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# Position Description

## Real Estate Authority

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<b>POSITION TITLE</b>	Intermediate Investigator
<b>GROUP</b>	Regulatory Services
<b>REA JOB LEVEL</b>	15
<b>LOCATION</b>	Wellington
<b>REPORTS TO</b>	Investigations and CAC Manager
<b>LAST REVIEW DATE</b>	July 2023

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## 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

Assist Complaints Assessment Committees (CAC) decision making by conducting independent, fair and transparent investigations into complaints about Licensees, working collaboratively across legal and other regulatory services teams.

Provide assistance and support to Senior Investigators and the Investigations and CAC Manager, and in some cases take the lead, in conducting investigations into complex, significant and challenging complaints, that have the potential to be a risk to REA.

Provide assistance in the design and delivery of proactive compliance campaigns and interventions designed to prevent, detect and deter harm and promote and protect the interests of consumers engaging in real estate transactions.

Provide investigation support and guidance to other REA teams.

Assisting with mentoring and coaching less experience team members and other REA staff.

## Delegations

This position has no delegations.

## Relationships

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

### Internal (within REA)

- Chief Executive
- Senior Leadership Team
- Regulatory Services team
- Legal Services team
- 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

## Key accountabilities

The following key accountabilities of this role assist in delivering our vision and strategic purpose:

- Investigating CAC directed complaints, REA own motion complaints and offences under the REA Act (including unlicensed trading and trust account issues) and working across teams in a case management approach, using investigation planning techniques and supporting timely evidential sufficiency assessments.
- Mentoring less experienced team members on investigation best practice and process
- Identifying areas of potential harm, using data and intelligence and designing and implementing interventions to address and reduce the risk of harm.
- Engaging effectively with clients, Licensees and other REA staff, Complaints Assessment Committee members, Real Estate Agents Disciplinary Tribunal staff and legal counsel.
- Self - managing workloads to meet expected quality, procedures and timeframes.
- Engaging with stakeholders (including Licensees) to help make compliance easy.
- Gathering industry and consumer intelligence and sharing information.
- Effective investigation planning and issue identification
- Effective case management and planning across multiple cases
- Drafting effective, clear, accurate and timely investigation reports
- Evaluating evidence and applying legislation.

## Qualifications, skills, knowledge and experience

You must have the following qualifications, skills and experience:

- A minimum of 3 years complaint handling, regulation or compliance experience
- 1 – 2 years investigation experience
- Experience in planning, interviewing and report writing
- Proven interpersonal skills and the ability to cope with challenging situations and people in stressful or sensitive situations
- An understanding of legal, regulatory and compliance functions, making compliance easy, and identifying and reducing risks
- Sound judgement and decision making.

The following are desirable:

- Experience working within a regulatory agency environment
- Experience in the preparation of case files and giving evidence at hearings
- Knowledge of the Real Estate industry

## Key competencies

### 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 and 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 towards 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 by:

Belinda Moffat **Chief Executive / Registrar**

**Date:** 27 July 2023