

Role Description



Government
of South Australia
SA Housing Trust

Role title	Vacancy Assessment Officer		
Directorate	Property Services		
Business unit	Maintenance and Renovations		
Reports to	Team Leader, Vacancy Assessment	Classification	ASO4

Role Summary

The Vacancy Assessment Officer is accountable for providing a range of field operations to support quality vacancy / transfer services and asset decisions and providing contract monitoring services.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

The Property Services directorate is responsible for overseeing the planned management of the SA Housing Trust's \$15bn housing portfolio. Our focus is two-fold; to renew and grow our public housing assets in a way that best supports social housing outcomes for South Australians and to improve access to affordable housing opportunities, through both rental and home ownership, for low to moderate income households. With a strong focus on optimising housing for our tenants, prioritising asset planning, development, divestment, retention decisions and delivering Affordable Housing, we deliver on outcomes by working in partnership with the Property Development sector, Federal, State and Local government and the building industry.

Primary outcomes and responsibilities

Monitor and evaluate the work undertaken by Head Contractors (HCs) and other contractors in relation to vacancy management.

Assess and manage vacancy/transfer repairs to SA Housing Trust (the Trust) / AHS properties to meet accommodation standards within agreed time frames and in accordance with asset guidelines.

Coordinate the abandon goods process with the HC when the scoping of the property is undertaken. Reassess outstanding maintenance orders to expediate delays with the HCs to enable properties to be finalised for lease.

Coordinate maintenance works undertaken by the wider maintenance team, working in conjunction with Maintenance Administration Officers and Maintenance Field Officers.

Create improvements within the vacancy management process to achieve the strategic outcomes of the Vacancy Management Program.

Undertake final vacancy inspections to certify the property meets organisational requirements, including compliance with the Technical Specification and accommodation standards.

Assess detailed scopes of works provided by HCs in accordance with accommodation and/or sales standards, including reading water meters, reporting abandoned goods, nominating item codes and estimating cost of works.

Liaise with Housing Officers in relation to the progress of vacancy maintenance works.

Undertake desktop auditing to verify the accuracy and validity of claims made by HCs and other contractors.

Verify that HCs and other contractors meet Contractual Performance Standards and address matters that may be of significant risk to the Trust.

Undertake a range of document and field audits to monitor the HCs in accordance with Trust's standards, policies and procedures.

Issue notices and reports to outsourced service providers regarding non-compliance and assist in addressing any discrepancies to provide for appropriate service delivery outcomes.

Provide relevant documents and other supporting information to support appeal responses and represent the Trust at appeal hearings.

Assist in the preparation of high quality draft responses to Ministerial and tenant enquires.

Liaise with outgoing tenants and inform them of their responsibility regarding tenant charges and repayments requirements.

Identify properties for inclusion in annual maintenance programs.

Participate in the ongoing development of regional asset guidelines.

Participate in regional business planning processes and implement initiatives to meet both regional and corporate Key Performance Indicators.

Recommend long term property purpose at time of vacancy in accordance with regional Asset Management Plan guidelines.

Liaise with Allocation Officers and Sales and Acquisitions regarding potential sale of properties.

Assess and recommend vacancies for upgrade work in line with asset guidelines.

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

The successful applicant may be required to hold a current Australian issued Drivers Licence, which must be maintained.

Working relationships

Team Leader, Vacancy Assessment (direct manager)

Senior Manager, Vacancy

Staff within the SA Housing Trust and other Government Departments

Head Contractors (HCs) and other external providers

Non-government organisations

Local Government

SA Housing Trust clients

Selection criteria (knowledge, skills, aptitude and experience)

Utilise experience in the management of contractors, contract compliance and contract administration.

Demonstrate ability to present issues, findings and recommendations in high quality and comprehensive writing.

Negotiate with stakeholders and effectively resolve conflict to achieve positive outcomes.

Ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.

Interpret, explain and apply organisational policies and procedures.

Qualifications	Essential or desirable
Not applicable	

South Australian Public Sector Values

Service  We proudly serve the community and Government of South Australia	Professionalism  We strive for excellence	Trust  We have confidence in the ability of others	Respect  We value every individual
Sustainability  We work to get the best results for the current and future generation of South Australians	Collaboration & Engagement  We create solutions together	Honest & Integrity  We act truthfully, consistently and fairly	Courage & Tenacity  We never give up

Approved date	N Tuffnell, 17 June 2026
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