

## **Interim Administrator, Property Management, Thames Valley**

**Full-time, 12-month fixed term contract**

**Slough**

**Closing Date: EOD Friday 3 June 2022**

### **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?**

94% - employees feel engaged (2020 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 currently looking to appoint an Administrator, Property Management, Thames Valley to:

- Own and oversee Fresh Desk, SEGRO's online platform for customer service.
- Deal with invoice and purchase order administration and support the management of maintenance contracts within the portfolio.
- Provide administrative support in raising insurance claims, instructing contractors, liaising with the claims handlers and insurance company from start to completion of the claim.

The role's principal accountabilities will be to:

- Respond to all general enquiries received from customers, contractors and the general public.
- Organise estate and unit inspections as required by internal and external parties.
- Liaise with and update Property Management team on planned maintenance and reactive works as appropriate.
- Maintain a database of works progress to ensure they are completed in a timely and satisfactory manner.
- Instruct minor works / repairs as advised by the Property Managers when appropriate, keeping Property Management team fully advised as necessary.
- Regularly liaise with the Property Management team to share information and ensure communications with customers are coordinated.
- Prepare, process, and collate purchase orders and invoices as requested.

- Obtain, record and maintain accurate and up to date statutory certificates/documents e.g. EPCs, asbestos surveys and test certificates.
- Instruct vacant building inspections as required, reviewing and logging the monthly reports, highlighting any issues to the Property Managers for action.
- Be responsible for the management of 'key holding' of vacant units.
- Be responsible for advising utility consultants when a building becomes vacant or is let.
- Arrange all work relating to insurance claims, working closely with colleagues to ensure the claim is logged and providing updates on progress as required.

**You will have...**

- Strong customer focus with excellent interpersonal skills
- Accuracy and excellent attention to detail
- Structured approach and be well organised
- Good written communication skills (e-mail)
- Flexible and adaptable approach
- The ability to work as part of a team across various functions
- Strong numeracy
- Intermediate Word and Excel skills plus the ability to learn new IT systems
- Driving licence for site visits

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

- Experience of administration in a property company
- Customer care experience
- Ability to work on own initiative
- Health & Safety Training

**What we offer...**

Competitive package including 25 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, subject to scheme rules in place at the time.

**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 [HR.Recruitment@SEGRO.com](mailto:HR.Recruitment@SEGRO.com) by EOD Friday 3 June 2022

**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.**