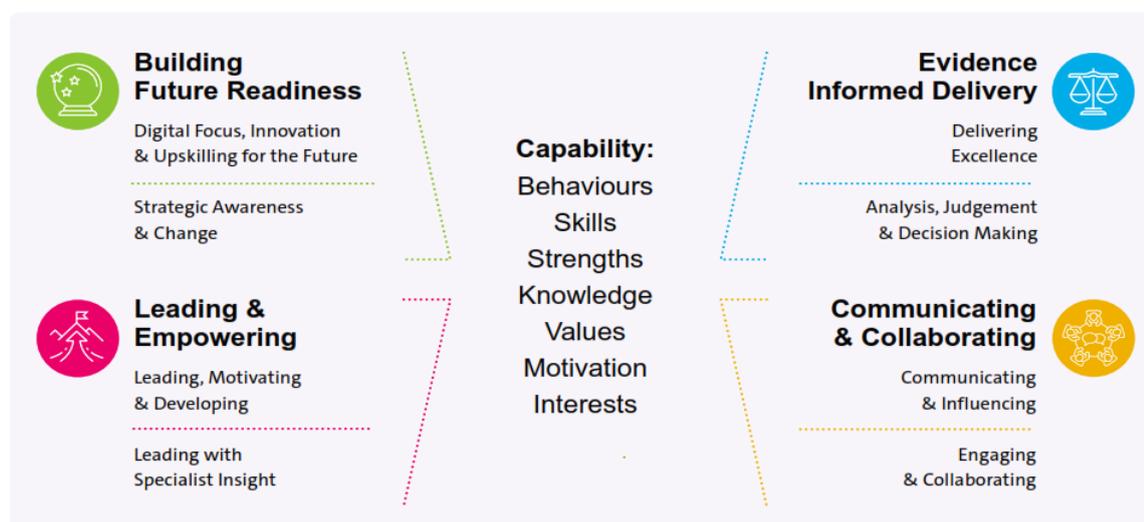
Capability Framework for the Role

The Civil Service Capability Framework for Higher Executive Officer will be used as a basis for selection for this role. The framework was developed based on extensive research and consultation and supports the Civil and Public Service in building the workforce of the future.

Exploring and strengthening capability requires consideration of the whole person. The framework builds on the competency-based approach, and considers a wider variety of factors that may influence performance, including behaviours/past experience, skills, strengths, knowledge, values, motivation and interests.

There are four broad Capability Dimensions within the framework: Building Future Readiness, Evidence Informed Delivery, Leading & Empowering, and Communicating & Collaborating. These Dimensions are further broken down into Sub-Dimensions (see below).

The full Capability Framework for Higher Executive Officer, may be viewed on publicjobs.ie.



Eligibility to compete

Citizenship Requirements

Eligible candidates must be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who has a stamp 4¹ or a stamp 5 permission.

To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.

Principal Conditions of Service

General

This appointment is to the position of the Consumer Protection, Communications and Engagement Manager (Higher Executive Officer - Standard Scale) in the Gambling Regulatory Authority of Ireland is made under section 26 of the Gambling Regulations Act 2024. Employees of the Authority are Public Servants and are subject to all of the terms and conditions, which apply to public servants generally.

Salary

The successful applicant will be paid at the HEO (Standard Scale) salary, rates effective from 1st February 2026.

Higher Executive Officer Personal Pension Contribution (PPC):

€59,435 €61,173 €62,908 €64,640 €66,380 €68,111 €69,849 €72,353¹
 €75,788²

The PPC pay rate applies when the individual is required to pay a Personal Pension Contribution (otherwise known as a main scheme contribution) in accordance with the rules of their main/personal superannuation scheme. This is different to a contribution in respect of membership of a Spouses' and Children's scheme, or the Additional Superannuation Contributions (ASC). Long service increments may be payable after 3(LS11) and 6(LS12) years satisfactory service at the maximum of the scale.

A different rate ('non-PPC') will apply where the appointee is not required to make a Personal Pension Contribution.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if you are a currently serving civil or public servant.

Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until a bank account number and bank sort code has been supplied on appointment and statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

Tenure and Probation

This competition is for appointment to a permanent Public Service post in the Gambling Regulatory Authority of Ireland, subject to successful completion of a probationary period.

The probationary contract will be for a period of one year from the date specified on the contract.

During the period of your probationary contract, your performance will be subject to review by your supervisor(s) to determine whether you –

- (i) Have performed in a satisfactory manner,
- (ii) Have been satisfactory in general conduct, and
- (iii) Are suitable from the point of view of health with particular regard to sick leave.

Prior to the completion of the probationary contract a decision will be made as to whether or not you will be retained.

Duties

Appointees will be required to perform the duties outlined above, and any other duties which may be assigned to them from time to time as appropriate.

Outside Employment

The successful candidate may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position of Consumer Protection, Communications and Engagement Manager (Higher Executive Officer).

