



Home Delivery Coordinator

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.

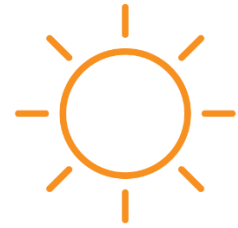
Our first community was at Brookfield in Melton, and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

1. “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.
2. “A customer may forget what you told them, but they will never forget how you made them feel”. We want to make every customer touchpoint an amazing experience, one that they will remember and recall with friends and family. We want 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 will become even more important as we develop and grow.



Our Purpose



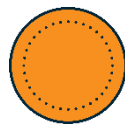
We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

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.

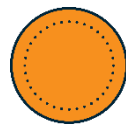
But, most of all, we champion bigger, more enhanced lives for our homeowners because we know that reducing their property footprint takes a giant leap of faith. This is why we believe it's a privilege to walk alongside them as they elevate the next phase of their lives.

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



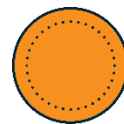
2014

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



2023

Land purchased for
our 31st Community
5,198 homeowners
1340 pets
An ASX top 200
business

Role Summary

The Home Delivery Coordinator reports into the Project Manager and is responsible for undertaking the administrative and customer service tasks associated with the construction of new communities.

The role provides administrative support to the Project Manager by assisting with items such as design reviews, tendering, programme monitoring, quality checking, reporting, cost and budget tracking and other general building administrative tasks associated with ensuring yearly settlements are achieved.

The customer service part of the role includes the management of customer relationships from initial handover from sales, finalisation of design documents, home ordering, construction quality assurance, progress reporting to customers, final handover tasks and post move in maintenance works.

The role sits within the Design and Construction team but includes interfacing regularly with both the sales and operations teams to ensure seamless project delivery.



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.

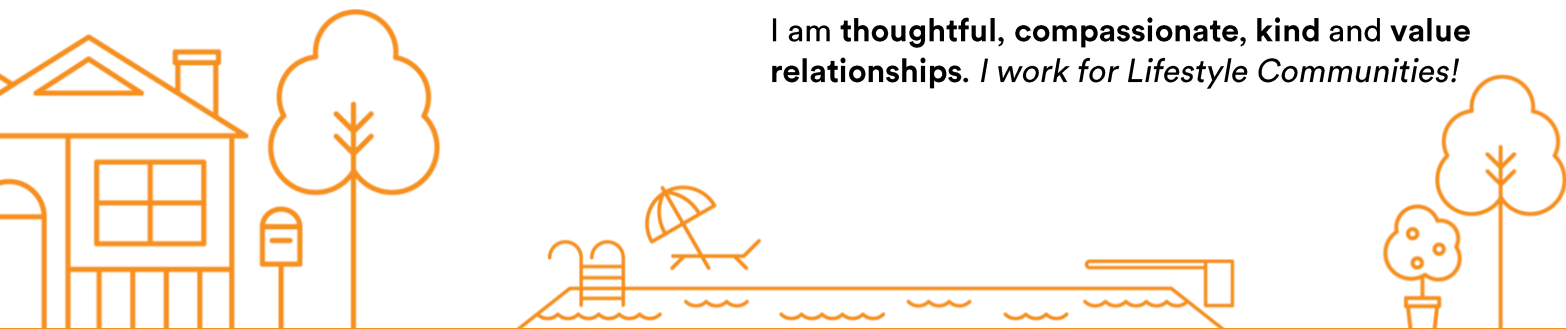
I have **high EQ** and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

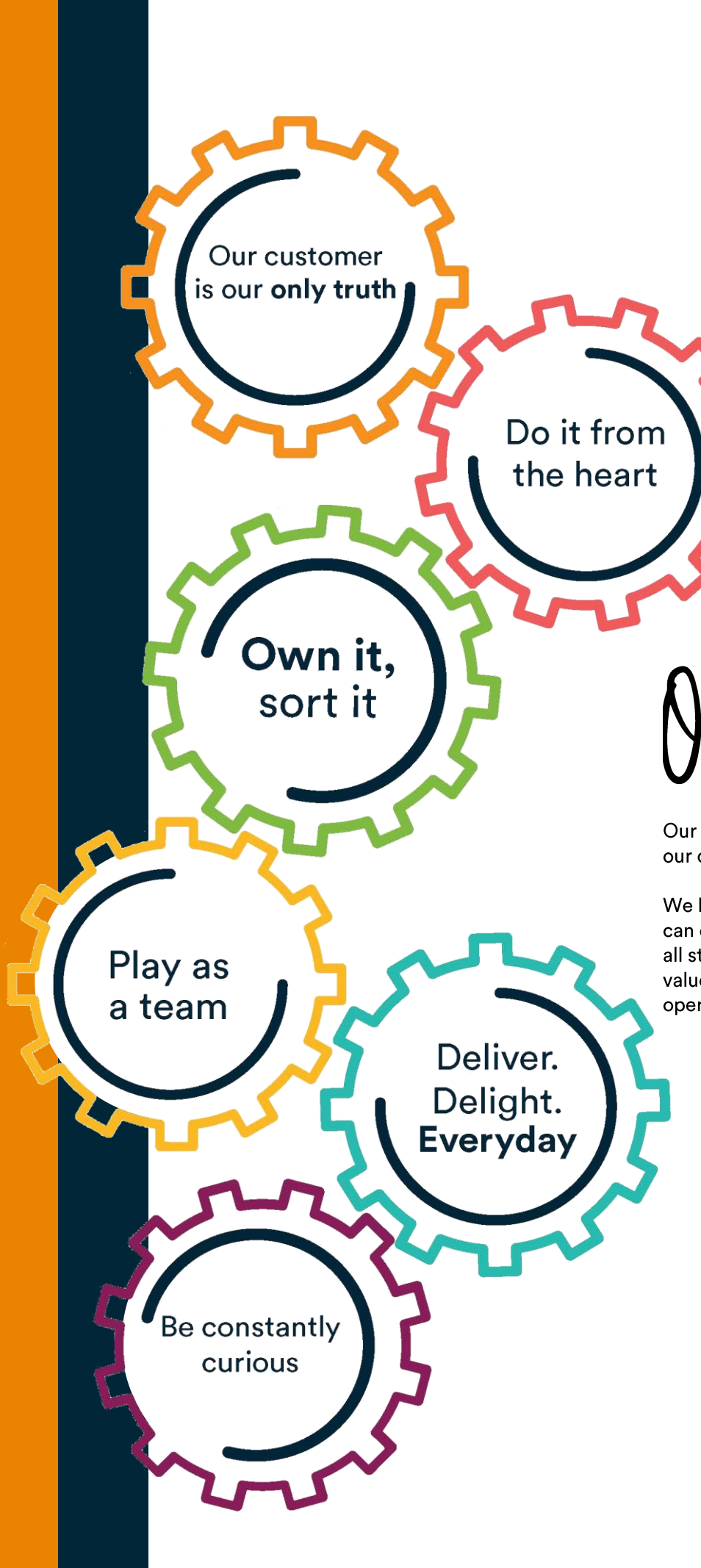
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.

