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# Position Description

## Real Estate Authority

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<b>POSITION TITLE</b>	Complaints Assessment Committee Panel Member
<b>REPORTS TO</b>	The Real Estate Authority (REA)
<b>LAST REVIEW DATE</b>	September 2018

### 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

As a member of Complaints Assessment Committees (CAC) appointed by REA under s 75 of the Real Estate Agents Authority Act 2008 (the Act), to deal effectively with complaints and allegations about licensees.

### Relationships

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

#### Internal (within REA)

- All staff
- Complaint Assessment Committee panel members

## Key priorities

The critical activities for the CAC panels are to:

- review complaints and information gathered
- make decisions as empowered under the Act
- convene (including by teleconference) to discuss and agree on committee's decision
- draft robust decisions with reference to relevant law and precedents and clear reasons for decisions
- ensure timely turnaround of decisions and determinations
- liaise with REA staff ensure sound decision-making process

## Key accountabilities

The key accountabilities of CAC panel members are to:

- make and return timely decisions and determinations to REA
- ensure observance of the rules of natural justice, procedural fairness and evidence
- ensure decisions and processes are in accordance with the object and purpose of the Act
- ensure that all written decisions and determinations are in compliance with REA guidelines
- be available for all scheduled CAC teleconferences and any face-to-face meetings
- participate in induction and training days
- be responsive to requests and enquiries from REA
- maintain open and regular communication with REA staff in all aspects of CAC processes
- record timesheets and submit these at least monthly to REA

## Qualifications, skills, knowledge and experience

You must have the following qualifications, skills and experience:

- experience and knowledge of:
  - - law\*
  - - the real estate industry
  - - consumer affairs
- excellent writing skills
- sound reasoning and logic
- making decisions that may be subject to review
- collective decision-making

\*One of the members of each Committee must be a lawyer of not less than 7 years' experience