Headquarters / Working Environment

The GRAI is currently based in the Dublin City Centre but this may be changed by Government decision. Hybrid working arrangements will also be available in the GRAI. When absent from home and headquarters on official duty the Consumer Protection, Communications and Engagement Manager (Higher Executive Officer) will be paid appropriate travelling expenses and subsistence allowances, subject to normal Department of Public Expenditure, NDP Delivery and Reform regulations.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 41 hours and 15 minutes gross or 35 hours net per week. The Consumer Protection, Communications and Engagement Manager (Higher Executive Officer) may be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of their duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

The annual leave for this position is 29 days rising to 30 days after 5 years' service. This allowance is subject to the usual conditions regarding the granting of annual leave in the public service, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars for the civil and public service. Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the Authority. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie.

Where the appointee has worked in a pensionable public service job prior to 1 January 2013 as a member of a pre-existing public service pension scheme, and any subsequent breaks in public service employment have been less than 26 weeks, they may be entitled to membership of a pre-existing public service pension scheme. The

pension entitlement of such appointees will be established in the context of their public service employment history, in accordance with the relevant legislation and pension scheme rules applicable to the body.

Please note that pre-existing pension scheme terms may vary between public service bodies. On appointment to a new role with a new employer, the appointee will be subject to the pension terms applicable in the new body with which they are employed. In the event that the appointee is an existing civil/public servant, they should make themselves aware of any potential pension implications arising from moving employment. In this regard, it is also important to note that appointment to a position on a fixed term basis may have implications for pension terms.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during their re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Ill-Health-Retirement

Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the GRAI OHP's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Pension Accrual

Section 52(6) of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012 limits the amount of pensionable service an individual may accrue across all pre-existing public service schemes (non-Single Scheme terms) to a maximum of forty years or equivalent; where pensionable service exceeds forty years on 28 July 2012, section 52(7) provides that they may retain the benefit of that service. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. Note: ASC deductions are in addition to any pension contributions (main scheme and spouses' and children's contributions) required under the rules of your pension scheme.

Ethics in Public Office

The Ethics in Public Office Acts will apply, where appropriate, to this appointment.

Prior approval of publications

The successful candidate will agree not to publish material relation to their official duties without prior approval by the Chairperson of the Authority or the CEO.

Political Activity

During the term of employment the Consumer Protection, Communications and Engagement Manager (Higher Executive Officer) will be subject to the rules governing public servants and politics.

Candidates with Disabilities or Long-Term Conditions

The GRAI is an equal opportunities employer. Any candidate who is living with a disability or long-term condition, is kindly asked to disclose details of this in their covering letter, setting out details of the condition, and what (if any) adjustments may need to be considered as part of our recruitment process.

This information will be handled in the strictest confidence and may require a further conversation before any formal recruitment stage is initiated. The purpose of this conversation is to identify (any) reasonable adjustments, which will remove any unnecessary barriers to full participation in our recruitment process.

Please Note:

As an Employer of Choice, the GRAI has flexible and family friendly policies e.g. Work-sharing, hybrid working (operated on a 'blended' basis) etc. All elective policies can be applied for in accordance with the relevant statutory provisions and are subject to the business needs of the organisation.

The information in this booklet represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Competition Process

How to Apply

Conscia will be managing all aspects of the recruitment process on behalf of the Gambling Regulatory Authority of Ireland.

Applications should be made online through <https://consciatalent.com/grai>.

Applications must be made by attaching the following elements:

- ▶ A completed application form.

Only applications fully submitted online will be accepted into the campaign. Applications will not be accepted after the closing date.

Closing Date: 3 pm, Monday, 9 March 2026

Please note, secondments may be considered where specialist skills and expertise to undertake the role meet the requirements.

Closing date

Your application must be submitted on the <https://consciatalent.com/grai> website not later than 3pm, Monday, 9 March 2026.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: grai@consciatalent.com

You are advised to check your email on a regular basis as email notifications of updates/ tests/ Interviews etc issued to your address may sometimes be filtered into your Junk/ Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that they are in receipt of all communication from Conscia Limited.

Conscia Limited accept no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by Conscia Limited and should make sure that the contact details specified on the application form are correct.

Selection Procedures

The GRAI will use both essential and desirable requirements as referred to earlier in this candidate information booklet to shortlist candidates and assessment will be based on the information contained in the Application Form submitted for the role.

The GRAI, with the assistance of the Agency will convene an expert board to carry out the competitive stages of the selection process to the highest standard of best practice. Normally the number of applications received for a position exceeds that required to fill the vacancy. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to process all candidates to the next stage of the selection process, the GRAI may decide that a certain number only will be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience.

In the event of many applications the GRAI may shortlist based on information provided in the Application Form. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post.

