
Position Description

Real Estate Authority

POSITION TITLE	Legal Services Manager
GROUP	Regulatory Response and Legal
REA JOB LEVEL	18
LOCATION	Wellington
REPORTS TO	General Counsel
LAST REVIEW DATE	June 2026

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 position is responsible for supporting the General Counsel to meet the legal needs of the Board, Chief Executive, REA staff and independent Complaint Assessment Committees. They will be responsible for ensuring the Legal Services Team is competent to deliver expert

litigation and operational advice and for managing day-to-day litigation and operational work.

Delegations

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

Relationships

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

Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership team
- Complaints Assessment Committee members (CACs)
- Licensing, Enquiries and Complaints Team
- Board members
- All other REA staff and managers.

External (outside REA)

- Consumers and Licensees
- External legal providers
- Key industry stakeholders including Industry Advisory Groups and Real Estate Leaders Forum members and Continuing Professional Development Advisory Group
- Real Estate Agents Disciplinary Tribunal
- Other Public sector agencies within the property sector system
- External Legal providers, including Crown Solicitors offices and Crown Law Office

Key accountabilities

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

Leadership

- Build a high performing team through effective leadership, coaching, mentoring and management.
- 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 across the organisation, demonstrating a joined-up approach to achieving organisational goals and REA's strategic priorities. Develop relationships with key stakeholders and enable key relationships across REA.
- Develop relationships with key stakeholders, both within the industry and with government entities involved in complaint management and resolution.
- Manage people performance and bring out the best in staff to deliver high quality results.
- Identify and develop talent to build the people capability.
- Responsible that all team members are aware of and adhere to REA policies and procedures.

Expert Legal and Litigation Advice

- Manage the provision by the legal team of the REA's day to day legal requirements. The services that team provides include:
 - the provision of effective, timely and accurate operational legal advice to support those staff responsible for managing the licensing, complaints and discipline process and other regulatory activities of the REA
 - the provision of training and advice to Complaint Assessment Committees including through REA's case management approach
 - the effective management of litigation relating to REA's activities. This includes the engagement and coordination of external legal providers but may also involve some Real Estate Agents Disciplinary Tribunal and other Court appearances
 - identifying, reviewing and developing possible amendments to the Real Estate Agents Act 2008 and its associated Regulations and Codes, with support from the General Counsel and/or Principal Solicitor, Regulatory Policy.
- Providing high quality operational legal advice to REA managers, staff and Complaint Assessment Committees
- Demonstrating subject matter expertise in relation to the Real Estate Agents Act 2008 and any relevant legislation, regulations and codes
- Effective litigation management including the engagement and liaison with external legal advisers
- Ensuring the provision of timely, accurate and high-quality expert legal advice and expertise by legal staff to ensure effective quality outcomes from REA projects, including REA's Continuing Professional Development.
- Manage a litigation portfolio involving all complex, District or High Court litigation
- Assess and make recommendations to General Counsel, Senior Leadership Team and the Board on the approach to litigation matters
- Work closely with General Counsel to ensure the delivery of quality legal advice that is customer-focused, meets the needs of the REA and promotes a culture of excellence.

- Developing and providing training to Complaints Assessment Committees and REA staff on legislative compliance and legal issues that relate to the REA's regulatory environment
- Contributing to an on-going process of identifying reviewing and developing possible amendments to the Real Estate Agents Act 2008 and its associated Regulations and Codes

Governance Risk and Compliance

- Assisting the General Counsel in the minimisation of legal risk and exposure to the REA
- Assisting the General Counsel to ensure that the policies and practices underpinning REA's activities meet the highest possible standards, and are rigorous, fair, and able to stand up to in depth professional and judicial scrutiny
- Provide support to the General Counsel 's Privacy Officer obligations and manage an effective system for responding to OIA Act and Privacy Act requests on behalf of REA
- Provide support to the General Counsel with Board and Management Reporting

Qualifications, skills, knowledge and experience

The following skills, knowledge and experience is required:

- Tertiary qualification in law and current practising certificate
- 7+ years post admission work experience
- Proven leadership capability and the ability to motivate and maintain a high performing legal team. Team leadership experience strongly preferred
- Knowledge of or an understanding of legal/regulatory/compliance functions and environments
- Knowledge of the Real Estate Agents Act and its related regulations and codes (not essential, but candidates should have an ability to gain such knowledge quickly)
- Experienced in providing high quality operational legal advice.
- Proven effective litigation management including the management of external legal providers
- Integrity and sound judgement
- Ability to prioritise effectively under pressure, meet deadlines and process work in a timely fashion.

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
- 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.
- 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: 8 June 2026