



Community Support & Administrator

Position Outline





The Lifestyle Story...



2003

James Kelly, Dael Perlov and Bruce Carter developed a business plan



2004

Development of our first community at Brookfield –
Opened in June 2005



2007

Listed on the Australian
Stock Exchange



2012

Major capital
raising of \$36m

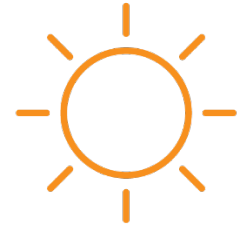
Since beginning Lifestyle Communities in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to enjoy affordable luxury living in a secure community setting, while having the freedom to enjoy new possibilities with greater peace of mind.

Our first community was at Brookfield in Melton and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

“You never get a second chance at a first impression” and we ensure that whether it is the look of our communities or the service we deliver, our customers always get a fantastic first impression.

“A customer may forget what you told them, but they will never forget how you made them feel”. We want to make every customer touch point an amazing experience, one that they will remember and recall with friends and family also to ensure that their experience living in a Lifestyle community is an extremely positive one.

These two adages have been the key enabler of our growth and success over the years and as we develop and grow, these will become even more important over time.



Our Purpose

We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

We **build** communities because our homeowners have worked hard for what they have and they deserve affordable, beautifully-designed and low maintenance homes in concert with best-in-class amenities. We create communities because our homeowners haven't given up on returning to a time when they built strong communities around their own homes. We **nurture** the homeowners within our communities because they seek a space that's truly their own, that strikes the perfect balance between connection and privacy; independence and activity.

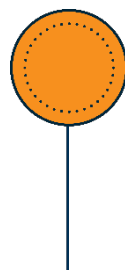
Like us, our homeowners rail against an earnestly bland existence or disappearing into a sea of sameness; the one-size-fits all approach that places limitations on what's possible. Which is why we actively listen to them; to their hopes for now and their dreams for the future, so the next time they ask, "what's next?" we've already been busy reimagining.

But, most of all, we champion bigger, more enhanced lives for our homeowners because we know that reducing their property footprint takes a giant leap of faith. This is why we believe it's a privilege to walk alongside them as they elevate the next phase of their lives.

Like us, we believe they're just getting started.
After all, they're the generation of change. **And they're not done yet.**



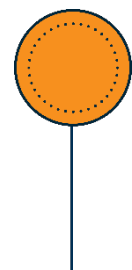
2014
1,000th homeowner
moved in



2016
2,000th homeowner
moved in &
10th Community
Clubhouse opened



2018
Acquired 17th
Community Site &
3,000th homeowner
moved in



2021
Land purchased for
our 25th Community
4200 homeowners
1100 pets
Joined ASX 200

Role Summary

The Community Support & Administrator is a highly customer focused individual who possesses organisation skills to assist applicable Community Managers with administration.

The role requires you to have excellent personal presentation, interpersonal skills, empathy and compassion, while being highly organised and diligent to compliance.



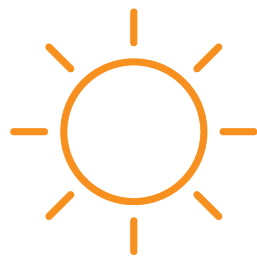
Who Am I?

I am a **passionate** person that really enjoys working in a highly engaged and supportive environment to deliver **amazing** service to our team and customers. I have an absolute **passion** about customer service and believe that delivering amazing customer service should be in every business' ethos.

I have **high empathy** and can put myself in the shoes of team members and our homeowners to understand their needs and how to provide an experience that exceeds their expectations.

I have **high EQ** and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

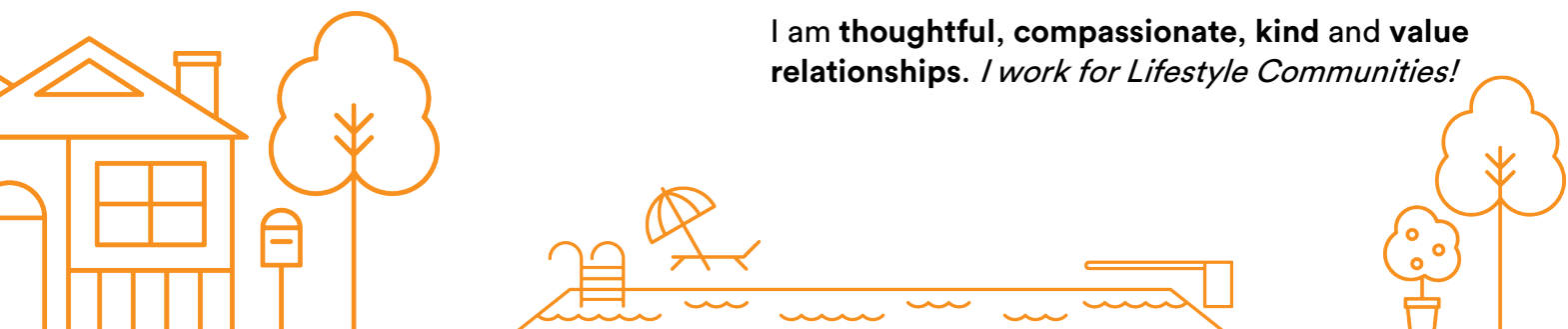
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.





