



Operations Administrator

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

Our purpose is to provide our customers with the opportunity to live a “**bigger life**”.

Living a bigger life means providing customers with access to affordable well-designed, low maintenance homes within a safe and secure community neighbourhood.

Living a bigger life means enabling our customers to achieve the benefits of downsizing, freeing up cash from the sale of a previous home, having more time, less stress and a lower cost of living.

Living a bigger life means providing our customers with exclusive access to a range of high quality amenities that support an active, engaged and connected lifestyle.

And it means being part of a warm and welcoming community of like-minded working, semi-retired or retired homeowners where their property, privacy and independence is respected.



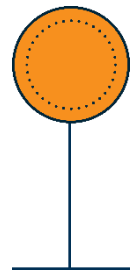
2014
1,000th homeowner
moved in



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 Operations Administrator 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**.

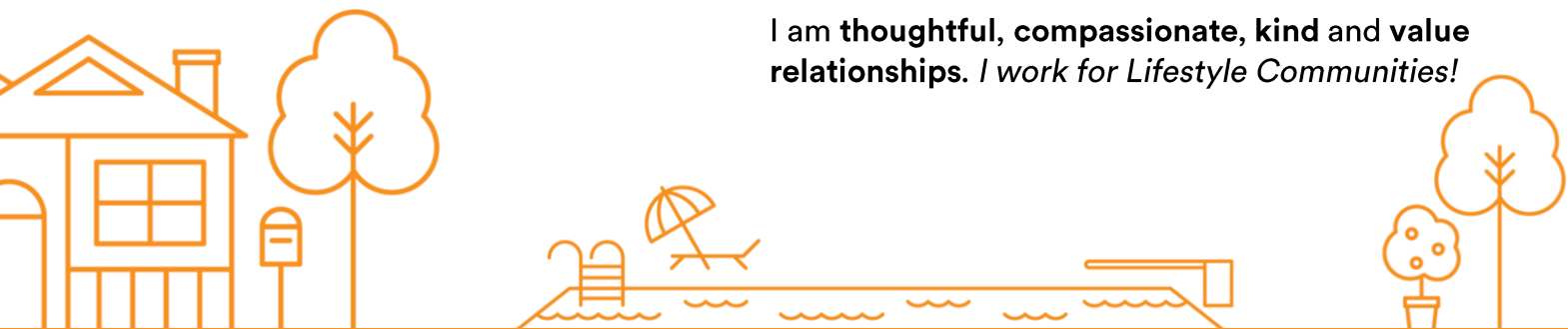
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.

