

Executive Assistant position outline

May 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 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 reimagine a Way to Live for independent downsizers.

We develop and manage architecturally designed low maintenance homes, together with resort-style communities, that allow downsizers to free up equity from their previous home, and live the life they want.

Our approach revives the spirit of strong, neighbourly connections while providing spaces that balance safety and privacy with community engagement.

We nurture these environments, with dedicated Lifestyle Managers that live onsite allowing homeowners to enjoy independence alongside an active lifestyle.

Now that's a... **Way to live**



Role summary

The Executive Assistant (EA) provides executive support to the Executive Leadership Team (ELT) including calendar and mailbox management, preparation of reports & presentations, and execution of key priorities to meet strict deadlines.

The role supports members of the ELT, excluding the Chief Executive Officer, and you will work closely with the other Executive Assistants to ensure a seamless experience for the ELT and company overall.

You will be based at our Support Office in Southbank and will be the first impression for our team, visitors, and stakeholders (internal & external).

In addition to supporting the ELT, you will ensure the smooth operation of our Support Office and actively work towards bringing an incredible workplace to life.

You will operate as a member of the People Experience team to ensure we foster and nurture our amazing people-first culture.

Last but not least, you will demonstrate initiative, maintain the highest level of confidentiality, and be proactive, while maintaining strong attention to detail in a fast-paced environment.



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	Executive Assistant
Reports to	Head of CEO Office
Direct reports	N/A
Location	Support Office Level 2, 68 Clarke Street, Southbank VIC 3006
Employment type	Full Time
Department	People Experience Team
Key relationships	Internal <ul style="list-style-type: none">• Chief Financial Officer• Executive General Manager – Operations (People and Communities)• Executive Leadership Team (ELT)• Executive Assistant (EA) Team• People Experience (PX) Team External <ul style="list-style-type: none">• Homeowners• Board Members• Shareholders, Investors & Analysts• Suppliers and Service Providers• Event & Venue Contacts



Executive Assistant

Executive Assistant duties for CFO & EGM Operations

Key tasks / deliverables

- Ensure the highest level of discretion and sensitivity when dealing with confidential information.
- Calendar management.
- Mailbox management.
- Supporting ELT members with key priorities and executing action items to meet strict deadlines.
- Administrative duties including team-related tasks, project work, invoicing, credit card reconciliation, travel arrangements etc.
- Act as a key point of contact for ELT and internal/external stakeholders.
- Any other tasks set by the CFO & Executive General Manager – Operations.

What will success look like?

- Always uphold confidentiality.
- Completing all tasks set in a timely and accurate manner.
- All documentation meets professional and branding standards.
- You will be proactive, not reactive, and regularly seek opportunities to add further value.

Executive Leadership Team (ELT) / Board Support

- Arrange ELT meetings and other meetings as required, prepare agendas, pre-reading materials and send out actions as appropriate.
- Formatting correspondence, reports and presentations to a high standard.
- Collation, preparation, and distribution of Board & Committee papers to a high standard.
- Assist with the preparation and proof-reading of investor presentations and annual reporting.
- Liaise with shareholders, investors & analysts to coordinate meetings & correspondence as required.

- You will proactively set meetings in advance, ensure all materials are distributed and ensure professional standards in all documentation.

Office Management

- Manage the arrival experience for external visitors to Support Office as required.
- Ordering of kitchen and office supplies for Support Office.
- Organise uniforms & name badges for team members.
- Ensure that the office, kitchen and meeting rooms are kept clean and presentable at all times.
- Organisation of maintenance and trades as required.

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Events

- Ensure the office is compliant in first aid and fire warden signage.

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- Support the organisation of team events – including, but not limited to, Support Office initiatives, team building days, company Summits and the annual Christmas party.
- Events are managed to ensure they fulfil the brief and meet budget requirements.

- All events are executed to ensure team member enjoyment and to fulfil business objectives.
- Events do not exceed budget without prior approval.

Administration

- Respond to all requests in a polite and helpful way.
- Offer assistance to ELT when sought or have observed a need.
- Think ahead in order to establish an efficient and appropriate course of action for both yourself and others.
- Adapt to the changing needs of the business, champion change.
- Use strong time management to handle multiple projects and competing priorities.

- You step in wherever needed—making it easier for the whole team to do their best work.
- You bring calm, practical problem-solving—and you partner with others to find the best way forward.

Customer Service

- Demonstrate a passionate commitment to the Lifestyle Communities brand and values and communicate with passion and clarity.
- Demonstrate a strong customer-service focus approach and attentiveness to these needs.
- Proactively look to find solutions to ensure an amazing experience with Lifestyle Communities.
- Follow through on customer enquiries, requests and/or complaints and keep customers updated about progress of projects or services.
- Maintain an extensive knowledge of the industry and its competitors.
- Convey information in a manner that is easy to follow and understand.

- You're a proud brand ambassador—representing Lifestyle Communities with warmth, confidence, and professionalism.
- You communicate with clarity and purpose—adapting your style so every message lands with the right audience.
- You raise the bar on service—helping create consistently amazing experiences for every customer.

Relationship Management

- Liaise with a range of ELT members, team members, clients and homeowners.
 - Ability to quickly build rapport and trust with customers, team members and homeowners.
 - Ability to communicate at all levels and with people from all walks of life.
 - Gains the respect of the team by the excellence of your work.
 - You accept constructive criticism without taking it personally and improve your performance as a result.
- You build trusted, value-adding relationships— strengthening connections across every stakeholder group.
 - You read the room and flex your approach—so outcomes are achieved and relationships stay strong.



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

- Provide high level executive support to the ELT, including the execution of key priorities to meet strict deadlines.
- Demonstrate exceptional communication and interpersonal skills.
- Demonstrate excellent judgement, discretion and attention to detail.
- Positively represent the Lifestyle Communities brand in all interactions with internal & external stakeholders.
- Be a proactive member of the PX team building our amazing culture.

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 **Executive Assistant** to reflect this position outline.

Signature

Date