



Talent Experience Advisor
(Fixed Term Contract)

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

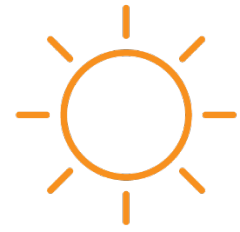
Since beginning Lifestyle Communities in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to enjoy affordable luxury living in a secure community setting, while having the freedom to enjoy new possibilities with greater peace of mind.

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;

“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 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.

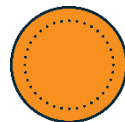
Like us, our homeowners rail against an earnestly bland existence or disappearing into a sea of sameness; the one-size-fits all approach that places limitations on what's possible. Which is why we actively listen to them; to their hopes for now and their dreams for the future, so the next time they ask, "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



2021
Land purchased for
our 25th Community
4200 homeowners
1100 pets
Joined ASX 200

My Role Purpose

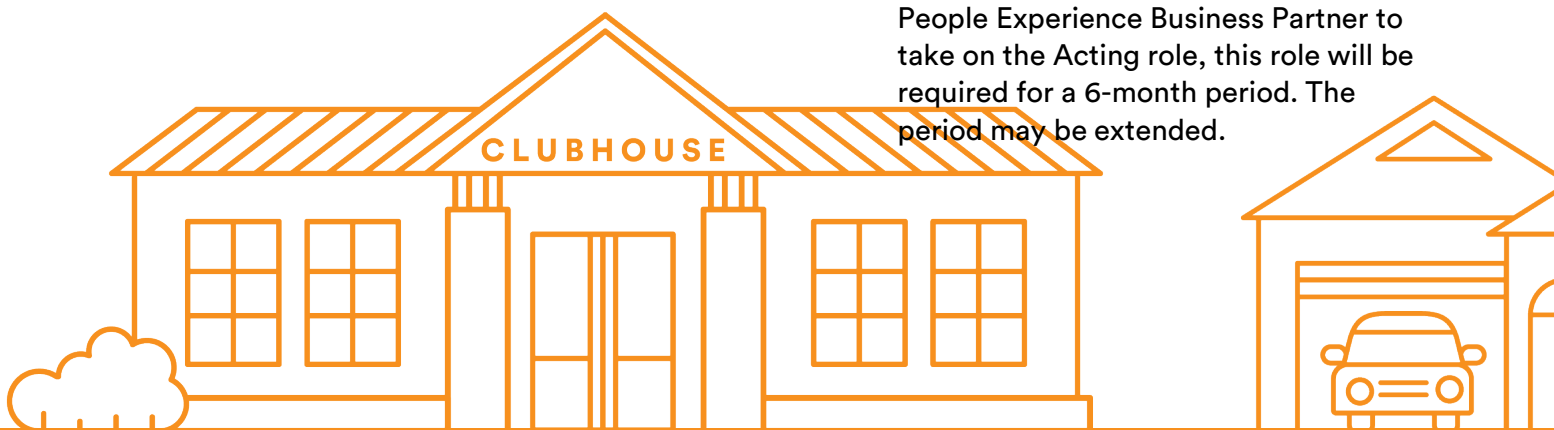
As our Talent Experience Advisor, you will be responsible for supporting the People Experience team with a focus on end-to-end recruitment as well as generalist HR administration.

You will be driven to match the best candidates in the market with our available opportunities. You will use recruitment agencies where required and develop strong relationships to ensure external consultants are a strong representation of our brand to candidates.

All activities must take into consideration the business values and culture to deliver an amazing experience for our team members, which will eventuate in an amazing experience for our customers.

You will partner with our team leaders and will use your highly developed influencing skills to guide Lifestyle Communities towards Best Practice and leading culture outcomes.

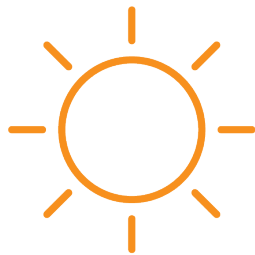
This role has been created due to the impending maternity leave of our current Head of People Experience. To allow the People Experience Business Partner to take on the Acting role, this role will be required for a 6-month period. The period may be extended.



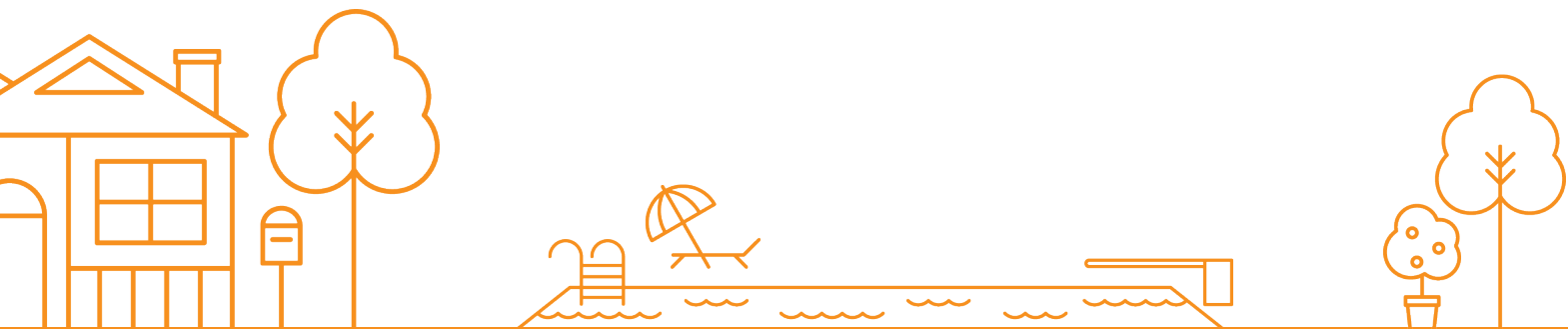
Who Am I?

