

# Position Description

## Real Estate Authority

|                           |                                    |
|---------------------------|------------------------------------|
| <b>POSITION TITLE</b>     | Research and Insights Analyst      |
| <b>GROUP</b>              | Engagement, Insights and Education |
| <b>REA POSITION LEVEL</b> | 14                                 |
| <b>LOCATION</b>           | Wellington                         |
| <b>REPORTS TO</b>         | Education and Insights Manager     |
| <b>LAST REVIEW DATE</b>   | November 2023                      |

## 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

The purpose of this role is to support the co-ordination, development, and implementation of the REA research programme, through the analysis of data, information and intelligence, and to provide advice in the development of REA's understanding of drivers of risk, and harm prevention. This role will provide support to the Education and Insights Manager

relating to external provider management and assist the Engagement, Insights and Education team with the co-ordination of initiatives, activities and reporting to help increase industry professionalism and reduce consumer harm.

## Delegations

There are no delegations

## Relationships

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

### Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership Team
- Regulatory Services Team
- Legal Team
- Engagement, Insights and Education Team
- Corporate Services Team
- Other key staff as required

### External (outside REA)

- Licensees
- Real estate sector engagement groups and REINZ
- Education providers (Real Estate qualification providers including Skills and Open Polytechnic, and CPD providers)
- Research providers
- Focus groups

## Key accountabilities

The following key accountabilities of this role support delivery of REA's strategic priorities and includes:

### Research and Advice

- Working with external providers and across business units, to provide advice on the design and delivery of REA consumer, market and industry research requirements, reporting on outcomes to support the development of regulatory response strategies
- Design and deliver surveys to support delivery of REA's functions
- Support the analysis of complaint data to identify areas requiring further research and inquiry
- Support REA's work to identify and address the drivers of risk (strategic risk outlook) by connecting research, data and information
- Analyse data and research insights and, working with the Education and Insights Manager, and Senior Data and Insights Advisor provide advice on areas for regulatory focus and consumer information, based on research outcomes and analysis

- Assist the Education and Insights Manager to manage and oversee research contract providers to ensure research requirements are delivered on time and within budget
- Present and share research outcomes internally to support knowledge transfer across REA
- Maintain strong working relationships across all REA teams to ensure risks are identified and insights gained from research are focused on regulatory impact
- Works with Communications and Engagement team to determine suitable distribution and publication of outcomes as appropriate, in consultation with the Senior Leadership Team
- Leverage insights from research to support production of high-quality CPD verifiable training topics and materials
- Respond to ad-hoc requests for research and data insights
- Provide support and advice based on data and research insights, to inform REA's work to support diverse communities.
- Prepare and assist with the development of industry-focused reports
- Advise on outcomes, trends and themes identified through the research programme.
- Working closely with Senior Data and Insights Advisor and the Senior Education and Insights Advisor to identify opportunities for REA sector engagement and targeted regulatory focus.
- Work closely with other REA teams to identify and advise on research priorities and areas of focus.
- Provide support and advice, based on research and insights, on drivers of risk to the Education and Insights Manager.

#### **EIE team co-ordination support**

- Provide support to the Engagement, Insights and Education team to plan and track EIE's workplan to ensure alignment and delivery of EIE's 90 days plans, REA's business plan and SPE measures
- Support with tracking EIE's completion towards SPE measures
- Support the effective running of EIE weekly team meetings
- Assist with the development of presentation materials for stakeholder events and presentations, including working with the Senior Data Analyst to collate and analyse relevant regulatory data and information
- Co-ordinate and ensure the timely response to OIA requests as EIE's OIA Champion, ensuring adherence with REA's OIA policy
- Support monthly reporting requirements including the invoicing of expenses/ REA's monthly invoicing processes

#### **Qualifications, skills, knowledge and experience**

The following qualifications, skills and experience are preferred:

- Relevant tertiary qualification with minimum 2 years experience

- Research experience with experience analysing information and data
- Demonstrated experience developing and writing reports, and presentation of data and analysis to a range of audiences.
- Excellent numeracy and data analysis skills (i.e. ability to extract and share key insights)
- Demonstrated ability to provide sound advice to stakeholders to support decision making.
- Experience working within a regulatory environment and/or real estate sector
- Effective stakeholder management experience working across different groups of people
- Team player – works well in a small team, and collaboratively with a diverse range of internal and external stakeholders to build strong relationships.
- Ability to coordinate and assist with running programmes of work including, campaigns and initiatives
- Uses initiative and problem-solving skills
- Experienced using, or the ability to quickly learn how to use, various reporting and analysis tools and survey platforms
- Ability to provide insights and add value by way of recommendations and advice
- Experienced delivering reporting to support decision making

## 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 deadlines 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

## Customer focus

- Provides responsive, respectful and knowledgeable service to internal and external customers
- Puts the customer (internal and external) perspective at the forefront of decision making & works to create customer- 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
- Strong attention to detail

### 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

- 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

### **Oriented toward practical solutions**

- Is able to produce timely, well presented and accurate work on issues in a format appropriate for the intended audience

### **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: 6 November 2023