
Position Description

Real Estate Authority

POSITION TITLE	Licensing Officer
GROUP	Regulatory Services
REA JOB LEVEL	13
LOCATION	Wellington
REPORTS TO	Licensing and Compliance Manager
LAST REVIEW DATE	July 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 role is responsible for contributing to the delivery of REA's regulatory services, including administering the licensing regime, responding to enquiries from licensees as well as conducting activities related to regulatory risk management.

Delegations

This position has no delegations.

Relationships

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

Internal (within REA)

- Chief Executive/Registrar
- Head of Regulatory Services
- Regulatory Services Leadership team
- Engagement, Insights and Education Team
- Legal Team
- REA staff
- REA Senior Leadership Team

External (outside REA)

- Consumers
- Licensees
- The general public

Key accountabilities

Administering the licensing regime

- Consider and process applications for new or renewed licences, including requests for further information, analysing information, including criminal conviction and other checks, in accordance with REA process and guidance.
- Make recommendations for escalation to and/or decision by the Manager, Head of Regulatory Services or Registrar, as required.
- Process applications, renewals, suspensions, surrenders and revivals and change of circumstance requests and ensuring the public register is maintained and up to date.
- Correspond with licensees in a timely way and ensure timely and accurate record keeping.
- Complete reconciliation of licencing payments to ensure payments are associated with the correct licensee and receipts are issued, following REA processes.
- Provide contribution to maintenance of licensing and compliance process manuals as required.
- Responding to phone calls and email enquiries to help licensees understand and comply with obligations under the Real Estate Agents Act 2008, and associated rules and regulations.
- Provide excellent customer service by:
 - maintaining knowledge of relevant regulatory case law and REA guidance to ensure consistent and accurate responses; and
 - clarifying and understanding concerns and questions; and

- using resolution skills when necessary; and
- referring appropriate enquiries to other organisations.

Regulatory Compliance

- Contribute to various regulatory services compliance audits (such as Trust Account and Continuing Professional Development compliance audits) to assess licensee compliance and to ensure any non-compliance is addressed appropriately.
- Identify concerns around licensee compliance or entitlement to a licence, and ensure timely escalation to the Manager, Head of Regulatory Services or Registrar as appropriate.
- Process Official Information Act and Privacy Act requests in line with the REA Official Information and Proactive Release Policy and processes.
- Provide training to new staff on REA licensing and compliance processes and procedures.
- Support REA to keep external information and communications about licensing and compliance requirements up to date and accurate.
- Contribute development of policies and procedures as required

Qualifications, skills, knowledge and experience

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

- At least 2 years, relevant customer service work experience, including the ability to develop rapport with callers to ensure they feel heard and understood
- Be well organised, have a high degree of initiative, and excellent interpersonal, analytical and communication skills.

The following are desirable:

- A university qualification or equivalent training and/or experience
- An understanding of legal/regulatory/compliance functions and environments
- Knowledge of the Real Estate Agents Act and its related regulations and codes or a demonstrated ability to gain such knowledge quickly.

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
- Champions REA values
- Excellent listening skills
- Strong 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 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

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

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: 27 July 2023