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*Project Manager*

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;

“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 appropriately priced, beautifully-designed, 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; autonomy and activity. In essence, the hallmarks of a quintessential Australian neighbourhood.

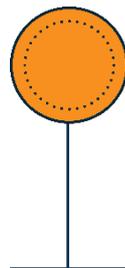
We readily acknowledge that we're not for everyone; but for everyone who wants to downsize without compromise, we're ready when they are. Like us, our homeowners rail against an earnestly bland existence or disappearing into a sea of sameness; the one-size-fits all approach that places limitations on 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



**2020**  
Land purchased for  
our 20th Community  
3650 homeowners  
900 pets  
What a start to the  
new decade!

# Role Summary

The Project Manager is responsible for the management and delivery of the community they are assigned too, from initial planning of the project through to completion of the final maintenance period on homes.

This includes the construction of civil works, homes, club house and amenities, services and everything else required to allow a community to operate.

The Project Manager is a highly organised person who is responsible for all aspects of the project including the management of design, logistics, programme, costs and budgeting, tendering and contract award, management of build quality, management of the project team, its consultants and stakeholders, communication and reporting, management of all required permits and approvals, defects and maintenance management and overall reflection of the Lifestyle Communities brand and the values.

The Project Manager is responsible to ensure that their projects are delivering home settlements in line with the business targets whilst at the same time ensure our home owners are front and centre.



# 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.

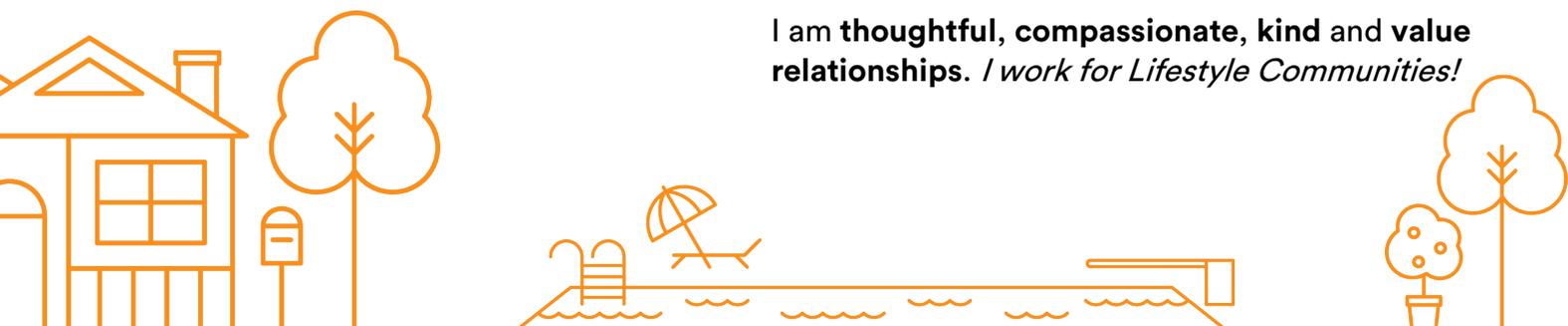
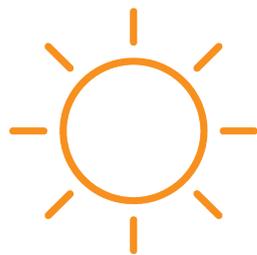
I have **high EQ** and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

