
Position Description

Real Estate Authority

POSITION TITLE	Senior Legal and Regulatory Policy Advisor
GROUP	Legal
JOB LEVEL	L16
LOCATION	Wellington
REPORTS TO	General Counsel
LAST REVIEW DATE	January 2025

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

As a regulator operating in a dynamic environment with significant regulatory, legislative and compliance implications for the real estate industry, the Senior Legal and Regulatory Policy Advisor is responsible for:

- Actively monitoring and evaluating legislative and regulatory changes, ensuring alignment of REA's activities with evolving legislative and policy settings.

- Anticipating and identifying emerging issues in the real estate sector, and the impact of such issues on the interests of consumers and licensees in the real estate context.
- Supporting REA's regulatory policy activities and workplans to ensure timely advice and guidance internally and externally, and REA's participation, as appropriate, in legislative and policy processes within the real estate context.
- Building and maintaining strategic relationships with government agencies, industry stakeholders, and private sector representatives to ensure REA remains a trusted and credible contributor, as required, to the development of legislative and policy settings in the real estate sector.
- Contributing to the development of statutory instruments, codes, and standards to ensure REA's regulatory framework is fit-for-purpose and responsive to sector needs.

This senior role aligns with REA's strategic objectives by enabling proactive engagement with the sector and wider property system in issues of importance in the real estate sector, ensuring REA effectively delivers its regulatory mandate.

Delegations

No delegations

Relationships

Internal (within REA)

- Chief Executive
- General Counsel
- Senior Leadership Team
- Legal Team
- Regulatory Services Teams
- Engagement, Insights, and Education team
- Other key staff as required

External (outside REA)

- Consumers and Licensees
- Complaints Assessment Committee members
- External legal providers
- Boards members
- Other stakeholders including, other regulators, government entities or industry representatives

Key Accountabilities

Legal and Regulatory Policy Advice

- Provide expert legal and regulatory policy advice to support REA's regulatory decision-making and effectiveness.
- Assess and advise on the impact of changes to legislation and regulations affecting the real estate sector, public sector, and broader regulatory environment.

- Develop tertiary statutory instruments, codes, standards, exemptions, rules, and other regulatory instruments for approval by the Chief Executive and Board.
- Contribute to the development and implementation of REA's Regulatory Standards, regulatory approach, and decision-making principles.
- Support the provision of guidance or advice to the Minister, Ministry of Justice, and other government agencies on real estate matters of relevance to REA.
- Support effective decision-making by REA's senior leadership team, Chief Executive, and Board on regulatory policy issues.
- Oversee and guide REA's Regulatory Policy Committee to ensure timely and accurate regulatory guidance to the sector

Business Improvement and Change

- Analyse and advise on challenges or risks to existing interpretations of legislation and regulatory policies.
- Translate legislative or government policy changes into practical regulatory operating procedures.
- Contribute to projects and initiatives that deliver on REA's strategic priorities.
- Identify opportunities to improve the effectiveness and efficiency of REA's regulatory processes.

Research and Analysis

- Conduct research and analysis to produce regulatory intelligence and support evidence-based decision-making.
- Evaluate the risks and benefits of policy options, develop assessment criteria, and frame clear recommendations.
- Collaborate with the Engagement, Insights, and Education team to analyse trends in complaints and disciplinary outcomes, identifying systemic issues and opportunities to address consumer harm and enhance REA's regulatory impact.
- Work with the Regulatory Services team to ensure internal procedures remain fit-for-purpose and aligned with REA's regulatory objectives.

Qualifications, Skills, Knowledge, and Experience

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

- Qualified lawyer with at least 5 years of post-admission experience.
- At least 3 years' relevant experience in a regulatory operating environment.
- Proven knowledge of the machinery of government and legislative processes.
- Experience working in public sector agencies.
- Strong critical thinking, attention to detail, and problem-solving skills.
- Excellent oral and written communication abilities, including the ability to present complex information clearly.
- Demonstrated ability to work autonomously, navigate ambiguity, and support sound decision making.

- Strong interpersonal skills and ability to build effective relationships across diverse stakeholders.

The following are desirable:

- Knowledge of the New Zealand real estate market.
- Familiarity with regulatory theory and best practices.

Key Competencies

- Ability to work with limited supervision, to make decisions and work on own initiative
- Effective communication skills in order to deal tactfully and sensitively with people at all levels
- Champions REA values
- Excellent listening skills
- Strong organisation and interpersonal skills
- Ability to establish and maintain good working relationships with a wide range of people
- Ability to work as part of a team and motivate others
- Ability to operate within tight dealings and manage competing priorities
- High standards of integrity and confidentiality and ability to remain calm under pressure, and to be flexible with shifting priorities

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:

Belinda Moffat
Chief Executive /Registrar

Dated: January 2025