



Project Coordinator

Position Outline

Lifestyle
COMMUNITIES

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.

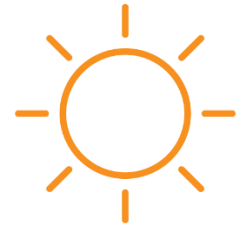
Our first community was at Brookfield in Melton, and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

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



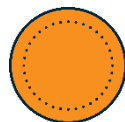
We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

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.**



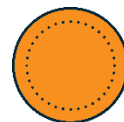
2014

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 Project Coordinator role supports the Project Manager by coordinating project activities, managing schedules, and ensuring compliance with safety and quality standards.

This on-site role involves collaborating with internal teams, subcontractors, suppliers, and regulatory bodies to complete construction projects successfully. Responsibilities include overseeing the housing portfolio and landscaping for common areas and minor works projects on site.

For a driven Individual and motivated individual committed to career development and acquiring relevant training and qualifications, this role can be a stepping stone into a successful career in construction project management.

Primarily Site based role (Mondays in the office), you will work between multiple project sites which will require you to travel to various project locations. You will be someone that loves to work in a fast paced environment and can handle multiple tasks simultaneously.

The role sits within the Design and Construction team and reports to the Project Managers of the relevant projects.



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**.

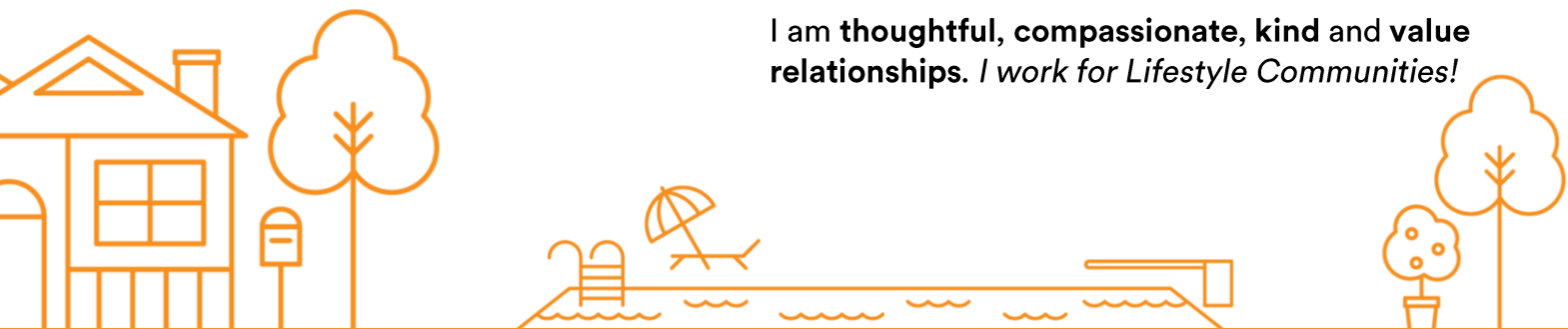
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.



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	Project Coordinator
REPORTS TO	Project Manager
DIRECT REPORTS	NA
LOCATION	Various communities in the Bellarine and North West region in Victoria.
EMPLOYMENT TYPE	Full Time
DEPARTMENT	Design and Construction
KEY RELATIONSHIPS	
INTERNAL	✓ Project Manager ✓ Customisation Partner ✓ Community Asset Management Team ✓ Construction Manager ✓ Design Manager – Home Delivery ✓ EGM, Design & Construction ✓ EGM, Sales ✓ EGM, Experience ✓ Lifestyle Managers ✓ Finance Team
EXTERNAL	✓ Homeowners ✓ Prospective Homeowners ✓ Council and Authority Services ✓ Home Builders/ estimators ✓ External suppliers ✓ Subcontractors

Project Coordinator

PROJECT PLANNING AND DELIVERY

KEY TASKS / DELIVERABLES

- ✓ Help develop project plans, schedules, and staging plans.
- ✓ Monitor timelines and milestones for housing and minor works to ensure on-time, safe, quality delivery.
- ✓ Manage the Home Order Forecast (HOF), with timely engagement and monthly reviews.
- ✓ Update and communicate project schedules as needed.
- ✓ Track project budgets, expenses, and find cost-saving opportunities.
- ✓ Ensuring key milestones are achieved in the required timeline within Project Management Software specific to each project.
- ✓ Work to be undertaken in a measured, organised and professional manner in line with industry best practice.
- ✓

PROJECT ADMINISTRATION

- ✓ Highly motivated and organised individual who has strong organisation and administrative skills
- ✓ Check, read and approve house plans and client checklists for construction including communications with external and internal parties as required.
- ✓ 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
- ✓ Help prepare project presentations and proposals.
- ✓ Support other project management activities as needed.
- ✓ Manage invoices, purchase orders, inventory reports, and obtain quotes.
- ✓ Assist with Customization Partner tasks as needed.

CUSTOMER SERVICE & COMMUNICATION

- ✓ 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/ site teams/ all stakeholders
- ✓ Involvement in community events and presentations

WHAT WILL SUCCESS WILL LOOK LIKE?

- ✓ Quality Delivery: Homes and projects are completed to high standards with timely resolution of defects and maintenance issues.
- ✓ Effective Organization: Projects are well-organized with consistent and clear communication among all stakeholders.
- ✓ Engaged Teams: On-site teams are motivated, productive, and aligned with project goals.

