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# Position Description

## Real Estate Authority

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<b>POSITION TITLE</b>	Early Resolution Facilitator
<b>GROUP</b>	Regulatory Services
<b>REA JOB LEVEL</b>	14
<b>LOCATION</b>	Wellington
<b>REPORTS TO</b>	Regulatory Services Manager
<b>LAST REVIEW DATE</b>	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 oversee the regulatory framework for real estate professionals, provide information for buyers and sellers, provide guidance for real estate licensees and deal with complaints about licensees' 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 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 a key position within REA. Early Resolution Facilitators are responsible for dealing with complaints under the Real Estate Agents Act 2008 (the Act) in line with quality and timeliness measures. They are also responsible for responding to enquiries about potential complaints, providing compliance advice, and assisting with the development of REA guidance, information and training materials. Early Resolution Facilitator may also assist on a range of REA projects from time to time as required.

## Delegations

There are no delegations for this role.

## Relationships

### Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership Team
- Regulatory Compliance Team
- Regulatory Services Team
- Legal Team
- Other key REA staff and managers as required

### External (outside REA)

- Consumers and Licensees
- Eligible officers/Agency compliance managers
- Complaints Assessment Committee members
- REA stakeholders
- Complaint and resolution entities and providers

## Key accountabilities

The key accountabilities of this role support delivery of REA's strategy and include:

### *Understanding and clarifying concerns*

- Discuss concerns with parties to understand the key issues raised, avoiding bias towards any party.
- Identify regulatory and disciplinary issues.
- Manage expectations about the REA process and likely outcomes.
- Understands and applies principles of confidentiality throughout the process

### *Triaging and assessing concerns*

- Accurately apply triage criteria to assess complaint and enquiry pathways.
- Maintain regulatory knowledge to ensure consistent and accurate decisions.
- Exercise sound judgment to escalate complaints to the Registrar where appropriate.
- Support effective referral to other REA teams for further consideration
- Robust record keeping and file management to support ongoing investigation and complaint determination processes

### *Resolving complaints and enquiries*

- Use clear and empathetic communication skills to enable parties to understand each other's perspective, where appropriate, and the relevant REA rules.

- Use dispute resolution skills (such as active listening, reframing, summarising, reflection, use of open questions and silence) to empower parties to work together to resolve their concerns through a range of resolution processes, including mediation.
- Record resolution agreements clearly and concisely.
- Write complaint outcome letters that are plain English and well-reasoned.
- Create high-quality and accurate complaint referrals for the Complaints Assessment Committees.

### **Identifying risks**

- Recognise and escalate regulatory and organisational risks associated with complaints and enquiries.
- Support the management of any regulatory or organisational risk

### **Supporting regulatory goals and priorities**

- Assist in developing guidance and information for consumers and the industry.
- Provide coaching and support to the general enquiries team and function with complex enquiries.
- Contribute to team and REA projects and initiatives.

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

- 1 – 3 years' work experience in conflict/complaint/dispute resolution.
- Expertise in legal/regulatory/compliance and/or complaint resolution functions and environments.
- Knowledge of the Real Estate Agents Act and its related regulations and codes (or an ability to gain such knowledge quickly).
- A relevant tertiary qualification or equivalent training and/or experience.
- Certified, or working towards certification, with the Resolution Institute, Arbitrators and Mediators Institute of New Zealand (AMINZ), or equivalent

## **Key competencies**

### **Integrity**

- Maintains high personal standards of professional excellence
- Accepts full responsibility for own actions

### **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

### 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

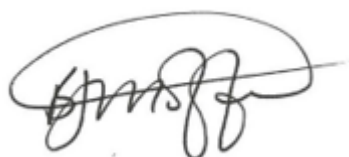
### Client focus

- 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
- Ability to relate to a wide range of people and work across different cultures

### Judgement

- Recognises the need to consult where appropriate before making a decision
- Understands the risks that may result from a decision
- Judgements take the Authority resources, constraints and values into consideration.

Approved:



Belinda Moffat  
Chief Executive /Registrar

Dated: 16 September 2021