

Position Description

Real Estate Authority

POSITION TITLE	Case Coordinator
GROUP	Regulatory Services
REA JOB LEVEL	13
LOCATION	Wellington
REPORTS TO	Team Leader (Case Coordinators)
LAST REVIEW DATE	July 2023

About REA

The Real Estate Authority (REA) is the independent government agency that regulates New Zealand licensed real estate professionals. We are a Crown entity established under the Real Estate Agents Act 2008.

Our purpose is to promote and protect the interests of consumers in respect of transactions that relate to real estate and to promote public confidence in the performance of real estate agency work. We aim to promote high standards of conduct in the real estate industry and help provide increased levels of protection for buyers and sellers of real estate.

As part of this role we:

- Oversee the regulatory framework for real estate professionals including licensing people and companies working in the real estate industry, and overseeing a continuing professional development programme for licensees
- We maintain Professional Conduct and Client Care Rules setting out the professional standards licensed real estate professionals must follow, and provide information and guidance to support them to meet their obligations
- 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

REA oversees the complaints and discipline process set out in the Real Estate Agents Act 2008. Part of that process includes the consideration of complaints by independent Complaints Assessment Committees (CAC).

The purpose of the Case Coordinator position is to provide administrative case management oversight of complaints referred to the CAC to ensure the orderly and

timely consideration of complaints. The Case Coordinator provides administrative support to the CACs to enable them to fulfil their statutory obligations, coordinates engagement between CACs and REA staff with respect to progress of a complaint and administers the release of case decisions in accordance with orders from the CAC.

Delegations

This position has no delegations.

Relationships

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

Internal (within REA)

- Chief Executive/Registrar
- Senior Leadership Team
- Regulatory Services team
- Legal Services team
- Complaints Assessment Committee panel members

External (outside REA)

- Complainants and respondents involved in the CAC process
- Legal representatives of parties in the CAC process
- Real Estate Agents Disciplinary Tribunal (READT) staff

Key accountabilities

CAC Coordination and Administration

- Managing a caseload of complaints through the CAC process in accordance with agreed timeliness and quality standards, including preparing and maintaining accurate and timely notes of case meetings.
- Coordinating CAC meetings, providing relevant documents and recording outcomes.
- Providing assistance to their allocated CAC to seek advice from the REA Legal or Investigations teams regarding complaints.
- Communicating with parties to complaints to advise of timelines and progress, in a timely way, and providing disclosure and other case documents as required by the CAC, and or REA legal and/or Regulatory Services team members.
- Escalating any delays or issues to team leader so that issues can be resolved in a timely way.
- Developing effective working relationships with the parties of the complaint and other key stakeholders including teams within REA.
- Providing regular reporting to CAC members, REA staff involved in the case, and managers throughout the CAC process.

- Preparing complaints and decisions, for distribution to the parties during the CAC process, to ensure confidentiality and privacy as required.
- Proof reading of CAC decisions before release to parties.
- Preparing, updating and uploading CAC decisions for publication in accordance with REA guidelines, including peer review processes.
- Providing administrative and coordination support with respect to laying of charges on behalf of the CAC to the Tribunal, including ensuring key process dates and party details in charges are correct and coordinating meetings with the Legal team to ensure documents are filled and up to date.
- Filing charges with the Tribunal on instruction from the CAC.
- Working with the legal team to keep the CAC up to date on progress of a case through the Tribunal Process, providing case coordination and case administration support as required.
- Liaising with the parties on any outstanding orders and fines from CAC and the Real Estate Agents Disciplinary Tribunal Decisions (READT), and reporting any delays to managers in a timely way
- Assisting the Team Leader with the coordination and administration of CAC induction or other training sessions.
- Reviewing CAC members timesheets ensuring all information is collated and making recommendations for payment. Raising any unusual entries with the Team Leader or Head of Regulatory Services.

Investigation support

- Provide assistance to the Investigation team members, including grammar and formatting check of investigation report, preparing documentation for disclosure phase of an investigation and distributing out to all parties within REA's timeframes for all responses.

Regulatory risk management

- Processing Official Information Act and Privacy Acts requests in accordance with the REA Official Information and Proactive Release Policy.
- Escalating regulatory and organisational risks associated with compliance to team leader and managers.

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills, and experience:

- Previous case management and administrative experience
- Experience in communicating with parties and careful documentation management
- Understanding the importance of confidentiality and privacy obligations.
- Be well organised, have a high degree of initiative, and excellent interpersonal, analytical and communication skills.

The following are desirable:

- A university qualification or equivalent training and/or experience
- Experience in complaint handling or dispute resolution
- An understanding of legal/regulatory/compliance functions and environments
- Knowledge of the Real Estate Agents Act and its related regulations and codes (or an ability to gain such knowledge 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 and 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 towards practical solutions

- 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: 27 July 2023