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 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	Home Delivery Coordinator
REPORTS TO	Design Manager – Home Delivery
DIRECT REPORTS	NA
LOCATION	Project locations outlined in your Employment Agreement
EMPLOYMENT TYPE	Full Time
DEPARTMENT	Design and Construction
KEY RELATIONSHIPS INTERNAL	<ul style="list-style-type: none"> ☑ Project Manager ☑ Design Manager – Home Delivery ☑ EGM, Design & Construction ☑ EGM, Sales ☑ EGM, Experience ☑ Design Manager ☑ Lifestyle Managers ☑ Finance Team
EXTERNAL	<ul style="list-style-type: none"> ☑ Homeowners ☑ Prospective Homeowners ☑ Contractors & Builders ☑ Consultant Team ☑ Council and Authority Services ☑ Trades

Home Delivery Coordinator

KEY TASKS / DELIVERABLES

WHAT WILL SUCCESS WILL LOOK LIKE?

PROJECT ADMINISTRATION

- ✔ Highly motivated and organised individual who has strong organisation and administrative skills
- ✔ Assist the Project Manager in project reporting, home ordering, budget tracking and management of consultants and contractors
- ✔ Undertake defects inspections and homeowner inspections, including maintenance inspections and management of close out of the items
- ✔ Conduct homeowner meetings- including plan review meetings, client walkthroughs, scheduled maintenance meetings and liaise with owners as required
- ✔ Be a conduit between Lifestyle Managers, Home Builder and homeowners to ensure home maintenance requests are attended to in a timely manner
- ✔ Be the point of contact for customers from completion of sales process, to handover the community managers. Provide home owners with regular updates on progress and manage expectations
- ✔ Check, read and approve house plans and client checklists for construction including communications with external and internal parties as required
- ✔ Work to be undertaken in a measured, organised and professional manner in line with industry best practice
- ✔ Understanding of Lifestyle Communities systems and procedures and carrying out work in line with these requirements
- ✔ General administrative tasks to support the design, construct and handover process

- ✔ Project is organised, and information is available in an orderly fashion
- ✔ Project Manager is supported allowing him/her to focus on future planning and site issues
- ✔ Homes are delivered in a quality manner and defects and maintenance items are closed out in a timely manner
- ✔ Customers are happy
- ✔ Consultants and construction partners are engaged and performing well
- ✔ Project budgeting is updated and tracked regularly

CUSTOMER SERVICE

- ✔ Provide exceptional customer service skills and qualities that exceed our customers' expectations
- ✔ Undertaking work in a manner that acknowledges that our customers come first and that we are building people's homes
- ✔ Excellent relationships with our customers/home owners
- ✔ Involvement in community events and presentations
- ✔ Presenting too and talking with the community to keep them informed on construction progress and project time frames

- ✔ Excellent relationship with home owners with no complaints
- ✔ Delivering on what we promise
- ✔ Demonstrate qualities of a Lifestyle Communities team member

RELATIONSHIP MANAGEMENT

- ✔ Have genuine and effective relationships with internal team, external partners and our customers/homeowners

- ✔ Seamless relationship with sales and community management teams
- ✔ Professional and positive working relationship with consultants/contractors

Home Delivery Coordinator

- ☑ Have ability to take direction from the Project Manager and manage tasks as required, including being able to communicate clearly and effectively



What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline, you will be **inspired** and **challenged**, and your learning curve will be steep. 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:

- ✔ Providing support to the Project Manager to achieve home settlements in line with business targets
- ✔ Having exceptional and positive relationships with all future and present community members
- ✔ Providing continuous customer service that exceeds expectations
- ✔ Providing service that is seamless for our customers as they are handed over from sales, then handed over to the community management team
- ✔ Continuing to think and develop new ways of delivering our products and services

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 our values, take some risk and make a difference.

That is all we ask.

I understand the key deliverables and values of Lifestyle Communities, and will execute my role as **Home Delivery Coordinator** to reflect this position outline.

Signature