I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

I treat everyone with **respect** and show humility in all interactions. I believe that Lifestyle Communities makes a real difference to our customers lives and I work to ensure that I can also make a difference to what we do and the service and product we deliver.

I am **thoughtful, compassionate, kind** and **value relationships**. *I work for Lifestyle Communities!*





Our customer
is our **only truth**

Do it from
the heart

**Own it,
sort it**

Play as
a team

Deliver.
Delight.
Everyday

Be constantly
curious

Our Values

Our values that we live by at Lifestyle Communities and that drive all our interactions with our customer.

We know that by living these values we can deliver excellent customer service to all stakeholders and believe that these values differentiate us from other operators in this sector.

POSITION TITLE	Community Support & Administrator
REPORTS TO	Applicable Community Managers Area Manager
DIRECT REPORTS	N/A
LOCATION	Lifestyle Shepparton
EMPLOYMENT TYPE	Part Time
TEAM	Community Operations
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none">✓ Community Managers✓ Head of Experience (CX & HX)✓ Area Managers✓ Sales Team✓ Design and Construction Team✓ Operations Coordinator✓ Customer Experience Team✓ Marketing Team✓ Finance Team
EXTERNAL	<ul style="list-style-type: none">✓ Homeowners✓ Prospective Homeowners

Community Support & Administrator

KEY TASKS / DELIVERABLES

WHAT WILL SUCCESS WILL LOOK LIKE?

CUSTOMER SERVICE

- ✓ You have strong communication skills and the ability to perceive potential problems, evaluate and develop appropriate measures.
- ✓ You will embrace change and always look for ways to provide exceptional customer service.
- ✓ Advise our Community Managers and/or Area Managers of any concerns the homeowners may have including general maintenance, service experience and gardening issues.
- ✓ You will consistently seek the best possible outcomes for our future and current homeowners through empathy, self-awareness, curiosity and kindness.
- ✓ You will act as a host for prospective homeowners and guests to offer the highest standards of customer service.
- ✓ You will display maturity and an understanding of the concerns for our target market.
- ✓ Your written, verbal and non-verbal communication is consistently friendly and professional, whilst showing empathy and kindness.
- ✓ Provide an exceptional first impression for our new homeowners, prospects and their guests.

- ✓ You will display the highest level of customer service and community presentation.
- ✓ You will proactively look for solutions to problems.
- ✓ You will display maturity, professionalism and kindness in all interactions.

ADMINISTRATION

- ✓ You will use your strong administration and customer service skills to support the Community Operations team in various locations throughout our touchpoint wheel. This includes, but is not limited to:
- ✓ Homeowner and guest liaison
- ✓ General community administration and office duties
- ✓ Settlement and agreement process support which may include document preparation and vendor/buyer meetings.
- ✓ Homeowner maintenance
- ✓ Community and Sales event support – preparing, hosting and pack-down as required.
- ✓ Cover for Community Manager annual/personal leave
- ✓ You work both autonomously and as a Team member to great effect, with tasks including, but not limited to:
- ✓ Keep notice boards and any outbound communications up to date and well presented.

- ✓ You will complete assigned tasks in an accurate and timely manner.
- ✓ You will be adaptive, optimistic, thoughtful and thorough.
- ✓ You will embrace any task to support the Community Management teams.

Community Support & Administrator

RELATIONSHIP MANAGEMENT

- ✓ Take accurate minutes at Community Management meetings.
- ✓ Mail delivering letters, flyers, rent notices and parcels to the homeowners when necessary.
- ✓ Sending birthday cards to homeowners.
- ✓ Maintaining outbound community communications such as birthday cards and Community Phone Book.
- ✓ Manage and coordinate use/bookings of common community resources such as the Clubhouse, Aqua Club, bus, electric car, boat and any other shared amenities.
- ✓ Gather information and publish the Community newsletter.

- ✓ You have the ability to build strong working relationships that align with our values and behaviours with all Lifestyle Communities team members.
- ✓ You will quickly develop rapport with future and current homeowners.
- ✓ You will act as a brand ambassador in all interactions and comply with company values in all interactions.

- ✓ You will develop strong and effective internal and external relationships to achieve outcomes and



What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline you will be **inspired** and **challenged**, your learning curve will be steep, and you will genuinely believe in the purpose of the business and you will wake up eager to start the working day where your contributions are valued and rewarded.

THE KEY CHALLENGES OF THIS ROLE:

- ✓ To provide logistical and administrative support to the Community Management Team.
- ✓ To add value and look to improve processes.
- ✓ To add value to the customer service outcomes throughout our touchpoint wheel.

OUR ASK OF



YOU



We have a strong history up to today and we need passionate, motivated and entrepreneurial team members to challenge the status quo.

By joining the Lifestyle Communities team you are committing to give it your all, live the values, take some risk and make a difference.
That is all we ask.

I understand the key deliverables and values of the Lifestyle Communities and will execute my role as **Community Support & Administrator** to reflect this position outline.

Signature