



Operations Admin Support

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.

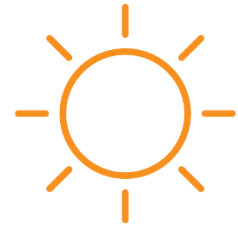
Our first community was at Brookfield in Melton, and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

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



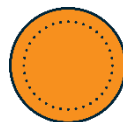
We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

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 homeowner's 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 **Operations Administrator Support** is a highly customer focused individual who possesses organisation skills to assist the operations team with administration and support tasks as required.

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**.

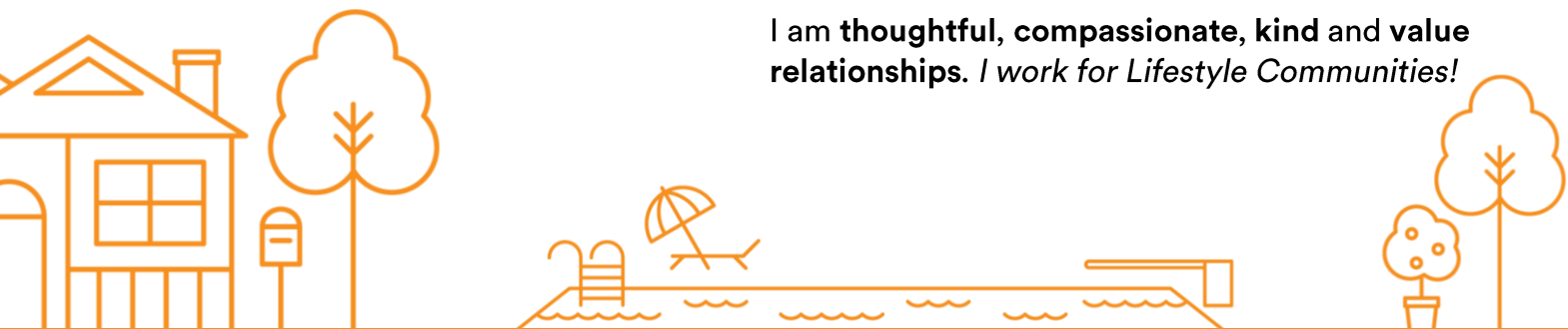
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.





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 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	Operations Administrator Support
REPORTS TO	Senior Experience Delivery Manager – Compliance & Planning
DIRECT REPORTS	NA
LOCATION	Support Office Level 1, 9-17 Raglan Street, South Melbourne VIC 3205 Travel to Lifestyle Communities throughout Victoria, as required.
EMPLOYMENT TYPE	Full Time
DEPARTMENT	Experience Team
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none">✓ EGM, Experience✓ Senior Experience Delivery Manager – Compliance & Planning✓ Lifestyle Managers✓ Lifestyle Relief Managers✓ Experience Design Team✓ Project Manager – Refurbishments
EXTERNAL	<ul style="list-style-type: none">✓ Homeowners✓ Prospective Homeowners✓ Preferred suppliers

Operations Administration Support

COMMUNITY OPERATIONS ADMINISTRATION SUPPORT

KEY TASKS / DELIVERABLES

- ✓ Ensure the highest level of confidentiality.
- ✓ Ensure a consistently high work ethic with a focus on quality, attention to detail, and accuracy.
- ✓ Be a service centre for the business to find information regarding operational activities.
- ✓ Written correspondence and telephone messages are replied to within 1-business day.
- ✓ Any other tasks set by the Senior Experience Delivery Manager – Compliance and Planning
- ✓ Provide expert advice and guidance around a range of compliance functions to the lifestyle management team.
- ✓ You will be motivated to produce ongoing innovation in all processes and procedures to enhance efficiencies and the customer experience.
- ✓ Proactively self-develop and familiarise yourself with new processes and procedures.
- ✓ Embrace change and be seen as a change advocate with the lifestyle management team.
- ✓ You will use your strong administration and customer service skills to support the Experience team in various locations from a compliance and operations view.

WHAT WILL SUCCESS WILL LOOK LIKE?

- ✓ You will complete all tasks in a timely and accurate manner.
- ✓ All documentation meets professional and branding standards.
- ✓ You will look for opportunities to add further value. Improve the administrative skill levels of our community management team.
- ✓ Improve efficiencies and tasks for the community management team.
- ✓ Lifestyle management team to be able to use internal systems satisfactorily with minimal support within an agreed time frame.

PROCESSES AND PROCEDURES

- ✓ Ensure that standardisation and consistency is achieved by monitoring, supporting, and developing appropriate solutions and resources throughout the Experience team, in collaboration with the Lifestyle Managers and the Leadership Team
- ✓ Manage and review our digital/cloud document storage and HES system on behalf of the Experience Team, to ensure consistency, accuracy and relevance is guaranteed.
- ✓ Ensure that all relevant documents are updated, relevant and appropriately stored to ensure easy accessibility.
- ✓ You will ensure consistent quality across all sites with procedures, processes, standards and to improve the lived experience for our Homeowners.
- ✓ Value adds for our Homeowners.
- ✓ Support the Experience Team with the management of some external relationships (i.e. suppliers)
- ✓ Support the lifestyle management team to ensure standardisation throughout all our clubhouses and communities, so that the lived experience of the homeowner is consistent.
- ✓ Provide support to the experience team to ensure that that quality of our personal presentation, the quality of our knowledge, the quality of our interaction, the quality of our attentiveness aligns with our Gold Standard Service proposition.

- ✓ Develop seamless and efficient processes.
- ✓ Ad hoc Administrative tasks to support the operations team.
- ✓ Support the development of Group Buying Options with the Gold Standard service delivery.
- ✓ Support the community management team in delivering the highest level of service and experience to our homeowners.
- ✓ Guide the community management team in delivering consistency and standardised processes.

RELATIONSHIP MANAGEMENT

- ✓ Create positive, collaborative, and professional relationships with all departments in the business.
- ✓ Be a brand ambassador when communicating with any homeowners or prospects.
- ✓ You will work closely with all stakeholders within the company to provide support and consistency to the Lifestyle Communities team, our homeowners and potential customers.

- ✓ You will positively represent the Lifestyle Management Team and Lifestyle Communities in all interactions.
- ✓ You will create and develop strong relationships internally and externally so that the team actively

Operations Administration Support

seek your feedback and guidance to achieve successful outcomes.



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:

- ✓ Accurate and timely administrative support to the Operations Team.
- ✓ Work on Projects to deliver added value to the Community Management Team.
- ✓ Administer all aspects of community paperwork, collateral, documents, and forms.
- ✓ Engage with the Operations Team on improvements, additions, and changes.
- ✓ Independently map and develop processes and procedures as control measures for team activities.

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 **Operations Administration Support** to reflect this position outline.

Signature