



PK Administration Assistant

Position Outline

Lifestyle[®]
COMMUNITIES



Our Story...



2003

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

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.



2004

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

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;



2007

Listed on the Australian Stock Exchange

“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.



2012

Major capital raising of \$36m

“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



2022
Land purchased for our
26th Community
4200 homeowners
1100 pets
Joined the ASX 200

Role Summary

The People Experience (PX) Administration Assistant role is responsible for supporting the People Experience team across the entire team member touchpoint journey. This includes (but is not limited to):

- Recruitment
- Onboarding
- Training and Development
- Incident and Safety reporting
- Engagement and Culture Initiatives
- Systems, processes and compliance
- General PX administration and ad hoc tasks



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 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 am an **administration wiz** with an eye for detail. I show integrity, discretion and confidentiality at all times. I have fully **mastered the Microsoft suite** and proactively update my skills and efficiencies in systems to further add value to my team. I am **proactive with energy and drive**, I look for **challenges** and have a strong **desire to succeed**.

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	People Experience Administration Assistant
REPORTS TO	Head of People Experience EGM – Experience (People and Communities)
DIRECT REPORTS	N/A
LOCATION	Support Office South Melbourne VIC 3205 Travel to Lifestyle Communities throughout Victoria, as required.
EMPLOYMENT TYPE	Full Time 10-Month Contract
TEAM	People Experience Team
KEY RELATIONSHIPS	
INTERNAL	✓ EGM, Experience (People and Communities) ✓ People Experience Team ✓ Executive Assistants ✓ All Support Office-based team members
EXTERNAL	✓ PX System Providers ✓ Event, Venue & Catering Contacts

PX Admin Assistant

Key Tasks / Deliverables

What will success look like?

General People Experience Administration

- ✓ Ensure the highest level of confidentiality.
- ✓ Be a service centre for the business to find information regarding PX initiatives.
- ✓ All files are managed and accurate.
- ✓ Email correspondence is replied to within 24 hours.
- ✓ All serious PX matters are escalated to the People Experience Manager and/or Head of People Experience.
- ✓ Creation of Employment Agreements and Position Outlines.
- ✓ Provide guidance to team members regarding the PX digital landscape (i.e. system access, navigation and other ad hoc requests) as required.
- ✓ Ensure documentation is uploaded to team member files.
- ✓ Any other tasks set by the People Experience team

- ✓ You will complete all tasks set in a timely and accurate manner.
- ✓ All documentation meets professional and branding standards.
- ✓ You will look for opportunities to add further value.

Recruitment and onboarding

- As required:
- ✓ Create Job ads to attract and engage suitable candidates for vacancies at Lifestyle Communities.
 - ✓ Work with team leaders and People Experience team to create Position Outlines.
 - ✓ Assist with shortlisting and screening candidates.
 - ✓ Schedule interviews for delegated roles.
 - ✓ You will ensure the entire recruitment process is professional, accurate, seamless and an amazing experience for a candidate to go through.

- ✓ Ideal candidates are attracted, engaged, recruited and onboarded successfully for all roles as set by the applicable team leader and/or People Experience team member.
- ✓ The experience of recruitment for candidates is positive for both successful and unsuccessful candidates.
- ✓ Creating consistency for all team members going through the onboarding process.

Training and Development

- As required:
- ✓ Ensure all scheduled training is recording in the calendar as required.
 - ✓ Support the Training Experience Lead in sourcing and researching training courses and programs to service each team.
 - ✓ Ensure all training courses are tracked and measured.
 - ✓ Liaise with applicable team members and/or team leaders to ensure timely completion of mandatory compliance training.
 - ✓ Support with training logistics and facilities (i.e. room bookings and setup, catering, training materials, etc)

- ✓ Training is recorded, tracked and measured for effectiveness.
- ✓ Outstanding training is addressed monthly and escalated as required

PX Admin Assistant

Customer Service

- ✓ Demonstrate a passionate commitment to the Lifestyle Communities brand and values and communicates with passion and clarity.
- ✓ Demonstrate a strong customer-service focus approach, responding to all requests in a polite and helpful way.
- ✓ Offer support and assistance to team members when sought or you have observed a need.
- ✓ Think ahead and proactively look to find solutions in order to establish an efficient and appropriate course of action for both yourself and others.
- ✓ Adapt to the changing needs of the business, champion change.
- ✓ Use strong time management to handle multiple projects and demands.
- ✓ Follow through on enquiries, requests or complaints and consistently communicate progress of projects or services.
- ✓ Convey information in a manner that is easy to follow and understand.
- ✓ Have excellent communication skills and the ability to get a message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and nature of the information.

- ✓ You act as a brand ambassador, positively representing Lifestyle Communities in all written and verbal communication.
- ✓ You always look to ensure an amazing experience.
- ✓ You provide support as required to the entire team.
- ✓ You are a great problem solver and look to work collaboratively.

Relationship Management

- ✓ Create positive, collaborative and professional relationships across all teams.
- ✓ Ability to quickly build rapport and trust with team members, staff and homeowners.
- ✓ Ability to communicate at all levels and with people from all walks of life.
- ✓ Gains the respect of the team by the excellence of your work.
- ✓ You accept constructive criticism without taking it personally and improve your performance as a result.

- ✓ You develop strong, value adding relationships with all key stakeholders.
- ✓ You adapt your style to the intended audience to ensure optimum results.
- ✓ You will positively represent the PX team and Lifestyle Communities in all interactions.

Projects and other tasks

- ✓ You will be given additional projects and tasks aligned to key business projects.
- ✓ You will work closely with the People Experience team and gain exposure to all facets of the PX function.

- ✓ You will execute any PX tasks set to you by the applicable People Experience team member by set deadlines and to required standards.



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:

- ✓ Positively represent the Lifestyle Communities brand in all interactions.
- ✓ Use intuition and a proactive approach to solving problems.
- ✓ Ensure all documentation is professional, accurate and on brand.
- ✓ Be a proactive member of the People Experience team building our amazing culture.

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 **People Experience Administration Assistant** to reflect this position outline.

Name

Signature