

Engagement Coordinator position outline

March 2026



Lifestyle
Communities®



The Lifestyle story

Since beginning Lifestyle Communities® in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to downsize in a secure community with resort-style amenities, 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 core principles;

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 Lifestyle Communities is an extremely positive one.

These two principles 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 help homeowners find the way they want to live - on their own terms. 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 alongside resort-style amenities. We **nurture** the homeowners within our communities because they seek a space that's truly their own, that strikes perfect balance between connection and privacy, independence and activity.

Like us, our homeowners don't believe in a one-size-fits-all way of living. They value choice and the freedom to live life on their own terms. 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.

Above all, we're here to support our homeowners through a meaningful change because we know that downsizing your home is a big decision. 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.**



Role summary

The Engagement & Events Coordinator is responsible for coordinating the planning, delivery, and continuous improvement of community wellness programs and inter-community events. The role ensures high-quality execution, effective communication, and strong stakeholder engagement to support organisational objectives and community wellbeing.

This is a position created to strengthen event coordination capacity and address evolving service and stakeholder needs.



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 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.



**Do it from
the heart**



**Constantly
curious**

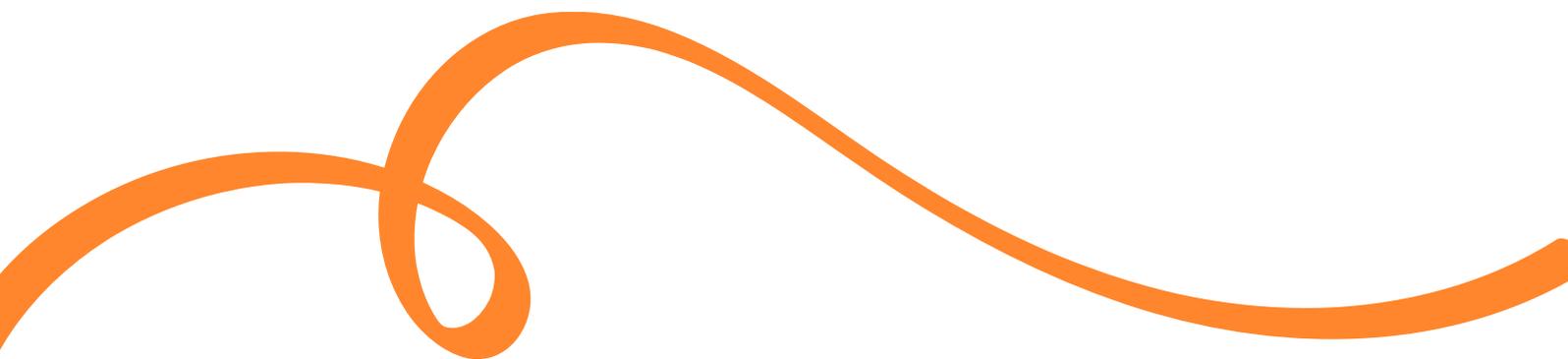


**Own it.
Sort it.**



**Strive for
excellence**

Position title	Engagement Coordinator
Reports to	Engagement Lead
Direct reports	NA
Location	Support Office Level 2, 68 Clarke Street Southbank Travel to Lifestyle Communities around Victoria as required.
Employment type	12-month contract Full Time
Department	Experience
Key relationships	Internal <ul style="list-style-type: none">• Engagement Lead• Head of Customer Experience• EGM - Experience• Communication Lead• Lifestyle Managers• Lifestyle Area Managers• Marketing Team• Sales Team• Design & Construction Team External <ul style="list-style-type: none">• Homeowners• Potential Homeowners• Wellbeing Providers



Engagement Coordinator

	Key tasks / deliverables	What will success look like?
Program & Event Coordination	<ul style="list-style-type: none"> • Coordinate the planning, logistics, and delivery of community wellness activities and inter-community events. • Manage event schedules, venue bookings, equipment, suppliers, and operational requirements. • Develop and maintain event documentation, run sheets, and reporting. • Identify opportunities to enhance planning, delivery, and participant experience. • Ensure events are delivered safely, efficiently, and in alignment with organisational goals. 	<ul style="list-style-type: none"> • Inter – community events and wellness activities run smoothly end-to-end (clear run sheets, prepared venues/suppliers, and issues handled promptly on the day). • Event timelines are met and stakeholders are kept informed (accurate schedules, bookings confirmed, and changes communicated early). • Continuous improvements are evidenced through post-event reviews (feedback captured, actions logged, and repeat issues reduced over time).
Program Support	<ul style="list-style-type: none"> • Provide administrative and operational support to ensure smooth program operations. • Assist with the coordination of wellness initiatives and day-to-day program tasks. • Contribute to the development and refinement of program processes and systems. 	<ul style="list-style-type: none"> • Program administration is reliable and up to date (records maintained, trackers accurate, and information easy to find for the team). • Day-to-day tasks are progressed without bottlenecks (requests triaged, follow-ups completed, and deadlines consistently met).
Marketing & Communications Support	<ul style="list-style-type: none"> • Assist in developing marketing and promotional materials for events and wellness initiatives. • Prepare content for newsletters, social media, and internal/external communications. • Support consistent and timely communication to enhance program visibility and engagement. 	<ul style="list-style-type: none"> • Event promotion materials are delivered on time and align to brand and messaging. • Communications are clear, accurate, and audience-appropriate (key details correct, calls-to-action clear, and fewer clarification queries received). • Program visibility and engagement increase (stronger attendance/participation signals and consistent comms cadence across channels).

Stakeholder engagement

- Build and maintain positive relationships with community members, partner organisations, and internal teams.
 - Act as a point of contact for event and program enquiries.
 - Support engagement strategies that strengthen participation and address service or stakeholder gaps.
 - Contribute to a collaborative and customer focused organisational culture.
- Trusted partnerships grow—stakeholders rely on you for clear advice, consistent follow-through, and shared wins.
 - Enquiries build trust—responses are prompt and accurate, and issues are escalated early and respectfully.
 - Engagement becomes action—co-design removes barriers and grows participation across communities.



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

- Building rapport with the homeowners to deliver exceptional experiences and engagement with the wellbeing activities and inter-community sporting carnivals.
- Executing a creative and topical wellness program of the highest standards.
- Building strong relationships with the internal team to support your delivery of wellbeing activities that not only enhance our homeowner offering, but also supports our sales activities and make Lifestyle Communities an aspirational company.
- Stay curious and ahead of the curve—bringing fresh wellbeing ideas that keep our program relevant and valued by our Homeowners.

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

Signature

Date