Selection Methods

The selection may include:

- ▶ Shortlisting of candidates on the basis of the information contained in their application.
- ▶ Competitive initial/preliminary interview.
- ▶ Written assessments with work sample test or other exercises.
- ▶ Presentation to selection panel.
- ▶ Final competitive interview.
- ▶ Remote interview.
- ▶ Work sample/role play/media exercise psychometric assessment and/or any other tests or exercises that may be deemed appropriate.

Candidates will be required to attend for interview or any other tests at their own expense. It is not possible to alter the allocated interview/test date or time.

At the final stage, candidates who meet the required standard for the job are placed in order of merit and considered for appointment in that order.

At the final stage, candidates who meet the required standard for the job are placed on a panel in order of merit. Should future vacancies arise for the role of Consumer Protection, Communications and Engagement Manager (HEO - Standard Scale) or similar roles within the same Directorate, these may be offered to those on the panel in order of merit.

Any panel created will expire after a designated period from its establishment (eighteen months), or when it has been exhausted, whichever is sooner. The GRAI may decide on the number of candidates to be placed on any such panel.

Qualification and placement on a panel is not a guarantee of appointment to a position. Candidates not appointed at the expiry of the panel will have no claim to a position thereafter because of having been on the panel. If a candidate is placed on a panel, and is subsequently offered an assignment, they must be available to take up the post as offered. Vacancies may need to be filled with immediate effect and therefore if the candidate is not contactable, the GRAI will immediately move on to the next available candidate.

We aim to accommodate candidates with no unnecessary obstacles placed in their way. We will assist candidates with disabilities, so they are provided with appropriate and reasonable accommodations to ensure that they have the best opportunity to perform to their optimum.

Prior to recommending any candidate for appointment to the position, the Agency will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it, the GRAI, with the assistance of the Agency, may at its discretion select and recommend another candidate for appointment based on the results of this selection process.

Communication with Candidates

There is a commitment to open, timely and effective communication to candidates. Accurate, sufficient and appropriate documentation is issued to candidates. Enquiries are dealt with in an efficient and timely manner.

Clear, specific and meaningful feedback is provided when requested by candidates. Effective systems are in place to manage the feedback function.

The GRAI's recruitment process is governed by the Freedom of Information Acts and candidates may request information in line with the requirements of that Act. It is Authority policy however to provide such information without the necessity for an FOI request.

Candidate Obligations

1. Candidates who do not attend for interview or any other test when and where required, or who do not furnish any material or evidence that the GRAI may require in relation to their application, will have no claim for further consideration. Failure to furnish any documentation or other material within the required timelines will result in the candidate being deemed to have withdrawn their application from the competition.
2. Candidates must produce satisfactory documentary evidence of all qualifications claimed by them if required. Any credit given to a candidate at interview in respect of such claims is provisional and liable to revision if the necessary supporting documents are not furnished as requested. The GRAI may request copies of academic transcripts and/or verify the authenticity of an applicant's qualifications with the relevant institutions.
3. Any candidate who supplies false or misleading information in their application may be disqualified. Candidates must not personate another candidate at any stage or interfere with or compromise the process in any way. Sharing information on the selection process through any means may result in you being disqualified.
4. Candidates must not canvass either directly or indirectly any person involved in the recruitment process.
5. The use of recording equipment of any type is not permitted at any stage of the recruitment process. Any candidate found to be in breach of this provision will be disqualified from a competition.

Candidates who fail to comply with these obligations may be disqualified from the process or, if already appointed they may have to forfeit the appointment.

Candidates must:

- ▶ Have the knowledge and ability to discharge the duties of the post concerned.
- ▶ Be suitable on the grounds of character.
- ▶ Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they:
- ▶ Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- ▶ Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Candidates Right to Review

The review process enables candidates to seek review when they believe that an action or decision taken in relation to the selection process was unfair or unreasonable.

Candidates must address their concerns in relation to the process, in writing, to the Recruitment Agency in the first instance. A request for review must be received within 7 working days of the notification of the decision. Where the decision relates to an interim stage of the selection process (e.g., shortlisting for interview) a request for review must be received within 3 working days.

The complainant must outline the facts that they believe show that the process followed was wrong.

The Informal Complaint will consist of a desk-based examination of any available information in relation to the recruitment process. The outcome of the Informal Complaint will be communicated to the requester in writing.

The case will be dealt with in an efficient and timely manner and in line with this policy and procedures and will be reviewed by a person other than the individual who made the decision in question.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

References

It would be useful if you would begin to consider names of people who would be suitable referees and that we might consult (2 - 3 names and contact details). The referees do not have to include your current employer but should be in a position to provide a reference for you. Please be assured that we will only contact referees should you come under consideration after the preliminary interview stage. Please note, should you be successful at final interview, we will require a reference from your current employer prior to recommendation for appointment.

Security Clearance

You may be required to complete and return a Garda eVetting form should you come under consideration for appointment.

Eligibility Requirements

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this competition.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: graham@consciatalent.com ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

