

Position Description

Role title	Sales Administration Officer	Last reviewed	May 2026
Division	Sales and Corporate Affairs	Team	Sales and Marketing
Reports to	Residential Sales Manager	Classification	ASO4
Direct reports	Nil		

Role Purpose

To provide sales administration support for residential development sales, including contract and system administration to ensure accurate, compliant and efficient contract execution, settlement processes and stakeholder coordination.

Key Accountabilities

- Administer sales contracts for land and house and land packages, ensuring accuracy, compliance and timely processing from contract execution through to settlement.
- Review and manage contract documentation and processes, ensuring all terms, conditions, and obligations comply with Renewal SA requirements, relevant legislation and regulations.
- Coordinate with internal teams, sales agents, conveyancers, builders, and purchasers to support a smooth contract and settlement process.
- Maintain accurate records of contract progress, variations, and settlements within Renewal SA systems.
- Monitor contract milestones and manage execution, extensions, variations, or special conditions as required.
- Prepare and maintain financial and sales reporting, ensuring accurate data for project tracking and governance purposes.
- Ensure all documentation and processes comply with relevant legislation, regulations, and Renewal SA policies.
- Manage correspondence and enquiries from purchasers and various stakeholders in a professional and timely manner.
- Coordinate and support broader sales administration activities, including invoicing processes and team operations to ensure accurate records, timely processing and compliance in accordance with Renewal SA policies and procedures.
- Contribute to continuous improvement of sales contract processes and documentation to enhance efficiency and customer experience.

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
Other Government Agencies	Establish networks and collaborative relationships across SA Government to share ideas and learnings and develop common responses to emerging issues.
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

- Managing a high volume of sales contracts across numerous residential sales projects with different timeframes and sales programs.
- Ensuring a high level of attention to detail across all contract documents inline with the relevant legislation, policies and procedures.
- Strong management of the Salesforce CRM system with regular and accurate updates input and reporting generated to support sales update to senior management.

Qualifications and Technical Requirements

- Relevant qualifications or demonstrated experience in sales administration, contract administration, property sales support, or a related field.
- Experience in customer relationship management (CRM), Salesforce highly desirable.
- High attention to detail.

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	Make an impact	Intermediate	<ul style="list-style-type: none"> • Undertake analysis of problems to ensure solutions address the issues identified for the stakeholders identified. • Support solutions through well documented research, modelling or other means that demonstrates they address the issues. • Articulate the secondary benefits of solutions including impacts to Renewal SA's communities or service delivery. • Promote environmental, sustainable and social considerations into solution development and benefits definitions.
Innovation and Agility	Be flexible	Intermediate	<ul style="list-style-type: none"> • Show understanding for changing priorities and rapidly adjust workload accordingly. • Respond to changes in work environment with understanding of the new skills required and how to develop them. • Be comfortable working in new ways and adapting to changing organisational systems and processes. • Be comfortable working with new people, including those from outside of Renewal SA.
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.

			<ul style="list-style-type: none"> • 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.