

---

# Position Description

## Real Estate Authority

---

<b>POSITION TITLE</b>	Research and Insights Advisor
<b>GROUP</b>	Engagement, Insights and Education
<b>REA POSTION LEVEL</b>	14
<b>LOCATION</b>	Wellington
<b>REPORTS TO</b>	Education and Insights Manager
<b>LAST REVIEW DATE</b>	March 2021

## 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 purpose of this role is assist and support the development and implementation of the REA research programme, through the analysis of data, information and intelligence. The role will also support work to identify drivers of risk and regulatory responses.

The Insights and Research Advisor is responsible for gaining insights by connecting research, data and information to develop the strategic risk outlook. This role also provides support to the CPD programme through research outcomes.

## Delegations

There are no delegations

## Relationships

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

### Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership Team
- Regulatory Services Team
- Legal Team
- Engagement, Insights and Education Team
- Corporate Services Team
- Other key staff as required

### External (outside REA)

- REA advisory and stakeholder groups
- Research service providers
- Focus groups

## Key accountabilities

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

### Research

- Designs and deliver REA consumer, market and industry research requirements, reporting outcomes to all business units and regulatory policy committee to support development of regulatory response strategies
- Design and deliver licensee surveys identifying opportunities to improve REA training, guidance and information
- Analyse complaints data to identify areas requiring further research and inquiry
- Analysis and reporting on research outcomes, identifying and providing advice on areas for regulatory focus and consumer information based on research outcomes and analysis
- Works with Communication and Awareness team to determine suitable distribution and publication of outcomes as appropriate, in consultation with Head of Engagement, Insights and Engagement and the Senior Leadership Team
- Engagement with contract provider for research services to ensure research requirements are delivered on time and within budget under supervision of the Education and Insights Manager

- Provides advice and support for development of verifiable training materials, SME's, training providers and internal stakeholders leveraging insights from research to support production of high-quality CPD verifiable training topics and materials.
- Presents research outcomes internally and supports Education and Insights Manager to deliver result outcomes externally as required
- Direct engagement with all REA teams to ensure risks are identified and insights gained from research are focused on regulatory impact
- Establish and maintain strong working relationships with external research stakeholders
- Provide support on day-to-day CPD inquiries from licensees as required

### **Advice**

- Advise on outcomes, trends and themes identified through the research programme.
- Working closely with Senior Data Analyst and Insights Advisor and Education and Insights Advisor to identify opportunities for REA sector engagement and targeted regulatory focus.
- Work closely with other REA teams to identify and advise on research priorities and areas of focus.
- Provide support and advice, based on research and insights, on CPD topics to the Education and Insights Manager.
- Provide support and advice, based on research and insights, on drivers of risk to the Education and Insights Manager.
- Provides support and advice to team colleagues and other business units, based on research and insights, on information, guidance and regulatory response strategies for diverse communities.

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

The following qualifications, skills and experience are preferred:

- Research experience with experience analysing information and data
- Demonstrated ability to provide sound advice to stakeholders
- Experience in supporting delivery of stakeholder engagement plans
- Demonstrated experience developing and writing reports
- Experience working within a regulatory environment and/or real estate sector
- Effective stakeholder management experience working across different groups of people
- Collaborative
- Strong relationship management skills

## **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

- Excellent listening skills
- Good 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
- Ability to operate within tight dealings and manage a number of work activities at any one time
- 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

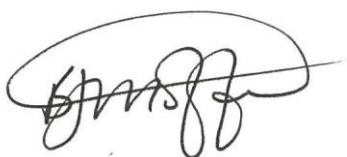
### **Oriented toward practical solutions**

- 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:



Belinda Moffat  
Chief Executive /Registrar

Dated: 29 March 2021