

Position Description

Role title	Residential Sales Manager	Last reviewed	1/10/2024
Division	Sales and Corporate Affairs	Team	Sales and Marketing
Reports to	Residential Sales Lead	Classification	ASO7
Direct reports	None		

Role Purpose

Manage residential sales activities across Renewal SA's portfolio of projects to support the achievement of financial and strategic objectives of Renewal SA's significant residential project portfolio.

Key Accountabilities

- Manage project sales from sale to settlement to ensure project revenue targets are achieved.
- Implement and oversee strong internal contract workflow and processes to manage all sales contracts.
- Support achieving monthly and overall sales budgets and forecasts to ensure delivery of Renewal SA's Strategic Plan and the state government's residential housing commitments.
- Manage contracted sales agencies against agreed targets, objectives and service expectations while mitigating risk and ensuring a high level of customer service.
- Prepare and present sales forecasts, budgets, and performance reports to senior management and other stakeholders as required.
- Build and maintain strong relationships with key internal and external stakeholders.
- Monitor and analyse sales team feedback, customer needs, and competitor activity to identify new sales opportunities, inform land releases and product design and develop strategies to capitalise on opportunities.
- Collaborate with marketing teams to ensure that sales goals are aligned with business objectives and effectively communicate Renewal SA's value proposition to maximise sales rates.

Key Relationships

Internal	
Who	Why
Manager	Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.
Work Team	Participate in meetings, share information, and provide input on issues. Support team members and work collaboratively to contribute to achieving team outcomes.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Who	Why

External Stakeholders	Engage with relevant stakeholders to facilitate communication, provide expert advice, gather, and exchange relevant information.
Vendors/Suppliers/ Consultants	Manage contracts for quality, on-time service delivery, compliance, and performance targets.

Key Challenges

- Balancing the diverse demands of various stakeholders and engaging in effective negotiations to ensure stakeholder satisfaction and overall project success.

Qualifications and Technical Requirements

- Previous experience in residential project sales management.
- Real Estate License is desirable.

Special Conditions

- Out of hours work may be required.
- Inter/intrastate travel may be required.
- The incumbent must meet the WHS responsibilities and accountabilities as set out in the Renewal SA WHS Policy commensurate with their role. This includes ensuring that any work undertaken by or on the behalf of Renewal SA, is undertaken in accordance with the WHS Act 2012, Regulations, Codes of Practice, and internal Specifications.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997
- The role is deemed a 'Position of Trust' pursuant to the standards required in the Australian Government Protective Security Policy Framework
- A current satisfactory National Police Clearance is required and renewed as per Renewal SA's policy.

Key Capabilities

The [Renewal SA Capability Framework](#) integrates the Renewal SA Strategic Plan and the South Australian Public Sector Values to define the capabilities we need to operate effectively. Our Framework is led by four principles that are critical themes and considerations that ensure safety, personal leadership, best practice, and our communities are at the forefront as we apply our capabilities.

All the capabilities within the Renewal SA Capability Framework are relevant for all employees. The below outlined capabilities are specifically needed to successfully perform the role.

Capability Group	Capability	Level	Behaviours
Culture and Collaboration	Communicate effectively	Intermediate	<ul style="list-style-type: none"> Use concise language to target messages and avoid overwhelming audiences. Structure communications to deliver the purpose with impact, using facts or insights, as necessary. Adjust communications according to the audience to find the right channels to maximise reach. Understand and apply better ways to use inclusive language and communicate in the voice of Renewal SA.

Strategy and Growth	Understand government priorities and context	Intermediate	<ul style="list-style-type: none"> Understands the goals and priorities of the Minister and Renewal SA and support as needed when priorities change. Actively stay up to date on the policies and legislative requirements and their application and impact to your role. Be aware of SA government requirements for governance and apply knowledge in developing or managing forums. Understand the roles and authorities across Renewal SA to efficiently direct decisions and escalations.
Innovation and Agility	Navigate reform and change	Intermediate	<ul style="list-style-type: none"> Lead the understanding of the change purpose and impact with your team and promote communications or information. Engage with your team to assist them in becoming comfortable with the potential impacts of the change. Show awareness of concern in others in your team and support them to find ways to accept and adopt the change. Understand broader reform initiatives and the current and potential impacts on Renewal SA and your team.
Solutions Focused	Prioritise and plan	Intermediate	<ul style="list-style-type: none"> Demonstrate detailed understanding of the activities and actions required to achieve the objectives in planning activities. Take part in the planning of team goal setting and contribute to identifying key work activities. Develop schedules of the work activities, sequence and timeframes to achieve your role in the plan. Proactively prepare updates to plans or scheduling where impacts to the work activities are forecast or expected.

Delegate		Role occupant	
This position profile accurately outlines the expectations of the role.	<input type="checkbox"/>	I have read and understood the role and expectations of me.	<input type="checkbox"/>
Name		Name	
Title		Signature	
Signature			
Date	Click to enter a date.	Date	Click to enter a date.