

Position Description

Real Estate Authority

POSITION TITLE	Legal Operations & Litigation Coordinator
GROUP	Legal
JOB LEVEL	13
LOCATION	Wellington
REPORTS TO	General Counsel
LAST REVIEW DATE	August 2021

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:

- 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.
- Deal with complaints about the behaviour of real estate agents.
- Provide information for people who are buying or selling property.
- Maintain a public register of real estate agents which includes information about any upheld complaints.

Role Purpose

REA's legal team is responsible for providing in-house legal advice to staff as well as compliance guidance for licensees relating to the Real Estate Agents Act 2008 (**Act**) and its associated Regulations and Code of Conduct. The in-house legal team also provides legal advice to our Complaints Assessment Committees (**CAC**), and actively manages litigation files before the Real Estate Agents Disciplinary Tribunal (**READT**) and other Courts.

This role is responsible for delivering high quality, effective operations and litigation support for the solicitors, Legal Services Manager and General Counsel. The role will also provide operational support for the General Counsel in their role as the REA Privacy Officer and REA's operational policy function.

The Legal Operations & Litigation Coordinator is a key role linking the legal team with our CAC Administrator colleagues, CAC panel members, READT Registrar, wider REA organisation. The role will also be a connection point for external stakeholders such as external providers, the Office of the Ombudsmen, Officer of the Privacy Commissioner and Ministry of Justice.

Delegations

This position has no delegations.

Relationships

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

Internal (within REA)

- Legal team
- CAC Administrators
- All other REA staff and managers as required

External (outside REA)

- CAC Panel members
- External legal providers
- READT registry staff
- Office of Privacy Commissioner
- Ministry of Justice
- Office of the Ombudsman

Key accountabilities

The Legal Operations & Litigation Coordinator is accountable for the day to day co-ordination of and supports the legal team's delivery of legal advice and management of litigation files as directed by the General Counsel.

The following key accountabilities of this role assist in delivering REA's strategic vision and purpose:

- **Legal operations**
 - Registering, processing and forwarding correspondence from the Real Estate Agents Disciplinary Tribunal and the REA's external legal counsel to relevant staff, and providing liaison support as required
 - Assisting with Board reporting and Industry Newsletters
 - Maintaining information resources such as the legal opinion and decisions registers
 - Maintaining the legal team's information management through M-Files and providing support and training on M-Files legal vault.
 - Providing general administrative assistance to other teams in REA as required.
- **Co-ordinating the litigation function**

- Providing administrative/secretarial support to the team as required
- Day to day litigation file management, including diarising relevant dates and date changes and providing information to REA legal and RST teams as required
- Preparing, copying and distributing litigation files to REA's external legal counsel
- Receiving READT decisions and updating cases in CRM
- **Relationship Building**
 - Work closely with CAC Administrators in co-ordinating provision of legal advice on CAC complaints and litigation files.
 - Proactively work with Regulatory Services' teams, as required, to support the litigation management functions of the Legal team.
 - Building relationship with the Registrar of the READT.
 - Acting as link between legal team and Regulatory Administrators.
 - Supporting legal staff including senior legal advisors, and working groups.
- **Publishing and legal communication**
 - Maintaining information resources such as the legal opinion and decisions registers.
 - Drafting case summaries for internal distribution within REA
 - Working with the Engagement, Insights & Education team to update website content and incorporation of legal advice.
 - Assisting in the development and distribution of the Legal team's reporting and litigation summary to CACs.
- **Supporting the Privacy Officer function**
 - Assisting in preparation of correspondence to Office of Privacy Commissioner and other relevant external parties
 - Monitoring and recording privacy incident reporting
 - Liaising with REA business units on Privacy Act requests or remedial action following breaches.
- **Administrative support to General Counsel**
 - Providing administrative/secretarial support to the General Counsel and team as required
 - Assisting in drafting correspondence in response to information requests
 - Monitoring the Legal team's litigation and workflow tools to assist the General Counsel and Legal Services Manager.

Qualifications, skills, knowledge and experience

The following skills and experience are required:

- Be well organised with a strong work ethic to deliver on team and personal commitments
- Relevant work experience in legal, regulatory and/or case management environments.
- A willingness to be contribute to the team's vision and to build relationships working across a range of teams
- Puts the client (internal and external) perspective at the forefront of decision making & works to create a client- focused service and solutions
- Proactively and constructively deals with client problems
- Demonstrated ability to be proactive
- Demonstrated strong written communication skills
- Proficiency with MS Office applications

The Following skills are preferred:

- A university qualification or equivalent training and/or experience
- Understanding of the Real Estate Agents Act and its related regulations and codes (or an ability to gain such understanding 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:

A handwritten signature in black ink, appearing to read 'B Moffat', enclosed within a large, loopy oval stroke.

Belinda Moffat
Chief Executive /Registrar

Dated: 20 October 2021