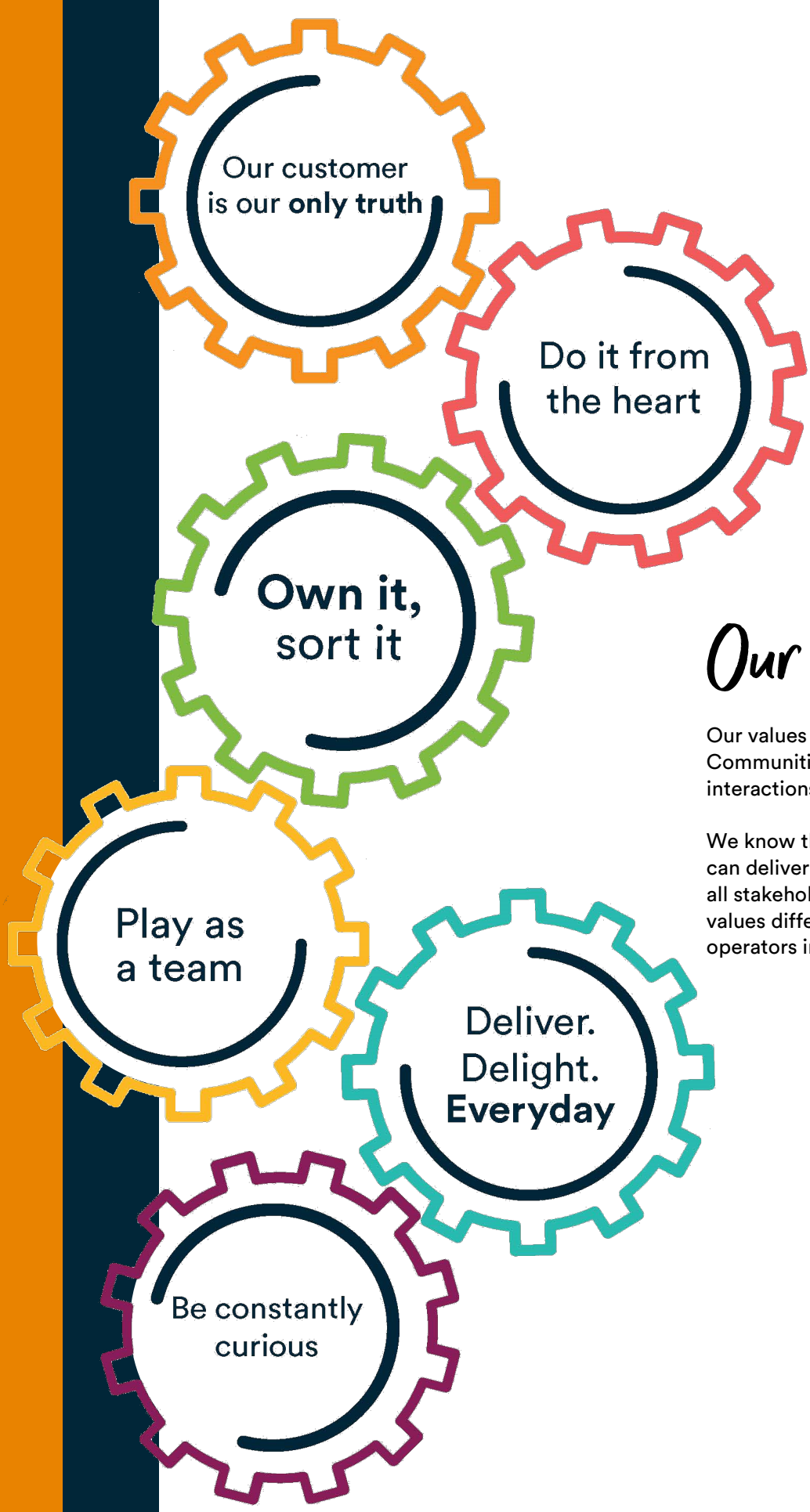
I am a passionate person that really enjoys working in a highly engaged and supportive environment to deliver amazing service to our team and customers. I am self-aware, emotionally intelligent and believe in living with a 'growth-mind-set'. I often put myself in the shoes of team members and our customers to understand their needs and provide service that exceeds their expectations. I am an experienced Sales Leader and inspire those around me to challenge themselves and achieve exceptional results. I'm a strong communicator, always ask questions, seek out opportunities and have an appetite for problem solving.

