

Project Coordinator 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

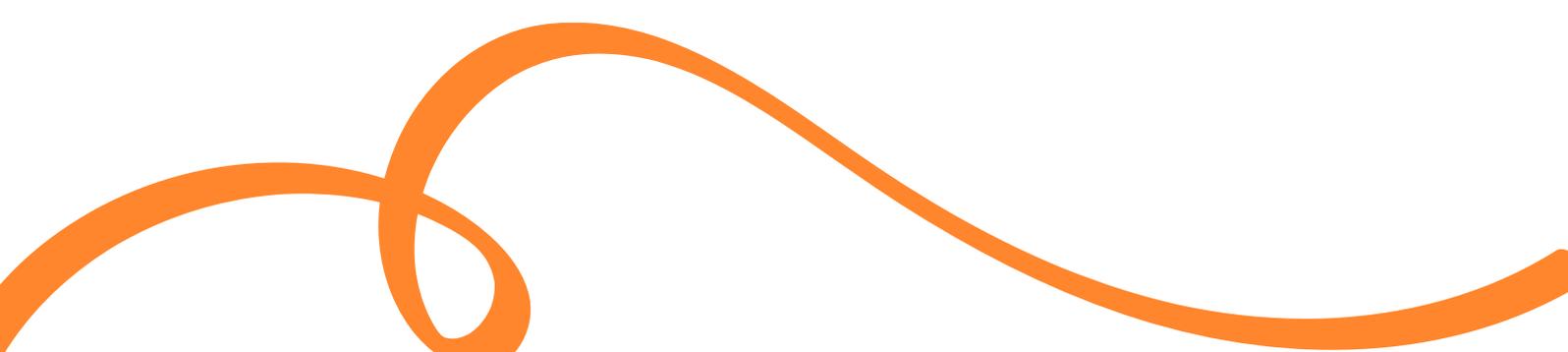
The Project Coordinator role supports the Project Manager by coordinating project activities, managing schedules, and ensuring compliance with safety and quality standards.

This on-site role involves collaborating with internal teams, subcontractors, suppliers, and regulatory bodies to complete construction projects successfully. Responsibilities include overseeing the housing portfolio and landscaping for common areas and minor works projects on site.

For a driven and motivated individual committed to career development and acquiring relevant training and qualifications, this role can be a stepping stone into a successful career in construction project management.

Primarily a site-based role (Mondays in the office), you will work between multiple project sites which will require you to travel to various project locations. You will be someone who loves to work in a fast-paced environment and can handle multiple tasks simultaneously.

The role sits within the Design and Construction team and reports to the Project Managers of the relevant projects.



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**

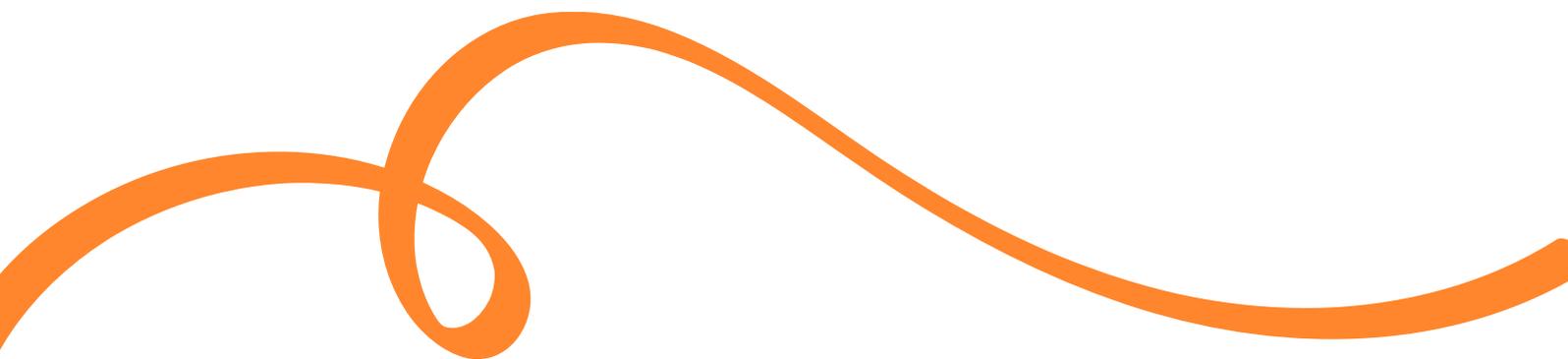


**Own it.
Sort it.**



**Strive for
excellence**

Position title	Project Coordinator
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. Construction Manager2. Project Manager3. Customisation Partner4. Home Delivery Team5. EGM, Design and Construction6. EGM, Sales7. EGM, Experience8. Lifestyle Managers9. Finance Team <p>External</p> <ol style="list-style-type: none">1. Homeowners2. Prospective Homeowners3. Council and Authority Services4. Homebuilders/estimators5. External Suppliers