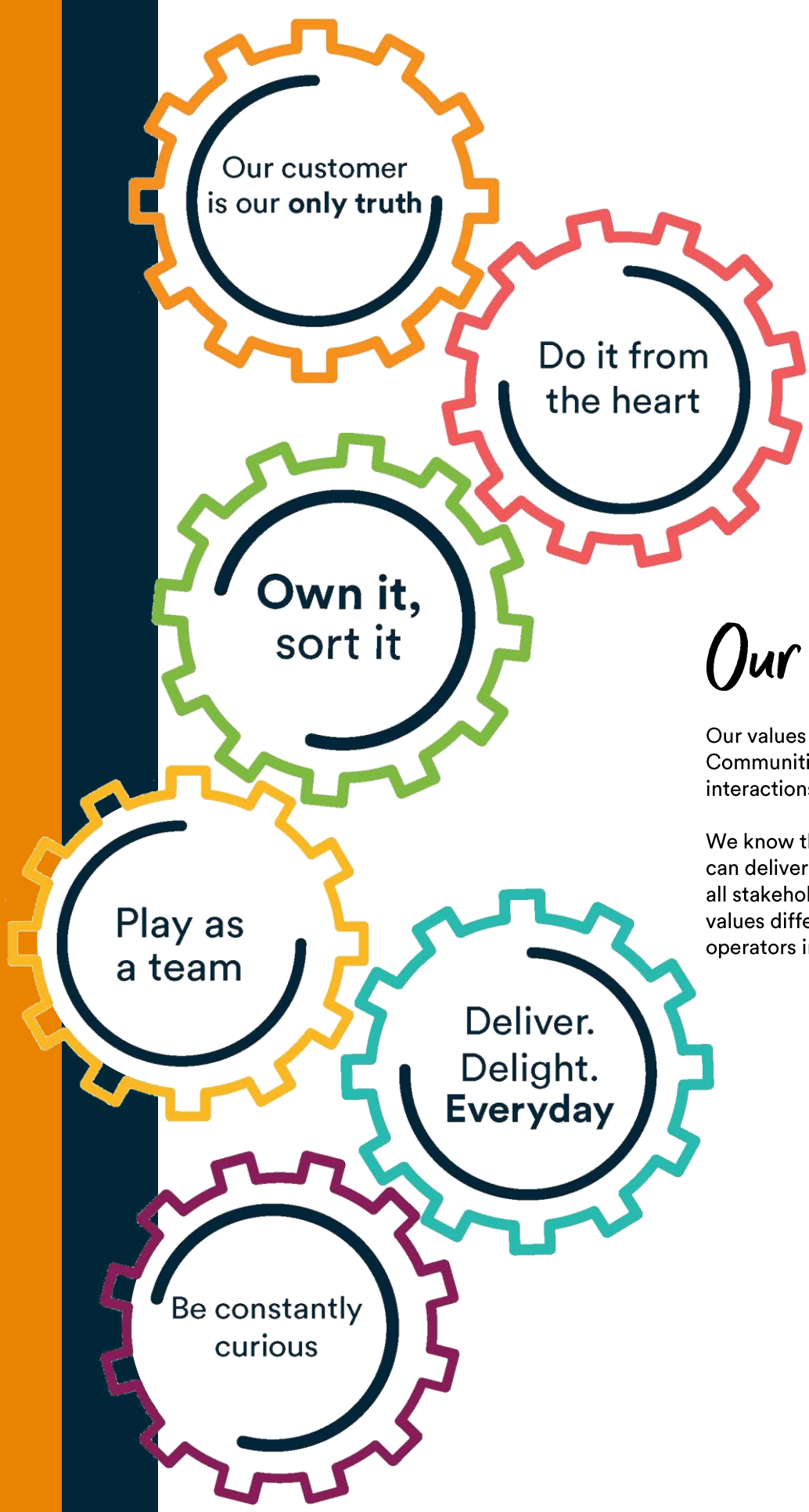



I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

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 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	Operations Administrator
REPORTS TO	Head of Community Operations
DIRECT REPORTS	N/A
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
TEAM	Operations
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none">✓ Head of Community Operations✓ Community Engagement Manager✓ Area Managers✓ Community Managers✓ Wellness Team✓ Marketing Team✓ Leadership Team
EXTERNAL	<ul style="list-style-type: none">✓ Homeowners✓ Prospective Homeowners✓ Preferred suppliers

Operations Administrator

	Key Tasks / Deliverables and / or Personal Characteristics	What will success look like?
1. General Community Operations Administration	<ul style="list-style-type: none"> ✓ 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 ✓ Email correspondence is replied to within 24 hours ✓ Any other tasks set by the Head of Community Operations ✓ Provide expert advice and guidance around a range of administrative functions to the community management team ✓ You will be motivated to product 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 community management team 	<ul style="list-style-type: none"> ✓ 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 ✓ Reduce error rate from community management team ✓ Community management team to be able to use internal systems satisfactorily with minimal support within an agreed time frame
2. Processes and Procedures	<ul style="list-style-type: none"> ✓ Ensure that standardisation and consistency is achieved by monitoring, supporting, and developing appropriate solutions throughout the Operations team, in collaboration with the Community Managers and the Leadership Team ✓ Manage and review SharePoint on behalf of the Operations 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 add for our Homeowners ✓ Support the Operations Team with the management of some external relationships i.e. suppliers ✓ Support the community 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 Operations 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. 	<ul style="list-style-type: none"> ✓ 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 or service and experience to our homeowners. ✓ Guide the community management team in delivering consistency and standardised processes

Operations Administrator

3. 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 help provide support and consistency to the community management team and homeowners

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

- ✓ 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 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 **Operations Administrator** to reflect this position outline.

Signature

Date