

# Position Description

---

<b>Position title</b>	Regulatory Services Administrator
<b>Group</b>	Regulatory Services
<b>Location</b>	Wellington
<b>Reports to</b>	Regulatory Services Support Team Leader
<b>Last review date</b>	August 2016

---

## About REA

The Real Estate Authority (REA) is the independent government agency that regulates the New Zealand Real Estate Industry. Our job is to promote a high standard of service and professionalism in the real estate industry and help protect buyers and sellers of property. We provide information for buyers and sellers, provide guidance for agents and deal with complaints about agents' behaviour.

We are a Crown entity, established under the Real Estate Agents Act 2008.

Our purpose is to:

- deal with complaints about the behaviour of real estate agents.
  - provide comprehensive accessible information for people who are buying or selling property.
  - license people and companies working in the real estate industry and maintain a Code of Professional Conduct and Client Care setting out the professional standards they must follow.
  - maintain a public register of real estate agents which includes information about any upheld complaints.
- 

## Role purpose

The Regulatory Services Team is responsible for meeting REA's obligations in relation to complaint handling, licensing services and for the delivery of the continuing education programme. Within this team the administrators are responsible for the following:

Licensing – processing licence applications, maintaining licences and ensuring licensees meet their professional obligations.

Enquiries – answering queries from licensees and members of the public. Dealing with general enquiries and referring complaints appropriately.

Complaint Assessment Committee administration and support – providing the Complaints Assessment Committees with the administrative support they require to meet their statutory obligations.

Providing administrative support to the Regulatory Services team

---

---

including facilitators and investigators.

---

## **Delegations**

This position has no delegations.

---

## **Relationships**

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

### **Internal (within REA)**

- All staff
- Complaint Assessment Committee panel members

### **External (outside REA)**

Consumers, Licensees

---

## **Key accountabilities**

The following key accountabilities of this role assist in delivering the our vision and mission:

- Creating records and managing information in a manner consistent with REA's systems and information management needs and requirements.
- Engaging effectively with consumers, licensees, REA facilitators and investigators and other staff, and Complaints Assessment Committee members, Real Estate Agents Disciplinary Tribunal staff and legal counsel to develop effective working relationships and ensure the timely and efficient completion of cases and/or licensing applications.
- Receiving and making telephone calls, responding orally and in writing, preparing and editing quality emails, letters, memos etc. for internal and external audiences as required.
- Pro-actively contributing to the wider development and continuous improvement of Regulatory Services functions and related REA functions.
- Participation in project work as directed by the Head of Regulatory Services, or Team Leaders.
- Other administrative tasks, as directed by the Head of Regulatory Services, or Team Leaders, and may include assisting other REA teams.

Areas of focus for this role may include:

- administrative support for the facilitators
  - handling a personal caseload of complaints through the Complaints Assessment Committee referral process
  - managing the end to end processing of licence applications and associated tasks including communicating with licensees to ensure they are meeting their professional obligations in relation to Continuing Education and, where appropriate, Trust Account Audits etc
-

- 
- administrative support for the investigators including assisting, as required, with the investigation of complaints made to REA
  - administrative support for the Head of Regulatory Services
  - administrative support for the Regulatory Services Team Leaders.
- 

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

You must have the following qualifications, skills and experience:

- A university qualification or equivalent training and/or experience
- The role requires a person who is well organised, has a high degree of initiative and excellent interpersonal, analytical and communication skills.

The following are desirable:

- Relevant work experience.
  - An understanding of legal/regulatory/compliance functions and environments.
  - Knowledge of the Real Estate Agents Act (2008) and its related regulations and codes (or an ability to gain such knowledge quickly).
- 

### **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 & 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:



Kevin Lampen-Smith  
Chief Executive /Registrar

Dated: 1<sup>st</sup> September 2016