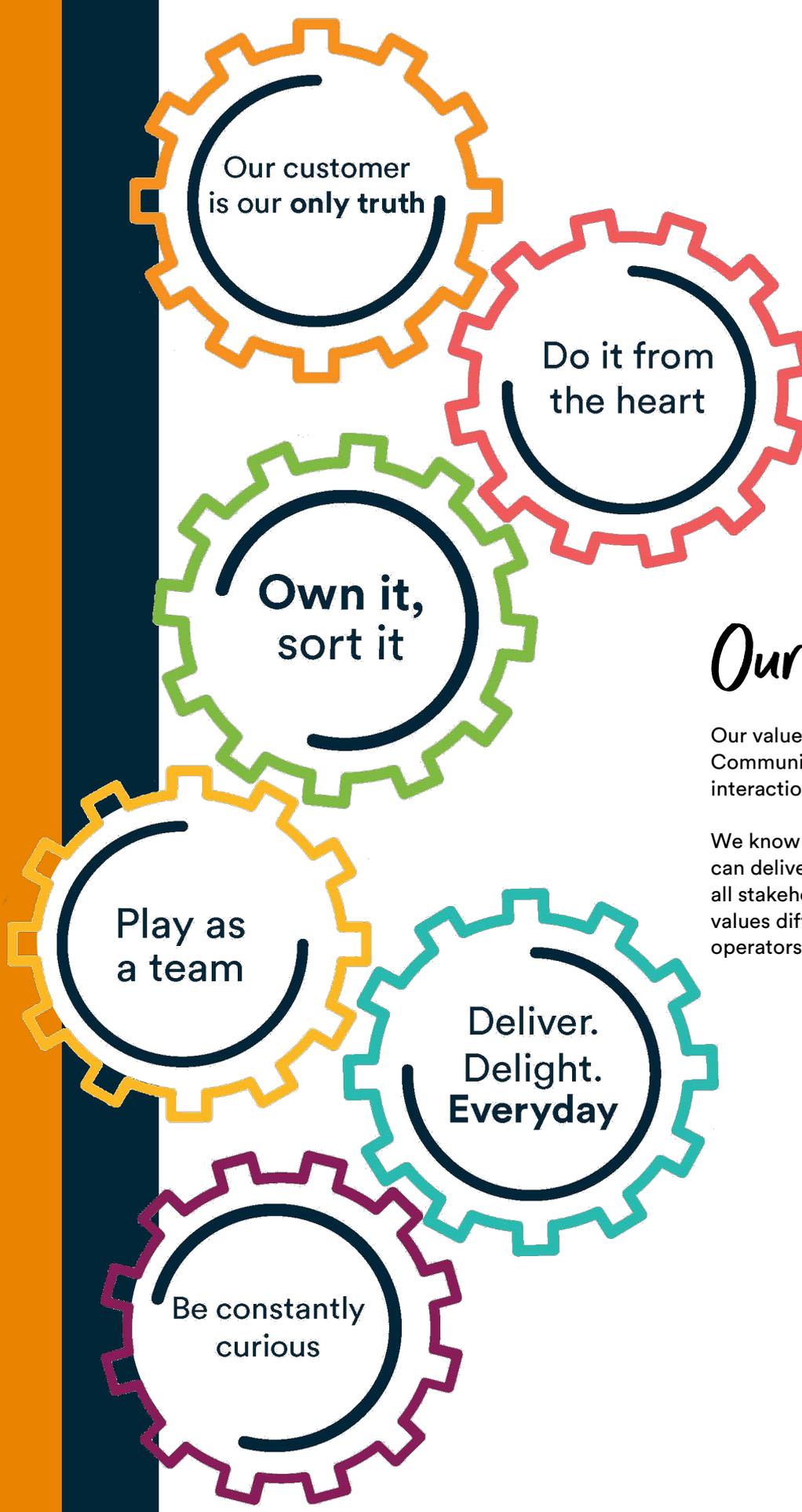
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.

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.

