
Position Description

Real Estate Authority – Te Mana Papawhenua

POSITION TITLE	REA Intern
GROUP	Legal, and Engagement, Insights & Education
REA JOB LEVEL	11
LOCATION	Wellington
REPORTS TO	Legal Services Manager/Communications and Engagement Manager
LAST REVIEW DATE	April 2025

About REA – Te Mana Papawhenua

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.

Our Values

We are courageous – we rise to new challenges, anticipate and adapt to the future, champion innovation and hold ourselves to account.

We are collaborative – We build positive relationships, seek out new ideas, develop mutual understanding and deliver together.

We are inclusive – We embrace all backgrounds, respect different perspectives and celebrate diversity. We honour Te Tiriti o Waitangi.

We are fair – We act with integrity and empathy, adopt robust processes and strive to do the right thing.

Role Purpose

The purpose of the internship role is to provide support to REA teams on a wide range of regulatory, education, engagement, communication and corporate services activities and to bring a diverse perspective to REA.

In the 2025/26 rotation the focus will be on legal support for our regulatory activities as well supporting with writing communications, content for social media and Continued Professional Development (CPD) topics.

The Intern will be responsible for contributing to REA projects and/or initiatives that contribute to REA's role as the conduct regulator of the real estate profession and consumer protection agency and our strategic priorities.

The internship will rotate between the Legal Team, and Engagement, Insights, and Education (EIE), and may provide support to other teams as required.

Delegations

None.

Relationships

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

Internal (within REA)

- All staff
- Managers
- Senior Leadership Team
- Chief Executive

External (outside REA)

- Licensees
- Consumers
- Stakeholders
- Digital agencies
- General Public

Key accountabilities in 2025/26

Provision of support to initiatives and activities related to REA's regulatory services

- Assisting with legal research.
- Contributing to legal resource databases and libraries.

- Drafting legal summaries and other documents.
- Attending and participating in legal team meetings where key regulatory issues are discussed
- Shadowing litigation lawyers on key litigation matters arising in the Real Estate Agents Disciplinary Tribunal and other courts
- Attending internal meetings where legal advice is discussed
- Assisting in drafting legal documents, including submissions and memoranda for active litigation
- Developing litigation or other templates to support the legal team and/or REA's regulatory services

Communications and Engagement Support

- Provide communications support, writing and contribute to content for the pipeline of social media.
- Communications support for Continued Professional Development topics to promote the topics and ensure licensees are clear on what will be covered in the training.
- Working closely with EIE team members to ensure the accuracy of content subject matter to be delivered.
- Attending and participating in Engagement, Insights and Education meetings where key issues are discussed.
- Shadow EIE team members to gain understanding of the importance of communications and engagement as a regulator.
- Contributing to REA's work to support all people across New Zealand's diverse communities engaged in real estate transactions.

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills, and experience:

- Some relevant administration or customer service experience.
- Currently engaged in tertiary study within New Zealand, having completed at least 3 years of tertiary study in law.
- Understanding or experience working with diverse groups of people.
- Effective oral and written communication skills.

Key competencies

- Ability to work within a team and to deliver to required timeframes and instructions
- Excellent listening skills
- Strong written and verbal communication, reporting, content development skills
- Strong organisation and interpersonal skills
- Has regard to diverse perspectives at work and in the workplace, ensuring the fair and proper treatment of all people and groups of people
- Brings a diverse perspective to our policies, processes and systems and encourages

- others to do the same
- Champions REA values
 - Ability to work as part of a team and motivate others.
 - Ability to operate within tight dealings and manage competing priorities
 - High standards of integrity and confidentiality and ability to remain calm under pressure, and to be flexible with shifting priorities

Approved by:

Belinda Moffat

Chief Executive /Registrar

Dated: 15 April 2025