
Position Description

Real Estate Authority

POSITION TITLE	Senior Investigator
GROUP	Regulatory Services
LOCATION	Wellington
REPORTS TO	Team Leader Investigations
LAST REVIEW DATE	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

- Assisting Complaints Assessment Committees (CACs) in handling cases referred to the CAC for investigation; a proportion of the case handling work will include the more complex, significant and challenging complaints, and complaints that have the potential to be a risk to REA.
- Delivering proactive compliance activities and interventions designed to promote and protect the interests of consumers engaging in real estate transactions.
- Assist with mentoring, guidance and staff training.

Delegations

This position has no delegations.

Relationships

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

Internal (within REA)

- Investigations Team Leader,
- Investigators,
- Legal and Operational Policy Advisers,
- CE/Registrar, and all REA staff and managers

External (outside REA)

- Clients
- Licensees and witnesses
- Complaints Assessment Committees (CACs)
- Real Estate Agents Disciplinary Tribunal (READT) staff and;
- internal and external legal counsel

Priorities

The Senior Investigator is responsible for successfully managing the investigation of complex complaints, cases, and inquiries, by

- Analysing information received in respect of investigations and in doing so preparing high quality reports, statements, affidavits and briefs of evidence
- Ensuring investigations and compliance activities meet the highest possible standards, are rigorous, fair and able to stand up to close professional and legal scrutiny
- Preparing and delivering high quality compliance advice
- Successfully managing interactions with witnesses, investigators and internal legal counsel
- Liaising with external legal counsel in relation to Tribunal and District Court matters
- Using information and intelligence in a manner consistent with the aims of REA, the Act and best practice
- Maintaining documents and records as per REA's policies and best practice case management techniques
- Interact with the Regulatory Services Team to provide information and guidance on matters of significance
- Taking a lead role in project work
- Other tasks and duties as may be assigned from time to time

Key accountabilities

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

- Engaging effectively with clients, licensees and other REA staff, Complaints Assessment Committee members, Real Estate Agents Disciplinary Tribunal staff and legal counsel
- Completing all work in a timely manner to a high-quality standard
- Receiving and making telephone calls, responding orally and in writing, preparing and editing emails, letters, memos etc. for internal and external audiences as required.
- Working in collaboration with REA staff, and for providing specialist knowledge and assistance as required
- Mentoring REA staff on matters of process and practice and assisting with specific cases where appropriate
- Proactively contributing to the development and efficiency of the REA's practice, procedure and culture
- Ensure appropriate record keeping in relation to all work

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills and experience:

- At least 5 -10 years' experience in an investigative environment
- A proven ability to undertake complex complaint handling and compliance work
- An in depth understanding of legal, regulatory and compliance functions and environments
- Sound judgement and decision making
- Knowledge of the Real Estate Agents Act and its related regulations and codes or an ability to gain such knowledge quickly
- A relevant tertiary or professional qualification
- Appropriate training and/or investigations experience
- Achieved, or working towards achieving the Level 4 National Certificate in Public Sector Compliance qualification

The following are desirable:

- Experience working within a regulatory environment agency

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: August 2016