<b>POSITION TITLE</b>	Project Manager
<b>REPORTS TO</b>	Head of Design & Construction
<b>DIRECT REPORTS</b>	<ul style="list-style-type: none"> <li>☑ Project &amp; Customer Delivery Coordinator</li> </ul>
<b>LOCATION</b>	Applicable Lifestyle Community project
<b>EMPLOYMENT TYPE</b>	Full time
<b>TEAM</b>	Design & Construction
<b>KEY RELATIONSHIPS</b>	
<b>INTERNAL</b>	<ul style="list-style-type: none"> <li>☑ Head of Design &amp; Construction</li> <li>☑ Head of Acquisitions &amp; Development</li> <li>☑ Site Administrator</li> <li>☑ Design and Construction Coordinator</li> <li>☑ Community Managers &amp; Operations Team</li> <li>☑ Sales Team</li> <li>☑ Finance Team</li> </ul>
<b>EXTERNAL</b>	<ul style="list-style-type: none"> <li>☑ Homeowners</li> <li>☑ Prospective Homeowners</li> <li>☑ Contractors &amp; Builders</li> <li>☑ Consultant Team</li> <li>☑ Council and Authority Services</li> <li>☑ Trades</li> </ul>

# Project Manager

## 1. Project Management

### Key Tasks / Deliverables and / or Personal Characteristics

- ✔ Highly motivated individual who will drive the project to achieve the overall requirements of time, cost, and quality
- ✔ Procurement and programme managed to meet the business home settlement targets with understanding of contingences and lag
- ✔ Work to be undertaken in a measured, organised, and professional manner in line with industry best practice
- ✔ Ability to manage project budgets including continue to seek cost savings, value engineering and redirection of costs to continue to deliver excellent results for our homeowners. Reporting and forecasting to be consistent to support internal reporting
- ✔ Oversee project health and safety to ensure works are being carried out in line with laws and industry best practice
- ✔ Understanding of project critical path and the key risks and opportunities and continual management of these
- ✔ Management of the defects and maintenance periods and implementation of measures to reduce the defects and ongoing maintenance required by addressing in build stage
- ✔ Understanding of Lifestyle Communities systems and procedures and carrying out work in line with these requirements
- ✔ Management of the project team and consultants to achieve required time, cost and quality targets
- ✔ Highly organised and display good time management skills to be managing multiple tasks and items simultaneously.

### What will success look like?

- ✔ Home settlement targets met
- ✔ Project delivered on budget
- ✔ Project delivered on time
- ✔ Quality outcomes achieved
- ✔ Key project risks managed as to not effect overall results
- ✔ Project opportunities realised
- ✔ Tasks are managed and delivered in a timely manner

# Project Manager

## 2. Customer Service

- ✔ Undertaking work in a manner that acknowledges our homeowners come first and that we are building their homes
- ✔ Excellent relationships with our homeowners
- ✔ Involvement in community events and presentations
- ✔ Presenting too and talking with the community to keep them informed on construction progress and project time frames
- ✔ Ensuring all interactions with our homeowners are memorable and positive

- ✔ Excellent relationship with home owners with no complaints
- ✔ Delivering on what we promise

## 3. Relationship Management

- ✔ Management of all project stakeholders and promoting an open, transparent and healthy relationships amongst the project team
- ✔ Management and resolution of any project conflict
- ✔ Genuine and affective working relationships with the Lifestyle Communities team, in particular sales and the community management team
- ✔ High performing team that work together and continue to develop and grow the direct reports to allow them to grow professionally and assist them in achieving their deliverables

- ✔ Motivated and high performing team free of conflict
- ✔ Seamless relationship with sales and community management teams
- ✔ Professional and positive working relationship with all consultants and contractors



## 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:

- ✓ Achieving home settlements in line with business targets
- ✓ Managing and maintaining project budgets
- ✓ Delivering consistent high-quality products to our customers
- ✓ Managing all stakeholders to ensure project timelines are met
- ✓ Management of multiple contractors on multiple work faces
- ✓ Training and developing direct reports
- ✓ Continuing to think and develop new ways of delivering our products and services
- ✓ Managing project team and stakeholders and maintaining positive professional relationships

# 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, \_\_\_\_\_, acknowledge understanding of the key deliverables and values of the Lifestyle Communities and will execute my role as **Project Manager** to reflect this position outline.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date