

Project Administrator position outline

February 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 enablers 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.**



2014

1,000th homeowner moved in



2016

2,000th homeowner moved in & 10th Community Clubhouse opened



2018

Acquired 17th Community Site & 3,000th homeowner moved in



2023

Land purchased for our 31st Community, 5,198 homeowners, 1340 pets, and an ASX top 200 business

Role summary

The Project Administrator reports into the Project Manager and is responsible for undertaking the administrative and customer service tasks associated with the front-end delivery across new communities.

This position combines strong administrative capability with a high level of customer service engagement, making it ideal for someone who is naturally organised, detail-oriented, and genuinely enjoys supporting customers throughout their journey.

Providing off-site administrative support to the Design & Construction team by assisting with items such as design reviews, placing orders, updating Salesforce, and coordinating the pre-construction tasks and other general building administrative tasks associated with ensuring yearly settlements are achieved.

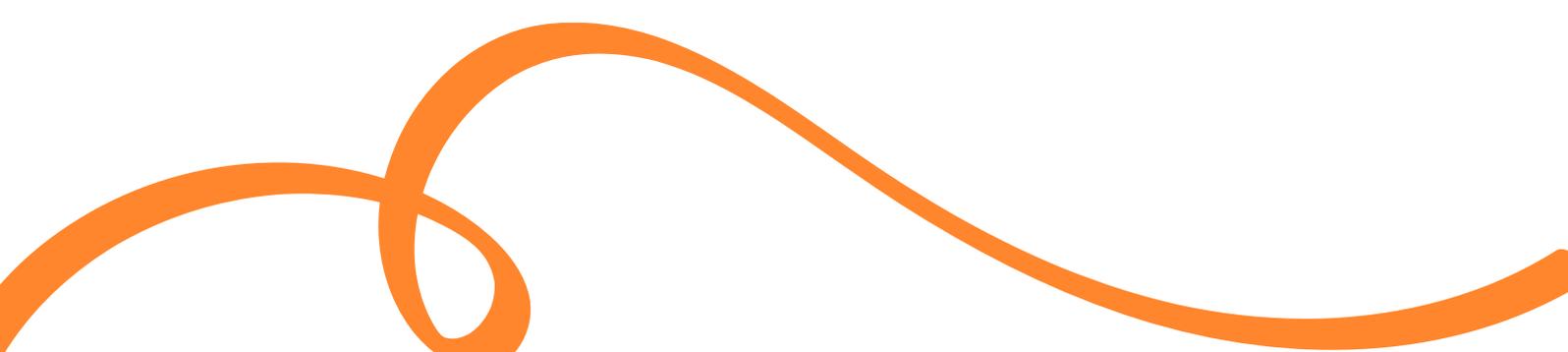
The customer service part of the role includes the management of customer relationships from initial handover from sales, guiding homeowners on their exciting journey of selecting and customising their beautiful home finishes to match that of their dreams.

You will be the point of contact for all homeowners at this stage of their journey in helping them finalise their choices and preparing all documentation to hand over to the onsite projects team. 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 onsite projects and settlements team with any communications and admin to ensure they have the best experience possible.

The role also includes responsibility for managing general maintenance requests, coordinating with relevant internal teams, contractors, and systems to ensure requests are logged, tracked, and resolved in a timely manner.

The role sits within the Design and Construction 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**

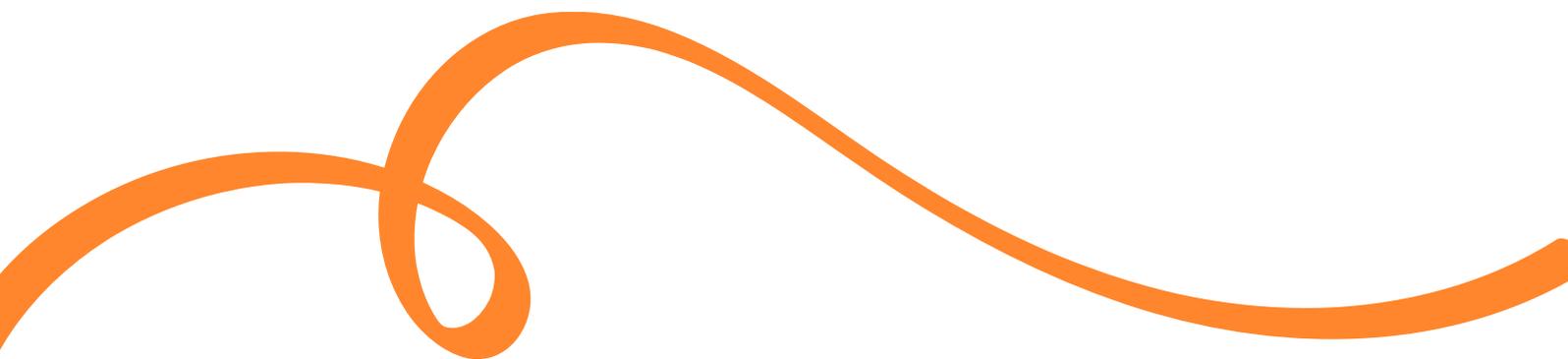


**Own it.
Sort it.**



**Strive for
excellence**

Position title	Project Administrator
Reports to	Project Manager
Direct reports	NA
Location	Project locations outlined in your employment agreement
Employment type	Full Time
Department	Design and Construction
Key relationships	<p>Internal</p> <ol style="list-style-type: none">1. Project Manager2. Project Coordinator3. Construction Manager4. EGM, Design & Construction5. EGM, Sales6. EGM, Experience7. Lifestyle Managers8. Finance Team9. Construction and Systems Administrator <p>External</p> <ol style="list-style-type: none">1. Homeowners2. Prospective Homeowners3. Council and Authority Services4. Home Builders/Estimators5. External Suppliers



Project Administrator

Project Administration

Key tasks / deliverables

- Highly motivated and organised individual who has strong organisation and administrative skills
- Assist the Project Site team by managing all phases of homeowner customisations, plan reviews, home ordering and ensuring Salesforce is accurate for handover to the project site team.
- Uploading and management of all order documentation, timeframes, homeowner communications in the relevant systems.
- Assist in setting up the projects with the Construction and Systems Administrator on Salesforce ensuring accuracy of all data that is uploaded.
- 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.
- 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.
- Check, read and approve house plans and client checklists for construction including communications with external and internal parties as required.
- 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.
- General administrative tasks to support the design, construct, and handover process
- Maintenance Management
- Receive, log, and manage general maintenance requests.
- Coordinate maintenance activities with contractors and internal teams.
- Track progress and close out maintenance items.
- Communicate status updates to relevant stakeholders.

Customer Service

- 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/home owners
- Involvement in community events and presentations

- Presenting too and talking with the community to keep them informed on construction progress and project time frames
- Conduct homeowner meetings- including plan review meetings and customisations
- 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.

Relationship Management

- 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



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

1. Providing support to the Project Site Team to achieve home settlements in line with business targets.
2. Having exceptional and positive relationships with all future and present community members
3. Providing continuous customer service whilst managing expectations.
4. Providing service that is seamless for our customers as they are handed over from sales, then handed over to the lifestyle management team.
5. Continuing to think and develop new ways of delivering our products and services.
6. Focus on continual improvement of systems and processes.
7. 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 **Project Administrator** to reflect this position outline.

Signature