

## Associate Director, Customer Management, Group Operations

Full Time, Permanent

London

### About us?

SEGRO is a UK Real Estate Investment Trust (REIT) and listed on the London Stock Exchange in the FTSE 100 index.

For over 100 years SEGRO has been creating the space that enables extraordinary things to happen. We invest in high-quality real estate, actively manage our portfolio and sell assets to crystallise attractive returns. We own, manage, and develop light industrial property and modern warehouses with a portfolio comprising 8 million square metres of space (86 million square feet), valued at £18 billion. We are spread strategically across locations in the UK and in Continental Europe.

Our goal is to be the leading owner, manager and developer of industrial properties in Europe and the partner of choice for our customers.

### Why work for us?

91% - employees feel engaged (2022 employee survey)

SEGRO is a friendly, vibrant community. We believe SEGRO people are amongst the best in our industry. We have a talented and committed team of employees in the UK and across Continental Europe. Our aim is to continue to attract, develop and retain the best and brightest employees in the industry.

We are proud of our track record in spotting and nurturing talent. Our ambition is to make sure every individual has the opportunity to maximize their potential and their careers with SEGRO.

### What are we looking for?

We are looking to appoint an Associate Director, Customer Management to evolve our customer management strategy across the SEGRO group.

This role will coordinate and develop strategic relationships with our key customers both internally and externally as well as transforming our customer knowledge and how we manage cross-border customers across the Group.

The role's principle accountabilities will be in:

- To lead SEGRO's customer management programme, working with the Director of Customer Development and the Key Customer Leads to deliver key account reporting and action oriented regular planning meetings for a select group of key accounts.
- Work with SEGRO's marketing team to develop a programme of marketing and communication activities (networking events, roundtables etc) which will increase SEGRO's intelligence, understanding of and insights from our key customers.
- Gather and analyse other internal data sources to identify customer trends and developments,
- Understand the outputs from SEGRO's customer experience feedback (senior level contacts) to drive higher satisfaction rates, retention, new business growth and value creation.
- Support work on the evolution of a customer management platform for knowledge sharing across the group.
- Be the voice of the customer at internal departmental meetings, workshops, and conferences.

- Manage a year-on-year process to review, identify and confirm SEGRO's key customers working from measurable objectives for each relationship.

#### **You will have...**

- Experience leading key customer relationships.
- Understanding of key customer business groups and decision-making drivers.
- Experience creating and delivering data-driven customer value propositions, measuring impact.
- Understanding of latest CRM technology trends.
- Strong negotiation, influence, and relationship-building skills, both internally and externally.

#### **It would also be nice for you to have...**

- Comfortable leading and presenting at workshops and events.
- Previous experience within the property industry.
- Highly computer literate – PowerPoint, SharePoint, Excel and Power BI

#### **What we offer...**

Competitive package including 30 days annual leave, private health care, pension, life assurance. As well as an annual medical check-up, a wellbeing programme and an annual charity day of giving.

We provide excellent opportunities for training and development, supporting employees with their career ambitions. We have a range of high-quality education and training on personal and professional skills that enable our people to fulfil their potential.

All employees participate in our annual bonus scheme and have the opportunity to own a stake in the company through share schemes open to everyone.

#### **How to apply:**

If you would like to be considered for this role, please send your CV with covering letter detailing your suitability for the role to [UKRecruitment@SEGRO.com](mailto:UKRecruitment@SEGRO.com)

**SEGRO is an equal opportunities employer.  
No Agencies please.**

**At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.**