

Senior Manager – Facilities and Asset Performance

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 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'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.**



Role summary

The Senior Manager – Facilities and Asset Performance role is responsible for establishing, leading, and maintaining the procurement and asset management functions across Lifestyle Communities.

This role ensures all sourcing, contracting, and supplier engagement activities deliver best value, quality, and long-term performance and compliance outcomes.

The role will build robust systems, processes, and relationships that support effective delivery of work across all communities and operational sites.



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	Senior Manager – Facilities and Asset Performance
Reports to	EGM – Design and Construction
Direct reports	<ul style="list-style-type: none"> • Risk and Compliance Coordinator • Community Operations Coordinator
Location	Support Office, Suite 2.02, Level 2, 68 Clarke Street, Southbank VIC 3006
	Travel to Lifestyle Communities throughout Victoria, as required.
Employment type	Full Time
Department	Design and Construction
Key relationships	<p>Internal</p> <ol style="list-style-type: none"> 1. Safety and Compliance Manager 2. Construction Managers 3. Senior Finance Business Partner 4. Internal Legal Council 5. Lifestyle Area Managers 6. Lifestyle Managers 7. CFO 8. EGM – Experience (People and Communities) <p>External</p> <ol style="list-style-type: none"> 1. Lifestyle Suppliers
Key skills and attributes	<ol style="list-style-type: none"> 1. Strategic understanding of procurement, asset management, and supplier relationship management. 2. Strong commercial and analytical skills, with the ability to negotiate and manage complex contracts. 3. Experience implementing procurement systems, frameworks, and policies. 4. Excellent communication and stakeholder engagement abilities across technical and non-technical teams. 5. Strong attention to detail, process discipline, and a continuous improvement mindset. 6. Ability to influence strategic decisions while providing practical frameworks for day-to-day operations.

Senior Manager – Facilities and Asset Performance

Procurement Management

Key tasks / deliverables

1. Set up the procurement team, workspace, and supporting systems and policies for empowering the communities to run their space in a consistent and compliant manner.
2. Review and standardize all existing contracts, supplier agreements, and procurement processes across the business with a focus on commercial and fit-for-purpose partners, scopes, and SLAs.
3. Develop and implement a suite of standardized supply agreements, templates, and contract frameworks for community projects.
4. Lead robust competitive tendering processes for new suppliers and services, ensuring transparency, value for money, and alignment with business goals.
5. Build and manage strong supplier relationships based on performance, collaboration, and continuous improvement.
6. Partner with internal stakeholders to define accurate and fit-for-purpose scopes of work for all procurement activities.
7. Provide stakeholders with clear communication and guidance on project scopes, timelines, compliance standards, and expectations for contractor and community engagement throughout key project milestones.
8. Identify opportunities for value enhancement, cost optimisation, and risk reduction

Asset Management

1. Develop and implement policies, guidelines, and frameworks for asset management.
2. Establish systems and data processes for tracking asset performance, lifecycle costs, and maintenance needs.
3. Support community teams with tools and processes that improve operational visibility, cost control, and sustainability outcomes.
4. Manage a portfolio of operating community assets to maximise financial and operational performance
5. Collaborate with projects, finance and operations teams to align procurement strategies with long-term asset performance and lifecycle planning.
6. Oversee asset registers, condition assessments, and renewal programs to ensure asset integrity and compliance in coordination with Construction Managers.
7. Drive continuous improvement by proactively identifying opportunities for efficiency and operational excellence across communities and establish consistent platforms and communication frameworks to standardise policies, processes, and guidance for all team members, present and future.
8. Identify opportunities for value enhancement, cost optimisation, and risk reduction

Systems, Processes, and Compliance

1. Implement digital systems and reporting tools for procurement and asset lifecycle management.
2. Ensure compliance with corporate governance, procurement policy, and legislative requirements.
3. Monitor, review, and report on supplier performance, contract delivery, and operational efficiency.
4. Drive continuous improvement and training programs for procurement and contract management practices.

Reporting

1. Procurement and asset management frameworks are established and embedded.
2. Supplier base rationalized and delivering clear value and performance improvement.
3. Asset data and reporting enable proactive decisions on maintenance and replacement.
4. Stakeholders equipped with clear processes, tools, and training to manage day-to-day delivery efficiently.
5. Demonstrated cost control, risk reduction, and quality improvement across operations.
6. Management of key supply partner relationships and scopes of work to ensure best fit for 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

- Procurement and asset management frameworks are established and embedded.
- Supplier base rationalized and delivering clear value and performance improvement.
- Asset data and reporting enable proactive decisions on maintenance and replacement.
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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 **Senior Manager – Facilities and Asset Performance** to reflect this position outline.

Signature

Date