
Position Description

Real Estate Authority

POSITION TITLE	Senior Investigator
GROUP	Regulatory Services
LOCATION	Wellington
REPORTS TO	Team Leader Investigations
LAST REVIEW DATE	September 2019

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 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:

- Deal with complaints about the behaviour of real estate licensees.
- 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 licensees which includes information about any upheld complaints.

Our Vision

A better real estate experience for all.

Our Values

We are professional. We are proactive. Our people matter.

Our Story

The Real Estate Authority (REA) is the independent government agency that regulates the New Zealand Real Estate Industry. We are a Crown entity, established under the Real Estate Agents Act 2008. Our purpose is to promote and protect the interests of consumers with respect to real estate transactions and to promote public confidence in real estate agency work. Our strategic goal and outcome is to have empowered consumers working with trusted real estate professionals.

Role Purpose

Assisting Complaints Assessment Committees (CAC) in investigating complaints. Many will include complex, significant and challenging complaints.

The design and delivery of proactive compliance campaigns and interventions designed to prevent, detect and deter harm and promote and protect the interests of consumers engaging in real estate transactions.

Assisting with mentoring and coaching less experience team members and other REA staff.

Delegations

This position has no delegations.

Key responsibilities

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

- Investigating CAC directed complaints, REA own motion complaints and offences under the REA Act (including unlicensed trading and trust account issues)
- Mentoring less experienced investigators on investigation best practice and process
- Identifying areas of potential harm, using data and intelligence, designing and implementing interventions to address and reduce the risk of harm
- Engaging effectively with clients, licensees and other REA staff, Complaints Assessment Committee members, Real Estate Agents Disciplinary Tribunal staff and legal counsel
- Self-managing workloads to meet expected quality and timeframes
- Sound judgement in evaluating evidence, applying legislation
- Professional report writing for Committees, Tribunals and District Court proceedings
- Contributing specialist compliance & investigative expertise to REA
- Gathering industry and consumer intelligence and sharing information
- Engaging with stakeholders (including licensees) to help make compliance easy
- All matters of preparation for tribunal and court hearings including drafting witness briefs, witness management, assisting counsel

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

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills and experience:

- At least 3 years' experience as an investigator
- Experience in the preparation of case files for Tribunal and District Court charges and giving evidence at hearings
- Exceptional investigation planning, report writing and interviewing skills
- An in depth understanding of legal, regulatory and compliance functions, making compliance easy and identifying and reducing risks
- Sound judgement and decision making
- Proven ability in evaluating evidence and applying legislation
- Knowledge of the Real Estate Agents Act and its related regulations and codes or an ability to gain such knowledge quickly

The following are desirable:

- Experience working within a regulatory agency
- Level 4 National Certificate in Public Sector Compliance

General

- To adhere to all REA policies and procedures at all times
- To carry out any other reasonable duties as required. Including providing support in other work areas to assist with coverage for busy periods, absence etc.
- To work with other team members across the business to achieve consistent goals
- To adhere to and promote REA values at all times
- Adherence to, and of promotion of Health and Safety policies and procedures at all times
- Diligent completion of allocated tasks in a timely and accurate way at all times
- The Employee's duties are set out in the job description which will and can be amended from time to time by the employer. To allow flexibility in the workplace, REA may ask the employee to perform duties other than the employee's customary duties.
- Adhere to the State Services Commission code of conduct

Approved:



Kevin Lampen-Smith

Chief Executive /Registrar

Dated: 09 October 2019