Project Coordinator

Project Planning & Delivery

Key tasks / deliverables	What will success look like?
<ul style="list-style-type: none"> • Help develop project plans, schedules, and staging plans. • Monitor timelines and milestones for housing and minor works to ensure on-time, safe, quality delivery. • Manage the Home Order Forecast (HOF), with timely engagement and monthly reviews. • Update and communicate project schedules as needed. • Track project budgets, expenses, and find cost-saving opportunities. • Ensuring key milestones are achieved in the required timeline within Project Management Software specific to each project. • Work to be undertaken in a measured, organised and professional manner in line with industry best practice. 	<ul style="list-style-type: none"> • Quality Delivery: Homes and projects are completed to high standards with timely resolution of defects and maintenance issues. • Effective Organization: Projects are well-organized with consistent and clear communication among all stakeholders. • Engaged Teams: On-site teams are motivated, productive, and aligned with project goals.

Project Administration

<ul style="list-style-type: none"> • Highly motivated and organised individual who has strong organisation and administrative skills • Check, read and approve house plans and client checklists for construction including communications with external and internal parties as required. • Understanding of Lifestyle Communities systems and procedures and carrying out work in line with these requirements • General administrative tasks to support the design, construct, and handover process • Help prepare project presentations and proposals. • Support other project management activities as needed. • Manage invoices, purchase orders, inventory reports, and obtain quotes. • Assist with Customization Partner tasks as needed. 	<ul style="list-style-type: none"> • Project is organised, and information is available in an orderly fashion • Project Site Team is supported allowing them to focus on future planning and site issues • homeowners are happy. • External stakeholders and construction partners are engaged and performing well • HOF is accurate on Salesforce and is reviewed and amended monthly with the Project Site team and 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.
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Customer Service & Communication

- 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/ site teams/ all stake holders
- Involvement in community events and presentations
- Presenting and talking with the community to keep them informed on construction progress and project time frames
- Liaise between the project manager, construction team, Customisation Partner, homeowners, subcontractors, and suppliers providing regular updates.
- Coordinate with Lifestyle Managers, Home Builders, and homeowners to promptly address maintenance requests.
- Schedule meetings, prepare agendas, and document minutes.
- Organize homeowner walkthroughs and maintenance meetings and liaise with owners as needed.

- Excellent relationship with homeowners with no complaints
- Delivering on what we promise
- Demonstrate qualities of a Lifestyle Communities team member
- Strong communication among all stakeholders.
- Promote cross-team collaboration to ensure tasks are completed and deliverables are produced.
- Continual improvement and Curiosity approach to all parts of the role

Quality Safety & Compliance

- Assist in implementing and monitoring quality control, ensuring compliance with codes and best practices.
- Conduct defects and homeowner inspections, including maintenance checks, and manage issue resolution.
- Promote a zero-harm culture in all activities.
- Ensure all construction activities comply with safety regulations and building codes.

- All homes and projects are delivered to the highest of quality, safety and compliance standards.
- A culture where everyone that works on our projects feels safe, works in a safe environment and leaves work in the way they arrived
- Constant focus on delivering homes to the highest quality standard
- Safety focused: Safety First focus on all aspects and activities of the project.

Minor Works Management

- Manage end to end process including documentation, approvals, program, safety.
- Ensure adherence to budget and quality .

Relationship Management

- Manage end to end process including documentation, approvals, program, safety.
- Ensure adherence to budget and quality .
- 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

- Applying simple project management principles around minor works, focusing on budget, schedule, quality, and safety.
- Providing support to the Project Site Team to achieve home settlements in line with business targets.
- 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 the evolution and innovation of housing products and draw 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 Coordinator** to reflect this position outline.

Signature

Date

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