

People Experience Coordinator 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 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 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 People Experience (PX) Coordinator role is responsible for supporting the People Experience team across the entire team member touchpoint journey. This includes (but is not limited to):

- Recruitment
- Onboarding
- Training and Development
- Engagement and Culture Initiatives
- HRIS Implementation
- Systems, processes, and compliance
- Payroll

General PX administration and ad hoc tasks



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	People Experience Coordinator
Reports to	Head of People Experience
Direct reports	NA
Location	Support Office Level 2, 68 Clarke Street, Southbank VIC 3006 Travel to Lifestyle Communities throughout Victoria, as required.
Employment type	Full Time
Department	People Experience
Key relationships	<p>Internal</p> <ul style="list-style-type: none"> • EGM, Experience (People & Communities) • People Experience Team • Finance Analyst • All Support Office-based team members <p>External</p> <ul style="list-style-type: none"> • Recruitment Agencies • PX System Providers • Event, Venue & Catering Contacts
Capabilities & Experience	<ul style="list-style-type: none"> • 3–5+ years' experience in HR / People Operations, payroll administration or PX coordination within a mid-sized or larger organisation. • Practical payroll processing experience and strong understanding of payroll compliance and pay calculations. • Advanced HRIS experience (super-user) with demonstrable data governance and manual import/export skills. • Experience coordinating compliance training, WHS/WorkCover administration and preparing workforce data for reporting (WGEA exposure desirable). • Strong stakeholder management and communication skills; proven ability to support leaders and liaise with Finance, IT, WH&S and external vendors. • High degree of confidentiality, attention to detail, judgement and ability to prioritise competing demands. • Proactive, service-oriented and improvement-focused.

People Experience Coordinator

Key tasks / deliverables

HR Operations & Payroll

- Provide coordination and administrative support to the People Experience team across all stages of the employee lifecycle, ensuring consistent handovers, timely documentation, accurate system updates and clear owner accountability.
- New starter & leaver administration: Create/maintain employee folders, set up/deactivate accounts across relevant PX systems, and add/remove employees from payroll and survey/engagement lists.
- HRIS super-user & data integrity: Maintain HRIS configuration, user access, workflows and integrations; perform regular data audits, manual imports/exports and corrective actions; troubleshoot or escalate system errors.
- Payroll governance: Administer fortnightly payroll processing and validations, final pays/terminations, reconcile payroll queries, validate leave and allowance balances, and liaise with Finance or payroll vendors to resolve discrepancies.
- Invoicing & vendor admin: Process PX-related invoices, track payments and coordinate reconciliations with Finance.

Talent & Resourcing

- Recruitment & onboarding coordination: Coordinate recruitment administration for delegated roles (job ads, shortlisting support, screening, interview scheduling, reference checks, offer letters and contract generation) and manage induction plans.
- Employee lifecycle management: Coordinate promotions, acting arrangements, position changes, probation reviews and offboarding with accurate documentation and audit trails.

Learning, Development & Compliance Training

- Training logistics & compliance: Book and coordinate compliance and non-compliance training (First Aid, CPR, White Card), chase certifications and recertifications, manage eLearning completion (Go1, Mimecast), record attendance and create calendar invites.
- Training administration: Arrange venues/catering, manage training materials, run feedback surveys and maintain training records and KPIs (Culture Amp/ROADMAP where applicable).

People Data, Reporting & Insights

- Reporting & insights: Produce regular and ad-hoc PX reports (headcount, turnover, leave, training compliance, engagement metrics).
- Regulatory reporting support: Prepare and validate workforce data for WGEA and other statutory or audit submissions.

Work Health & Safety / WorkCover

- WHS & WorkCover administration: Maintain WHS incident logs, support incident reporting and corrective actions, manage WorkCover administration (including fortnightly payslip distribution to insurer during active claims), and coordinate ergonomic procurement where required.

Employee Relations & Leader Support

- Employee relations support: Provide confidential administrative support for ER matters (case documentation, note-taking, file management) and escalate complex issues to People Experience leadership.
- Leader enablement: Provide pragmatic, first-line PX support to managers on processes, system tasks and policy queries; escalate as appropriate.

Vendor & Stakeholder Management

- External provider management: Coordinate and manage relationships with payroll vendors, EAP, training providers, leasing providers and insurers; administer novated lease documentation in liaison with Finance/vendors.
- Internal partnerships: Partner closely with Finance, IT, WHS and business leaders to deliver integrated PX services.

Continuous Improvement & Projects

- System optimisation & automation: Lead or support HRIS/system optimisation, integration and automation initiatives to reduce manual handling and improve UX.
- Policy & process improvement: Contribute to PX policy reviews, documentation updates and process redesign projects.

Service & Communication

- Service delivery: Provide proactive, timely, customer-focused service; follow through on requests and communicate progress to diverse stakeholders.
- Values & behaviours: In addition to the Lifestyle Communities Values, demonstrate confidentiality, integrity, collaboration and a continuous-improvement mindset.

Project and other tasks

- You will be given additional projects and tasks aligned to key business projects.
- You will work closely with the People Experience team and gain exposure to all facets of the PX function.



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

- Positively represent the Lifestyle Communities brand in all interactions.
- Use intuition and a proactive approach to solving problems.
- Ensure all documentation is professional, accurate, and on brand.
- Be a proactive member of the People Experience 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 **People Experience Coordinator** to reflect this position outline.

Signature

Date