



## Commission for Aviation Regulation Air Passenger Rights Officer

Role Air Passenger Rights Officer

Reporting to Air Passenger Rights Manager

Location 3<sup>rd</sup> Floor, Alexandra House, Earlsfort Terrace, Dublin 2.

Position Permanent

### **BACKGROUND**

The Commission for Aviation Regulation was established in 2001 and is an independent public body under the auspices of the Department of Transport, Tourism and Sport and is accountable to the Houses of the Oireachtas. The role of the Commission is to protect the interests of air passengers by delivering:

- Efficient, high-quality and safety conscious airport services;
- Safe and financially-robust airlines based in Ireland and groundhandlers at the three state airports;
- Financially strong Irish travel agents and tour operators;
- A robust framework to enforce passenger rights in all Irish airports; and
- A regulatory framework that represents best international practice.

The Commission currently has a staff of 18 persons. Further information in relation to the full range of the Commission's roles and functions is available on [www.aviationreg.ie](http://www.aviationreg.ie).

### **KEY RESPONSIBILITIES**

The Commission is now seeking a high achieving individual to join the organisation and work in our Air Passenger Rights team. Reporting to the Air Passenger Rights Manager, the successful candidate will support the discharge of the Commission's responsibilities in the Air Passenger Rights (APR – EC 261/2004) and Persons with Reduced Mobility (PRM – EC 1107/2006) areas. The role will typically include activities such as:

- Dealing with enquiries from the public and other stakeholders

- Administrative support for the processing of complaints in respect of Air Passenger Rights and Persons with Reduced Mobility
- Monitoring and reviewing of responses from airlines and/or airports on a continuous basis and ensuring the follow up process to conclusion is obtained
- Liaison with National Enforcement Bodies (NEB's) in other European member states and other contacts
- Keeping up-to-date records at all times by maintaining a computer database and other filing and diary systems
- Drafting of correspondence
- Undertaking planned visits to airports/airlines
- Attending meetings and conferences and taking responsibility for minute taking and record keeping
- Actively liaising with stakeholders
- Carrying out research as directed
- Undertaking all related administrative duties
- Assisting with the preparation of our Annual Report and being involved in working to deliver our Strategic Goals as set out in the Strategic Plan
- Other duties which may be specified from time to time

## **REQUIREMENTS**

### Essential

- Demonstrate excellent communication and interpersonal skills
- Proven strong administrative skills commensurate with experience
- Excellent IT skills- knowledge of Microsoft Word, Excel, Access, PowerPoint and Outlook
- Excellent planning, time management and organisation skills with the ability to work to deadlines while adhering to procedures
- Have a high standard of writing, presentation and numerical skills
- Strong analytical skills
- Self-confidence, initiative and drive with the ability to perform within a team
- Display a high standard of professionalism at all times
- Positive flexible attitude, be committed and keen to learn new skills/systems

### Desirable

- Previous experience in implementing National/EU legislation
- The ability to understand and interpret financial statements and/or knowledge of book-keeping or accountancy would be an advantage.
- Good research skills

## **SELECTION PROCESS**

Candidates will be initially assessed on the basis of their application and may be shortlisted for preliminary interview. The Commission may also hold secondary interviews.

### **SALARY RATE**

A salary of €28,739 rising, subject to satisfactory performance assessment, in annual increments to €48,975. Entry will be at the minimum of scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

### **PROBATIONARY PERIOD**

This will be 6 months from the date of actual commencement and is subject to the provision of satisfactory performance during that period.

### **HOURS OF WORK**

The hours of work are 37 hours per week.

Monday to Thursday: 09:00 to 17:30 with 1-hour lunch break  
Friday: 09:00 to 17:00 with 1-hour lunch break

### **ANNUAL LEAVE**

Annual Leave excluding public holidays is 23 days per annum. Rising to 24 days after 5 years and 25 days after 10 years.

### **PENSION SCHEME**

Membership of the Single Public Service Pension Scheme is mandatory (unless the applicant has been in a Public Service post within the past 6 months where membership of the CAR Superannuation scheme shall apply). The CAR is not a member of the Public Service Pension Transfer Network so it cannot take prior pensionable service into account.

### **OTHER BENEFITS**

- Access to cycle to work scheme
- Tax free Bus/ Luas/ Rail to assist with travel costs to and from work
- Access to Employee Assistance Programme

### **LOCATION**

The Commission is based in the 3<sup>rd</sup> floor, Alexandra house, Earlsfort Terrace, Dublin 2 opposite the National Concert Hall. We are convenient to the Luas St. Stephen's Green stop; several Dublin Bus routes including 46a, 44, 145, and 184 are nearby and we are about 15 minutes from Pearse Station on Westland Row. We are also a two-minute walk from the Matthews UCD route Bus stop on Leeson Street Lower.

### **APPLICATION**

Application including an up-to-date CV and a letter of motivation stating why you wish to be considered for this post should be emailed to [info@aviationreg.ie](mailto:info@aviationreg.ie) or posted to the above address to be received no later than 3pm on Friday, 20<sup>th</sup> of October 2017.