

Home Delivery Coordinator position outline

August 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 Home Delivery Coordinator (HDC) reports into the Project Manager and is responsible for undertaking the administrative and customer service tasks associated with the construction of new communities.

The role provides administrative support to the Project Manager by assisting with items such as design reviews, placing orders, programme monitoring, quality checking, updating salesforce, cost and budget tracking, and coordinating pre and post construction task and other general building administrative tasks associated with ensuring yearly settlements are achieved.

The customer service part of the role includes the management of customer relationships from initial handover from sales, guiding homeowners on their exciting journey of selecting and customising their beautiful home finishes to match that of their dreams. You will be the point of contact for all homeowners at this stage of their journey in helping them finalise their choices and finalising all documentation to hand over to our builder. Through their build process, you will provide regular build updates to the homeowners keeping their excitement levels up prior to settlement.

You will then assist in the final stages of their move in by supporting the settlements team with any communications and admin to ensure they have the best experience possible.

The role sits within the Development team but includes interfacing regularly with both the sales and operations teams to ensure seamless project delivery.



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	Home Delivery Coordinator
Reports to	Project Manager
Direct reports	NA
Location	Communities specified in your employment agreement.
Employment type	Full Time
Department	Development
Key relationships	Internal 1. Project Manager 2. Construction Manager 3. Development Manager 4. Customisation Manager 5. EGM, Development 6. Lifestyle Managers 7. Finance Team 8. Lifestyle Consultants External 1. Homeowners 2. Prospective Homeowners 3. Contractors & Builders 4. Consultant Team 5. Council and Authority Services 6. External Suppliers



Home Delivery Coordinator

PROJECT ADMINISTRATION

Key tasks / deliverables	What will success look like?
• Highly motivated and organised individual who has strong organisation and administrative skills • Assist the Project Manager in project reporting, home ordering, budget tracking and management of consultants and contractors • Manage all phases of homeowner customisations, plan reviews, home ordering, turn keys and home demonstrations and ensuring Salesforce is accurate for hand over to the project site team. • Uploading and management of all order documentation, timeframes, homeowner communications in the relevant systems. • Undertake defects inspections and homeowner inspections, including maintenance inspections and management of close out of the items. • Assist in setting up the projects with the Construction and Systems Administrator on sales force ensuring accuracy of all data that is uploaded. • Conduct homeowner meetings- including plan review meetings, client walkthroughs, scheduled maintenance meetings and liaise with owners as required • Be a conduit between Lifestyle Managers, Home Builder and homeowners to ensure home maintenance requests are attended to in a timely manner • Uploading and management of the HOF (home order forecast) with relevant project stakeholders monthly. • Ensuring key milestones are achieved in the required timeline within Project Management Software specific to each project. • You will use your knowledge and experience to ensure any variations selected by sales are relevant to this project and are inline with the homeowners' financial requirements. • Be the point of contact for customers from completion of sales process, to handover the community managers. Provide homeowners with regular updates on progress and manage expectations • Check, read and approve house plans and client checklists for construction including communications with external and internal parties as required	• Project is organised, and information is available in an orderly fashion • Project Manager is supported allowing him/her to focus on future planning and site issues • Homes are ordered in an accurate and timely manner with all relevant admin and PO's processed with the Home Builders to ensure homes are ordered in line with customer requirements • External stakeholders/consultants and construction partners are performing well • Homes are delivered in a quality manner and defects and maintenance items are closed out in a timely manner • Customers are happy • Project budgeting is updated and tracked regularly • Ensuring HOF is accurate on Salesforce and is reviewed and amended monthly, providing updates to the Sales team ensuring alignment of sales rate vs build rates. • External stakeholders are engaged at all stages through the project pipeline and are made aware of any changes in a timely manner.

CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT

- Creation of work orders within required timelines to ensure external stakeholders can meet their timelines.
- Work to be undertaken in a measured, organised and professional manner in line with industry best practice
- Understanding of Lifestyle Communities systems and procedures and carrying out work in line with these requirements

- Provide exceptional customer service skills and qualities that exceed our customers' expectations
- Undertaking work in a manner that acknowledges that our customers come first and that we are building people's homes
- Excellent relationships with our customers/homeowners
- Involvement in community events and presentations
- Presenting too and talking with the community to keep them informed on construction progress and project time frames
- Be the point of contact for customers from completion of sales process to handover to the community managers. Provide homeowners with regular updates on progress and manage expectations.
- Have genuine and effective relationships with internal team, external partners
- and our customers/homeowners
- Have ability to take direction from the Project Manager and manage tasks as required, including being able to communicate clearly and effectively
- Assist the sales team as and when required, adhering to the sales process.

- Excellent relationship with homeowners with no complaints
- Delivering on what we promise
- Demonstrate qualities of a Lifestyle Communities team member
- Seamless relationship with sales and community management teams
- Professional and positive working relationship with consultants/contractors



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

- Providing support to the Project Manager to achieve home settlements in line with business targets, along with maintenance and refurb projects in line with budget and scope.
- Having exceptional and positive relationships with all future and present community members.
- Providing continuous customer service whilst managing expectations.
- Providing service that is seamless for our customers as they are handed over from sales, then handed over to the community management team.
- Continuing to think and develop new ways of delivering our products and services.
- Focus on continual improvement of systems and processes.
- Focus on evolution and innovation of housing product and drawing on customer data ensuring this is fed back to the housing design team keeping our homes continually exciting.

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 **Home Delivery Coordinator** to reflect this position outline.

Signature

Date