- ✓ Project is organised, and information is available in an orderly fashion
- ✓ Project Site Team is supported allowing them to focus on future planning and site issues
- ✓ homeowners are happy.
- ✓ External stakeholders and construction partners are engaged and performing well
- ✓ HOF is accurate on Salesforce and is reviewed and amended monthly with the Project Site team and Sales team ensuring alignment of sales rate vs build rates
- ✓ External stakeholders are engaged at all stages through the project pipeline and are made aware of any changes in a timely manner.

- ✓ Excellent relationship with homeowners with no complaints
- ✓ Delivering on what we promise
- ✓ Demonstrate qualities of a Lifestyle Communities team member
- ✓ Strong communication among all stakeholders.
- ✓ Promote cross-team collaboration to ensure tasks are completed and deliverables are produced.
- ✓ Continual improvement and Curiosity approach to all parts of the role.

Project Coordinator

QUALITY, SAFETY AND COMPLIANCE

- ✓ Presenting and talking with the community to keep them informed on construction progress and project time frames
- ✓ Liaise between the project manager, construction team, Customisation Partner, homeowners, subcontractors, and suppliers providing regular updates.
- ✓ Coordinate with Lifestyle Managers, Home Builders, and homeowners to promptly address maintenance requests.
- ✓ Schedule meetings, prepare agendas, and document minutes.
- ✓ Organize homeowner walkthroughs and maintenance meetings and liaise with owners as needed.

- ✓ Assist in implementing and monitoring quality control, ensuring compliance with codes and best practices.
- ✓ Conduct defects and homeowner inspections, including maintenance checks, and manage issue resolution.
- ✓ Promote a zero-harm culture in all activities.
- ✓ Ensure all construction activities comply with safety regulations and building codes.

- ✓ All homes and projects are delivered to the highest of quality, safety and compliance standards.
- ✓ A culture where everyone that works on our projects feels safe, works in a safe environment and leaves work in the way they arrived
- ✓ Constant focus on delivering homes to the highest quality standard
- ✓ Safety focused: Safety First focus on all aspects and activities of the project.

MINOR WORKS MANAGEMENT

- ✓ Manage end to end process including documentation, approvals, program, safety.
- ✓ Ensure adherence to budget and quality .

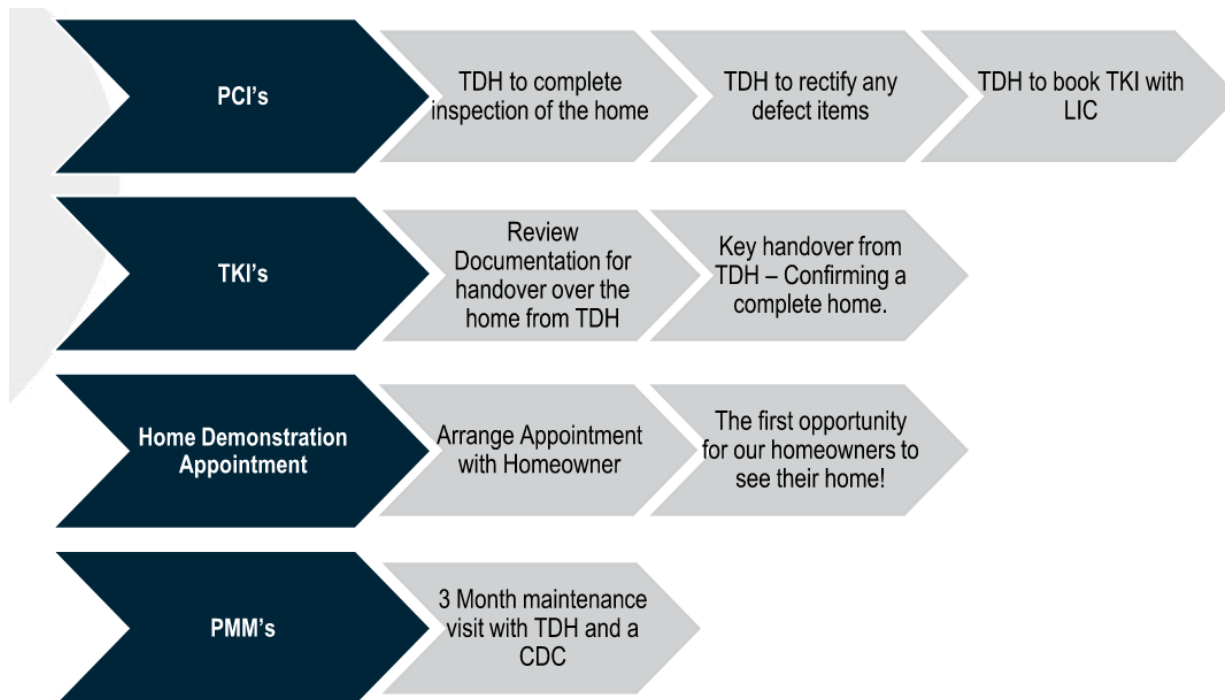
RELATIONSHIP MANAGEMENT

- ✓ Have genuine and effective relationships with internal team, external partners and our customers/homeowners
- ✓ Have ability to take direction from the Project Manager and manage tasks as required, including being able to communicate clearly and effectively

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

Project Coordinator

Stages of the Home Delivery Journey you will be responsible for





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:

- ✓ Applying simple project management principles around minor works, focussing on budget, schedule, quality and safety.
- ✓ Providing support to the Project Site Team 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 whilst managing 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.
- ✓ Focus on continual improvement of systems and processes.
- ✓ Focus on evolution and innovation of housing product and drawing on customer data ensuring this is fed back to the housing design team keeping our homes continually exciting.

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 **Project Coordinator** to reflect this position outline.

Signature

Date