I strive to improve my performance and love both the scope and accountability that comes from working within an entrepreneurial environment. I love being in the business and working alongside my team to achieve results, "we are all in this together." I am driven by seeing results and take full accountability for my work. I think creatively about customer engagement, but I'm also structured in my thinking and enjoy 'the process' with very strong attention to detail.



I have the ability to identify areas for improvements and have the confidence to make suggestions openly. I am excited to think outside of the box and challenge the status quo to be exceptional in all that we do. I treat everyone with respect and show humility. 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	Talent Experience Advisor
REPORTS TO	Head of People Experience
DIRECT REPORTS	☑ N/A
LOCATION	South Melbourne Support Office
EMPLOYMENT TYPE	Fixed Term Contract (6 months) Full Time/Part Time (4 days)
TEAM	People Experience Team
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none">☑ Head of People Experience☑ People Experience Business Partner☑ Digital People Experience Advisor☑ Training Experience Lead☑ ELT☑ Marketing Team☑ Sales Team☑ Design and Construction Team☑ Community Operations Team☑ Finance Team☑ Managing Director
EXTERNAL	<ul style="list-style-type: none">☑ Recruiters☑ HR Software Providers

Talent Experience Advisor

RECRUITMENT & ONBOARDING

RELATIONSHIP MANAGEMENT

KEY TASKS / DELIVERABLES

- ✓ You will create job ads to attract and engage suitable candidates for vacancies at Lifestyle Communities.
- ✓ You will work with team leaders and the People Experience Business Partner and Head of People Experience to create Position Descriptions.
- ✓ Management of the careers inbox and responding to general enquiries from candidates and agencies.
- ✓ Shortlist and screen candidates.
- ✓ You will conduct interviews, creating a warm and welcoming first impression for all our candidates.
- ✓ You will ensure the entire recruitment process is professional, accurate, seamless and an amazing experience for a candidate to go through.
- ✓ You will ensure new team members are onboarded with all payroll paperwork, IT requirements and Induction materials.
- ✓ You will look for new initiatives to continually improve the recruitment process.
- ✓ You will always consider time and budget requirements when conducting a recruitment campaign. Where applicable, look to manage the process internally before engaging a preferred recruitment partner.
- ✓ All paperwork required for a smooth payroll process is sent through completed to eliminate pay errors.
- ✓ Create positive, collaborative and professional relationships with all teams in the business.
- ✓ Be a brand ambassador when communicating with any external providers or agencies.
- ✓ Develop positive and commercial relationships with external providers and consultants.
- ✓ Provide feedback and advise to ensure positive outcomes.
- ✓ Your approach will be consultative and collaborative with all key stakeholders.
- ✓ It will come as second nature for you to foster and develop relationships with various external stakeholders such as recruitment consultants and providers. You will continually and constructively challenge and collaborate with the People Experience team to continually improve HR outcomes.

WHAT WILL SUCCESS LOOK LIKE?

- ✓ Ideal candidates are attracted, engaged and recruited successfully for all vacancies.
- ✓ The experience of recruitment for candidates is positive for both successful and unsuccessful candidates.
- ✓ All team members are onboarded in accordance with the Induction Procedure.
- ✓ Payroll errors are mitigated.
- ✓ You will be consultative and collaborative with all internal team members.
- ✓ You will be a brand ambassador when communicating with external parties.
- ✓ You will develop a strong working relationship with the People Experience team. You will positively represent the People Experience team and Lifestyle Communities in all interactions.

Talent Experience Advisor

PEOPLE EXPERIENCE (HR) ADMINISTRATION

- ✓ Ensure the highest level of confidentiality.
- ✓ Be a service centre for the business to find information regarding HR initiatives.
- ✓ All files are managed and accurate.
- ✓ Email correspondence is replied to within 24 hours.
- ✓ All serious HR matters are escalated to the Head of People Experience.
- ✓ Creation of Employment Contracts and Position Descriptions.
- ✓ Assist in updating the LIC careers page.
- ✓ Any other tasks set by the Head of People Experience.
- ✓ Conduct market salary reviews.

- ✓ 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.

OTHER PEOPLE EXPERIENCE PROJECTS

- ✓ You will be given additional People Experience (HR) projects and tasks aligned to key business projects.
- ✓ You will be further developed in your understanding and execution of FairWork, WorkCover and Workplace Planning.

- ✓ You will execute any People Experience tasks set to you by the Head of People Experience or Managing Director 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:

- ✓ To work closely with teams and team leaders when recruiting so that you can identify talent that aligns the team and the business.
- ✓ Live, breathe and consistently communicate the Lifestyle Language, Culture, Values and Behaviours.
- ✓ Champion change as part of a fast-growing company.
- ✓ To seek opportunities to make Lifestyle Communities a marketing leading Employer of Choice to attract amazing talent

OUR ASK OF



YOU

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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 Talent Experience Advisor to reflect this position outline.

Signature

Date