

Position Description

Real Estate Authority (REA)

POSITION TITLE	Regulatory Compliance Manager
GROUP	Regulatory Services
REA POSTION LEVEL	Level 17
LOCATION	Wellington
REPORTS TO	Head of Regulatory Services
LAST REVIEW DATE	March 2021

About REA

The Real Estate Authority (REA) is the independent government agency that regulates New Zealand licensed real estate professionals. We are a Crown entity established under the Real Estate Agents Act 2008.

Our purpose is to promote and protect the interests of consumers in respect of transactions that relate to real estate and to promote public confidence in the performance of real estate agency work. We aim to promote high standards of conduct in the real estate industry and help provide increased levels of protection for buyers and sellers of real estate.

As part of this role we:

- Oversee the regulatory framework for real estate professionals including licensing people and companies working in the real estate industry, and overseeing a continuing professional development programme for licensees
- We maintain Professional Conduct and Client Care Rules setting out the professional standards licensed real estate professionals must follow, and provide information and guidance to support them to meet their obligations
- Deal with complaints about the conduct of real estate agents
- Provide information for consumers about the real estate transaction process
- Maintain a public register of real estate agents which includes information about any upheld complaints.

Role Purpose

This purpose of this role is to lead REA's Regulatory Compliance team, which includes investigators and Complaints Assessment Committee (CAC) support roles, to help deliver a disciplinary process that is independent, transparent and effective.

The role is accountable for the effective and efficient delivery of assisting and directing compliance through interventions and investigations into matters which indicate unsatisfactory conduct or misconduct, and supporting parties through the CAC disciplinary process and the CACs to carry out their functions.

Delegations

The role holds the delegations for a Level 3 Business Unit manager, set out in the REA Delegated Authority Policy, which may be amended from time to time.

Staff

- **Internal:** 6 direct reports, 3 indirect reports.
- **External:** 20 CAC panel members, contractors as may be required.

Working Relationships

The position is required to build and maintain the following key relationships:

Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership Team
- Regulatory Services
- Legal Services
- Engagement, Insights and Education
- Corporate Services
- Complaints Assessment Committee panel members

External (outside REA)

- Complainants and respondents involved in the CAC process
- Legal representatives of parties in the CAC process
- Real Estate Agents Disciplinary Tribunal staff
- Key industry representatives
- Other government agencies and organisations

Key accountabilities

The key accountabilities of this role support delivery of REA's strategy and include:

Leadership

- Build a high performing team through effective leadership, mentoring and management of the Regulatory Compliance team
- Attract, develop and retain direct reports, enhancing the culture of the team and organisation
- Ensure team is appropriately supported and resourced to deliver the agreed workplan
- Work collaboratively with other Managers within Regulatory Services, and across the organisation, demonstrating a joined-up approach to achieving organisational goals

- Develop relationships with key stakeholders and enable key relationships across REA

Effective regulatory compliance delivery

- Lead, develop, implement and maintain the design and delivery of interventions, investigations and disciplinary services
- Design and develop the REA intervention approach to assist or direct compliance behaviour
- Provide leadership, technical direction and expert advice to the investigations team to ensure the provision of effective investigation services and solutions
- Oversee the planning and completion of complex investigations
- Support a focus on continuous improvements to systems and processes across Compliance teams

Regulatory risk management

- Conduct ongoing assessments to identify and manage key regulatory risks to REA
- Identify and report on emerging risks and unusual cases
- Support and implement actions to mitigate REA's regulatory and operational risks
- Support the development and review of REA's policies and guidance
- Analyse and understand the regulatory impact and benefits from disciplinary decisions

Qualifications, skills, knowledge and experience

The following qualifications, skills and experience are desirable:

- 5+ years' experience in leading people
- Significant experience in leading regulatory interventions or investigations
- Proven experience in the preparation of evidence and witness for Tribunal hearings
- Proven experience in building and leveraging key relationships
- Experience in risk identification and management
- Experience in the continuous improvement, design and implementation of regulatory tools, systems and processes
- A relevant tertiary degree or G-Reg qualification
- Public sector experience and knowledge and ability to influence
- Experience working across organisations, to achieve strategic outcomes
- Proven strategic thinking experience and providing thought leadership
- Project management capability
- Leadership skills and strong judgement in deal with complex issues
- Proven experience in leading, influencing and building credibility across a range of stakeholders, senior leaders and teams
- Strong relationship management skills
- Ability to build and develop positive working relationships within a team, across functions groups and with external stakeholders

- Ability to be self-driven and well organised

Key competencies

- Ability to work with limited supervision, to make decisions and work on own initiative
- Effective communication skills in order to deal tactfully and sensitively with people at all levels
- Excellent listening skills
- Good organisation and interpersonal skills
- Ability to establish and maintain good working relationships with a wide range of people
- Ability to work as part of a team
- Ability to operate within tight dealings and manage a number of work activities at any one time
- High standards of integrity and confidentiality and ability to remain calm under pressure, and to be flexible with shifting priorities

Client focus

- Provides responsive, respectful and knowledgeable service to internal and external clients
- Puts the client (internal and external) perspective at the forefront of decision making & works to create client- focused service and solutions
- Proactively and constructively deals with client problems
- Is aware of differing approaches relevant to engaging with and meeting the needs of clients

Communication

- Excellent written and oral communication skills with demonstrated ability to present complex information in a clear and accurate written and verbal format
- Organises information in a logical sequence
- Includes content appropriate for the purpose and the audience

Results orientation

- Establishes a plan of action to achieve expected results
- Employs a systematic approach to completing tasks
- Establishes and reviews priorities
- Takes timely corrective action
- Pursues high quality results
- Produces high quality reports

Integrity

- Maintains high personal standards of professional excellence
- Accepts full responsibility for own actions

Self-management

- Manages own workload, behaviour and emotions appropriately
- Remains calm and in control under pressure
- Seeks to continually develop self by acting on feedback and taking opportunities to learn.

Collaboration and team building

- Works closely with others to bring together resources for achievement of common objectives
- Promotes cooperation within and across teams through the sharing of resources and information. Seeks and values the contributions of others
- Reflects on how own working style impacts on others
- Sees things from others point of view and confirms understanding
- Works in a harmonious and collegial manner with colleagues and other staff

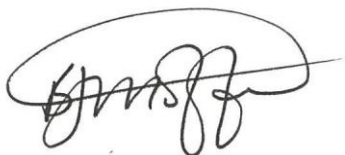
Problem solving and analysis

- Systematically analyses situations by developing frameworks that reveal the essential features and issues
- Uses analytical techniques to distinguish the important from the trivial
- Looks beyond the obvious and does not stop at the first answers
- Is objective and open-minded
- Uses academic training effectively, and freely shares disciplinary insights and analytic techniques with others

Judgement

- Recognises the need to consult before making a decision
- Understands the risks that may result from a decision
- Judgements take REA resources, constraints and values into consideration

Approved:



Belinda Moffat
Chief Executive / Registrar

Dated: 8 April 2021